



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 320 S. WALNUT ST., LANSING, MICHIGAN 48933  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **10**

to

Contract Number **071B3200120**

<b>CONTRACTOR</b>	CENTURYLINK
	931 14th Street, 9th Floor
	Denver, CO 80202
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	CV0001107

<b>STATE</b>	<b>Program Manager</b>	Ashley Adrian	DTMB
		517-284-7454	
		AdrianA1@michigan.gov	
	<b>Contract Administrator</b>	Lauren Stempek	DTMB
		(517) 243-4008	
		stempekl@michigan.gov	

**CONTRACT SUMMARY**

<b>AUDIO VIDEO WEB CONFERENCING</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
July 16, 2013	July 15, 2016	2 - 1 Year	July 31, 2027
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input checked="" type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

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**DESCRIPTION OF CHANGE NOTICE**

<b>OPTION</b>	<b>LENGTH OF OPTION</b>	<b>EXTENSION</b>	<b>LENGTH OF EXTENSION</b>	<b>REVISED EXP. DATE</b>
<input type="checkbox"/>		<input type="checkbox"/>		July 31, 2027
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$2,000,000.00	\$0.00	\$2,000,000.00		

**DESCRIPTION**

Effective 10/12/2023, Zoom for Government that was added to this contract in CN 9 is hereby removed in its entirety and unable to be purchased by client Agencies. Offer Management Record (OMR) # R608906 for Century Link.

Please note that the Program Manager for the State has been updated to Ashley Adrian.

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Central Procurement Services approval.



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**CONTRACT CHANGE NOTICE**

Change Notice Number **9**  
 to  
 Contract Number **071B3200120**

<b>CONTRACTOR</b>	CENTURYLINK
	931 14th Street, 9th Floor
	Denver, CO 80202
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	CV0001107

<b>STATE</b>	Program Manager	Whitnie Zuker	DTMB
		(517) 284-9231	
		Zukerw@michigan.gov	
<b>STATE</b>	Contract Administrator	Lauren Stempek	DTMB
		(517) 243-4008	
		stempekl@michigan.gov	

**CONTRACT SUMMARY**

AUDIO VIDEO WEB CONFERENCING

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
July 16, 2013	July 15, 2016	2 - 1 Year	July 31, 2027

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
<input checked="" type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		July 31, 2027
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$2,000,000.00	\$0.00	\$2,000,000.00		

**DESCRIPTION**

Effective 12/2/2022, the State is hereby adding Zoom for Government to this contract so that client Agencies can use the secure version of Zoom, as described in the attached Pricing/OMR #R474829. Please note the Program Manager for the State has changed to Whitnie Zuker, and the Contract Administrator to Lauren Stempek.

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Central Procurement Services approval.

# Lumen Solutions for Zoom Pricing

SLED - State of Michigan

Product	Description	SKU	State Pricing	Tier	Tier Quantity Start	Tier Quantity End	Long Description
<b>Zoom One Pro (Quantity 1 - 9)</b>							
Zoom One Pro	Zoom One Pro Monthly	PAR1-PRO-BASE-MTH	\$14.25	1	1	49	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Monthly	PAR2-PRO-BASE-MTH	\$13.53	2	50	99	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Monthly	PAR3-PRO-BASE-MTH	\$12.86	3	100	249	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum

Zoom One Pro	Zoom One Pro Monthly	PAR4-PRO-BASE-MTH	\$12.21	4	250	499	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Monthly	PAR5-PRO-BASE-MTH	\$11.60	5	500	999	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Monthly	PAR6-PRO-BASE-MTH	\$11.02	6	1000	1499	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Monthly	PAR7-PRO-BASE-MTH	\$10.47	7	1500	2499	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum

Zoom One Pro	Zoom One Pro Monthly	PAR8-PRO-BASE-MTH	\$9.95	8	2500	4999	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Monthly	PAR9-PRO-BASE-MTH	\$9.45	9	5000+		Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Annual	PAR1-PRO-BASE-NH1Y	\$142.41	1	1	9	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum (if not moving to biz at 10, this tier goes up to 49)
Zoom One Pro	Zoom One Pro Annual	PAR2-PRO-BASE-NH1Y	\$132.91	2	10	99	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum

Zoom One Pro	Zoom One Pro Annual	PAR3-PRO-BASE-NH1Y	\$123.41	3	100	249	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Annual	PAR4-PRO-BASE-NH1Y	\$113.91	4	250	499	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Annual	PAR5-PRO-BASE-NH1Y	\$104.41	5	500	999	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Annual	PAR6-PRO-BASE-NH1Y	\$94.91	6	1,000	1,499	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum

Zoom One Pro	Zoom One Pro Annual	PAR7-PRO-BASE-NH1Y	\$85.41	7	1,500	NA	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 1 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Two Years Prepay	PAR1-PRO-BASE-NH2Y	\$270.75	1	1	9	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 2 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Two Years Prepay	PAR2-PRO-BASE-NH2Y	\$252.70	2	50	99	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 2 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Two Years Prepay	PAR3-PRO-BASE-NH2Y	\$234.65	3	100	249	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 2 Year/ 1 License minimum

Zoom One Pro	Zoom One Pro Two Years Prepay	PAR4-PRO-BASE-NH2Y	\$216.60	4	250	499	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 2 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Two Years Prepay	PAR5-PRO-BASE-NH2Y	\$198.55	5	500	999	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 2 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Two Years Prepay	PAR6-PRO-BASE-NH2Y	\$180.50	6	1,000	1,499	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 2 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Two Years Prepay	PAR7-PRO-BASE-NH2Y	\$162.45	7	1,500	NA	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 2 Year/ 1 License minimum



Zoom One Pro	Zoom One Pro Three Years Prepay	PAR1-PRO-BASE-NH3Y	\$384.75	1	1	9	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 3 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Three Years Prepay	PAR2-PRO-BASE-NH3Y	\$359.10	2	50	99	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 3 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Three Years Prepay	PAR3-PRO-BASE-NH3Y	\$333.45	3	100	249	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 3 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Three Years Prepay	PAR4-PRO-BASE-NH3Y	\$307.80	4	250	499	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 3 Year/ 1 License minimum

Zoom One Pro	Zoom One Pro Three Years Prepay	PAR5-PRO-BASE-NH3Y	\$282.15	5	500	999	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 3 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Three Years Prepay	PAR6-PRO-BASE-NH3Y	\$256.50	6	1,000	1,499	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 3 Year/ 1 License minimum
Zoom One Pro	Zoom One Pro Three Years Prepay	PAR7-PRO-BASE-NH3Y	\$230.85	7	1,500	NA	Host up to 100 participants. Group meetings for up to 30 hours. Social Media Streaming. 1 GB Cloud Recording (per license). Tier prices are on a per customer (host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month for monthly billing customers. Base meeting license. 3 Year/ 1 License minimum
<b>Zoom One Business (Quantity 10 - 49)</b>							
Zoom One Business	Zoom One Business Monthly	PAR1-BIZ-BASE-NH1M	\$19.00	1	10	49	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month (for Monthly billing customers). Base meeting license 1 Year/ 10 License minimum to buy or stay on Business plan

Zoom One Business	Zoom One Business Monthly	PAR2-BIZ-BASE-NH1M	\$18.05	2	50	99	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month (for Monthly billing customers). Base meeting license 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Monthly	PAR3-BIZ-BASE-NH1M	\$17.10	3	100	249	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month (for Monthly billing customers). Base meeting license 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Monthly	PAR4-BIZ-BASE-NH1M	\$16.15	4	250	499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month (for Monthly billing customers). Base meeting license 1 Year/ 10 License minimum to buy or stay on Business plan

Zoom One Business	Zoom One Business Monthly	PAR5-BIZ-BASE-NH1M	\$15.20	5	500	999	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month (for Monthly billing customers). Base meeting license 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Monthly	PAR6-BIZ-BASE-NH1M	\$14.25	6	1000	1499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month (for Monthly billing customers). Base meeting license 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Monthly	PAR7-BIZ-BASE-NH1M	\$13.30	7	1500	2499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month (for Monthly billing customers). Base meeting license 1 Year/ 10 License minimum to buy or stay on Business plan

Zoom One Business	Zoom One Business Monthly	PAR8-BIZ-BASE-NH1M	\$12.35	8	2500	4999	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month (for Monthly billing customers). Base meeting license 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Monthly	PAR9-BIZ-BASE-NH1M	\$11.40	9	5000+		Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). When a customer reaches a new tier, all licenses are repriced at that tier from the following month (for Monthly billing customers). Base meeting license 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Annual	PAR1-BIZ-BASE-NH1Y	\$189.91	1	10	49	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Annual	PAR2-BIZ-BASE-NH1Y	\$180.41	2	50	99	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 1 Year/ 10 License minimum to buy or stay on Business plan

Zoom One Business	Zoom One Business Annual	PAR3-BIZ-BASE-NH1Y	\$170.91	3	100	249	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Annual	PAR4-BIZ-BASE-NH1Y	\$161.41	4	250	499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Annual	PAR5-BIZ-BASE-NH1Y	\$151.91	5	500	999	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Annual	PAR6-BIZ-BASE-NH1Y	\$142.41	6	1,000	1,499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Annual	PAR7-BIZ-BASE-NH1Y	\$132.91	7	1,500	2,499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 1 Year/ 10 License minimum to buy or stay on Business plan

Zoom One Business	Zoom One Business Annual	PAR8-BIZ-BASE-NH1Y	\$123.41	8	2,500	4,999	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Annual	PAR9-BIZ-BASE-NH1Y	\$113.91	9	5,000	NA	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 1 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Two Years Prepay	PAR1-BIZ-BASE-NH2Y	\$361.00	1	10	49	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 2 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Two Years Prepay	PAR2-BIZ-BASE-NH2Y	\$342.95	2	50	99	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 2 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Two Years Prepay	PAR3-BIZ-BASE-NH2Y	\$324.90	3	100	249	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 2 Year/ 10 License minimum to buy or stay on Business plan

Zoom One Business	Zoom One Business Two Years Prepay	PAR4-BIZ-BASE-NH2Y	\$306.85	4	250	499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 2 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Two Years Prepay	PAR5-BIZ-BASE-NH2Y	\$288.80	5	500	999	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 2 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Two Years Prepay	PAR6-BIZ-BASE-NH2Y	\$270.75	6	1,000	1,499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 2 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Two Years Prepay	PAR7-BIZ-BASE-NH2Y	\$252.70	7	1,500	2,499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 2 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Two Years Prepay	PAR8-BIZ-BASE-NH2Y	\$234.65	8	2,500	4,999	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 2 Year/ 10 License minimum to buy or stay on Business plan



Zoom One Business	Zoom One Business Two Years Prepay	PAR9-BIZ-BASE-NH2Y	\$216.60	9	5,000	NA	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 2 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Three Years Prepay	PAR1-BIZ-BASE-NH3Y	\$513.00	1	10	49	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 3 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Three Years Prepay	PAR2-BIZ-BASE-NH3Y	\$487.35	2	50	99	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 3 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Three Years Prepay	PAR3-BIZ-BASE-NH3Y	\$461.70	3	100	249	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 3 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Three Years Prepay	PAR4-BIZ-BASE-NH3Y	\$436.05	4	250	499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 3 Year/ 10 License minimum to buy or stay on Business plan

Zoom One Business	Zoom One Business Three Years Prepay	PAR5-BIZ-BASE-NH3Y	\$410.40	5	500	999	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 3 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Three Years Prepay	PAR6-BIZ-BASE-NH3Y	\$384.75	6	1,000	1,499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 3 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Three Years Prepay	PAR7-BIZ-BASE-NH3Y	\$359.10	7	1,500	2,499	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 3 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Three Years Prepay	PAR8-BIZ-BASE-NH3Y	\$333.45	8	2,500	4,999	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 3 Year/ 10 License minimum to buy or stay on Business plan
Zoom One Business	Zoom One Business Three Years Prepay	PAR9-BIZ-BASE-NH3Y	\$307.80	9	5,000	NA	Host up to 300 participants. Single Sign-On. Recording Transcripts. Managed Domains. Company Branding. All features included in Pro and more. Tier prices are on a per customer (Host basis). Base meeting license. 3 Year/ 10 License minimum to buy or stay on Business plan

**Zoom Meetings - Enterprise Named Host Bundle (Quantity 50+) Includes Capacity 500 and Webinar 500**

Enterprise Bundle	Enterprise Named Host Monthly	PAR1-EP01-ENT5-BD1M	\$19.00	1	50	99	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Monthly	PAR2-EP01-ENT5-BD1M	\$19.00	2	100	499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Monthly	PAR3-EP01-ENT5-BD1M	\$14.25	3	500	999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Monthly	PAR4-EP01-ENT5-BD1M	\$12.26	4	1,000	2,499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Monthly	PAR5-EP01-ENT5-BD1M	\$10.54	5	2,500	4,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Monthly	PAR6-EP01-ENT5-BDMTH	\$9.07	6	5,000	7,499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum

Enterprise Bundle	Enterprise Named Host Monthly	PAR7-EP01-ENT5-BDMTH	\$8.61	7	7,500	9,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Monthly	PAR8-EP01-ENT5-BDMTH	\$8.18	8	10,000	24,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Monthly	PAR9-EP01-ENT5-BDMTH	\$5.77	9	25,000	49,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Monthly	PAR10-EP01-ENT5-BDMTH	\$4.96	10	50,000	NA	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Annual	PAR1-EP01-ENT5-BD1Y	\$228.00	1	50	99	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Annual	PAR2-EP01-ENT5-BD1Y	\$171.00	2	100	499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum

Enterprise Bundle	Enterprise Named Host Annual	PAR3-EP01-ENT5-BD1Y	\$147.25	3	500	999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Annual	PAR4-EP01-ENT5-BD1Y	\$126.35	4	1,000	2,499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Annual	PAR5-EP01-ENT5-BD1Y	\$108.30	5	2,500	4,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Annual	PAR6-EP01-ENT5-BD1Y	\$93.10	6	5,000	7,499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Annual	PAR7-EP01-ENT5-BD1Y	\$80.75	7	7,500	9,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Annual	PAR8-EP01-ENT5-BD1Y	\$69.35	8	10,000	24,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum

Enterprise Bundle	Enterprise Named Host Annual	PAR9-EP01-ENT5-BD1Y	\$59.85	9	25,000	49,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Annual	PAR0-EP01-ENT5-BD1Y	\$51.30	10	50,000	NA	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Two Years Prepay	PAR1-EP01-ENT5-BD2Y	\$421.80	1	50	99	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 2 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Two Years Prepay	PAR2-EP01-ENT5-BD2Y	\$316.35	2	100	499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 2 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Two Years Prepay	PAR3-EP01-ENT5-BD2Y	\$271.70	3	500	999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 2 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Two Years Prepay	PAR4-EP01-ENT5-BD2Y	\$233.70	4	1,000	2,499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 2 Year/ 50 License minimum

Enterprise Bundle	Enterprise Named Host Two Years Prepay	PAR5-EP01-ENT5-BD2Y	\$201.40	5	2,500	4,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 2 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Two Years Prepay	PAR6-EP01-ENT5-BD2Y	\$172.90	6	5,000	7,499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 2 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Two Years Prepay	PAR7-EP01-ENT5-BD2Y	\$149.15	7	7,500	9,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 2 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Two Years Prepay	PAR8-EP01-ENT5-BD2Y	\$128.25	8	10,000	24,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 2 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Two Years Prepay	PAR9-EP01-ENT5-BD2Y	\$110.20	9	25,000	49,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 2 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Two Years Prepay	PAR0-EP01-ENT5-BD2Y	\$95.00	10	50,000	NA	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 2 Year/ 50 License minimum

Enterprise Bundle	Enterprise Named Host Three Years Prepay	PAR1-EP01-ENT5-BD3Y	\$581.40	1	50	99	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 3 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Three Years Prepay	PAR2-EP01-ENT5-BD3Y	\$436.05	2	100	499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 3 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Three Years Prepay	PAR3-EP01-ENT5-BD3Y	\$375.25	3	500	999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 3 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Three Years Prepay	PAR4-EP01-ENT5-BD3Y	\$322.05	4	1,000	2,499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 3 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Three Years Prepay	PAR5-EP01-ENT5-BD3Y	\$277.40	5	2,500	4,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 3 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Three Years Prepay	PAR6-EP01-ENT5-BD3Y	\$238.45	6	5,000	7,499	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 3 Year/ 50 License minimum



Enterprise Bundle	Enterprise Named Host Three Years Prepay	PAR7-EP01-ENT5-BD3Y	\$205.20	7	7,500	9,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 3 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Three Years Prepay	PAR8-EP01-ENT5-BD3Y	\$176.70	8	10,000	24,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 3 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Three Years Prepay	PAR9-EP01-ENT5-BD3Y	\$152.00	9	25,000	49,999	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 3 Year/ 50 License minimum
Enterprise Bundle	Enterprise Named Host Three Years Prepay	PAR0-EP01-ENT5-BD3Y	\$130.15	10	50,000	NA	Capacity 500 + Webinar 500. Enterprise Bundle includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 3 Year/ 50 License minimum
<b>Zoom Meetings - Zoom Enterprise Active Host (Quantity 50+) Includes Capacity 500 and Webinar 500</b>							
<b>24 minimum month contract</b>							
<b>Please work with Zoom sales to quote</b>							
Enterprise Bundle	Enterprise Active Host III Annual	PAR1-AH30-ENT5-BD1Y	\$239.40	1	50	249	Capacity 500 + Webinar 500. Includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 30% overage over purchased licenses - Customer true up occurs once # of used licenses crosses the 30% overage 1 Year/ 50 License minimum

Enterprise Bundle	Enterprise Active Host III Annual	PAR2-AH30-ENT5-BD1Y	\$182.40	2	250	999	Capacity 500 + Webinar 500. Includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 30% overage over purchased licenses - Customer true up occurs once # of used licenses crosses the 30% overage 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Active Host III Annual	PAR3-AH30-ENT5-BD1Y	\$145.92	3	1,000	2,499	Capacity 500 + Webinar 500. Includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 30% overage over purchased licenses - Customer true up occurs once # of used licenses crosses the 30% overage 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Active Host III Annual	PAR4-AH30-ENT5-BD1Y	\$116.74	4	2,500	4,999	Capacity 500 + Webinar 500. Includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 30% overage over purchased licenses - Customer true up occurs once # of used licenses crosses the 30% overage 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Active Host III Annual	PAR5-AH30-ENT5-BD1Y	\$93.39	5	5,000	9,999	Capacity 500 + Webinar 500. Includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 30% overage over purchased licenses - Customer true up occurs once # of used licenses crosses the 30% overage 1 Year/ 50 License minimum

Enterprise Bundle	Enterprise Active Host III Annual	PAR6-AH30-ENT5-BD1Y	\$74.71	6	10,000	19,999	Capacity 500 + Webinar 500. Includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 30% overage over purchased licenses - Customer true up occurs once # of used licenses crosses the 30% overage 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Active Host III Annual	PAR7-AH30-ENT5-BD1Y	\$59.77	7	20,000	49,999	Capacity 500 + Webinar 500. Includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 30% overage over purchased licenses - Customer true up occurs once # of used licenses crosses the 30% overage 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Active Host III Annual	PAR8-AH30-ENT5-BD1Y	\$53.79	8	50,000	74,999	Capacity 500 + Webinar 500. Includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 30% overage over purchased licenses - Customer true up occurs once # of used licenses crosses the 30% overage 1 Year/ 50 License minimum
Enterprise Bundle	Enterprise Active Host III Annual	PAR9-AH30-ENT5-BD1Y	\$48.42	9	75,000	99,999	Capacity 500 + Webinar 500. Includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 30% overage over purchased licenses - Customer true up occurs once # of used licenses crosses the 30% overage 1 Year/ 50 License minimum

Enterprise Bundle	Enterprise Active Host III Annual	PAR0-AH30-ENT5-BD1Y	\$44.54	10	100,000	249,999	Capacity 500 + Webinar 500. Includes the following per customer (Host) basis: Base Meeting License, LM500, Webinar 500 (500 participant capacity), Unlimited Cloud Storage. 30% overage over purchased licenses - Customer true up occurs once # of used licenses crosses the 30% overage 1 Year/ 50 License minimum
<b>Zoom Meetings - Enterprise Named Host Bundle (Quantity 2,500+) Includes Capacity 1,000 and Webinar 1,000</b>							
Enterprise Bundle	Enterprise Plus Named Host Monthly	PAR1-EPP1-ENT5-BD1M	\$23.75	2	2500	4999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Monthly	PAR2-EPP1-ENT5-BD1M	\$19.00	3	5000	9999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Monthly	PAR3-EPP1-ENT5-BD1M	\$15.20	4	10000	24999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum

Enterprise Bundle	Enterprise Plus Named Host Monthly	PAR4-EPP1-ENT5-BDMTH	ICB	5	25000+		Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Annual	PAR1-EPP1-ENT5-BD1Y	\$285.00	1	2500	4999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Annual	PAR2-EPP1-ENT5-BD1Y	\$228.00	2	5,000	9,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum

Enterprise Bundle	Enterprise Plus Named Host Annual	PAR3-EPP1-ENT5-BD1Y	\$182.40	3	10,000	24,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Annual	PAR4-EPP1-ENT5-BD1Y	\$146.30	4	25,000	49,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Annual	PAR5-EPP1-ENT5-BD1Y	\$116.85	5	50,000	99,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum

Enterprise Bundle	Enterprise Plus Named Host Annual	PAR6-EPP1-ENT5-BD1Y	\$93.10	6	100,000	199,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Annual	PAR7-EPP1-ENT5-BD1Y	\$75.05	7	200,000	349,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Annual	PAR8-EPP1-ENT5-BD1Y	\$59.85	8	350,000	N/A	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 1 Year/ 2500 License minimum

Enterprise Bundle	Enterprise Plus Named Host Two Years Prepay	PAR1-EPP1-ENT5-BD2Y	\$527.25	1	2,500	4,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 2 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Two Years Prepay	PAR2-EPP1-ENT5-BD2Y	\$421.80	2	5,000	9,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 2 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Two Years Prepay	PAR3-EPP1-ENT5-BD2Y	\$337.25	3	10,000	24,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 2 Year/ 2500 License minimum



Enterprise Bundle	Enterprise Plus Named Host Two Years Prepay	PAR4-EPP1-ENT5-BD2Y	\$269.80	4	25,000	49,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 2 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Two Years Prepay	PAR5-EPP1-ENT5-BD2Y	\$215.65	5	50,000	99,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 2 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Two Years Prepay	PAR6-EPP1-ENT5-BD2Y	\$172.90	6	100,000	199,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 2 Year/ 2500 License minimum

Enterprise Bundle	Enterprise Plus Named Host Two Years Prepay	PAR7-EPP1-ENT5-BD2Y	\$137.75	7	200,000	349,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 2 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Two Years Prepay	PAR8-EPP1-ENT5-BD2Y	\$110.20	8	350,000	N/A	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 2 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Three Years Prepay	PAR1-EPP1-ENT5-BD3Y	\$726.75	1	2,500	4,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 3 Year/ 2500 License minimum

Enterprise Bundle	Enterprise Plus Named Host Three Years Prepay	PAR2-EPP1-ENT5-BD3Y	\$581.40	2	5,000	9,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 3 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Three Years Prepay	PAR3-EPP1-ENT5-BD3Y	\$464.55	3	10,000	24,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 3 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Three Years Prepay	PAR4-EPP1-ENT5-BD3Y	\$372.40	4	25,000	49,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 3 Year/ 2500 License minimum

Enterprise Bundle	Enterprise Plus Named Host Three Years Prepay	PAR5-EPP1-ENT5-BD3Y	\$297.35	5	50,000	99,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 3 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Three Years Prepay	PAR6-EPP1-ENT5-BD3Y	\$238.45	6	100,000	199,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 3 Year/ 2500 License minimum
Enterprise Bundle	Enterprise Plus Named Host Three Years Prepay	PAR7-EPP1-ENT5-BD3Y	\$190.00	7	200,000	349,999	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 3 Year/ 2500 License minimum

Enterprise Bundle	Enterprise Plus Named Host Three Years Prepay	PAR8-EPP1-ENT5-BD3Y	\$152.00	8	350,000	N/A	Capacity 1,000 + Webinar 1,000, Zoom Room. Includes the following per customer (Host) basis: Base Meeting License, LM1000, Webinar 1000 (1000 participant capacity), Unlimited Cloud Storage. Bundle also provides the following on a customer account basis: 1 CRC for every meeting license purchased, 1 Zoom Room for every 50 meeting licenses purchased. 3 Year/ 2500 License minimum
<b>Concurrent Meetings</b>							
Concurrency	Concurrent Meeting Basic Monthly	PAR1-CMADD-BAS-1M	\$7.60	1	1	9	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Monthly	PAR2-CMADD-BAS-1M	\$7.22	2	10	49	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Monthly	PAR3-CMADD-BAS-1M	\$6.84	3	50	99	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Monthly	PAR4-CMADD-BAS-1M	\$6.46	4	100	N/A	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Annual	PAR1-CMADD-BAS-1Y	\$91.20	1	1	9	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Annual	PAR2-CMADD-BAS-1Y	\$86.64	2	10	49	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Annual	PAR3-CMADD-BAS-1Y	\$82.08	3	50	99	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.

Concurrency	Concurrent Meeting Basic Annual	PAR4-CMADD-BAS-1Y	\$77.52	4	100	N/A	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Two Year Prepay	PAR1-CMADD-BAS-2Y	\$164.35	1	1	9	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Two Year Prepay	PAR2-CMADD-BAS-2Y	\$155.80	2	10	49	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Two Year Prepay	PAR3-CMADD-BAS-2Y	\$148.20	3	50	99	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Two Year Prepay	PAR4-CMADD-BAS-2Y	\$139.65	4	100	N/A	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Three Year Prepay	PAR1-CMADD-BAS-3Y	\$232.75	1	1	9	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Three Year Prepay	PAR2-CMADD-BAS-3Y	\$221.35	2	10	49	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Three Year Prepay	PAR3-CMADD-BAS-3Y	\$209.00	3	50	99	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.
Concurrency	Concurrent Meeting Basic Three Year Prepay	PAR4-CMADD-BAS-3Y	\$197.60	4	100	N/A	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to four concurrent meetings per license.

Concurrency	Concurrent Meeting Plus Monthly	PAR1-CMADD-PLUS-1M	\$26.60	1	1	9	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Monthly	PAR2-CMADD-PLUS-1M	\$25.27	2	10	49	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Monthly	PAR3-CMADD-PLUS-1M	\$23.94	3	50	99	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Monthly	PAR4-CMADD-PLUS-1M	\$22.61	4	100	N/A	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Annual	PAR1-CMADD-PLUS-1Y	\$319.20	1	1	9	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Annual	PAR2-CMADD-PLUS-1Y	\$303.24	2	10	49	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Annual	PAR3-CMADD-PLUS-1Y	\$287.28	3	50	99	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Annual	PAR4-CMADD-PLUS-1Y	\$271.32	4	100	N/A	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Two Year Prepay	PAR1-CMADD-PLUS-2Y	\$574.75	1	1	9	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Two Year Prepay	PAR2-CMADD-PLUS-2Y	\$546.25	2	10	49	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Two Year Prepay	PAR3-CMADD-PLUS-2Y	\$516.80	3	50	99	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.

Concurrency	Concurrent Meeting Plus Two Year Prepay	PAR4-CMADD-PLUS-2Y	\$488.30	4	100	N/A	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Three Year Prepay	PAR1-CMADD-PLUS-3Y	\$814.15	1	1	9	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Three Year Prepay	PAR2-CMADD-PLUS-3Y	\$773.30	2	10	49	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Three Year Prepay	PAR3-CMADD-PLUS-3Y	\$732.45	3	50	99	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
Concurrency	Concurrent Meeting Plus Three Year Prepay	PAR4-CMADD-PLUS-3Y	\$688.75	4	100	N/A	Add-on to any Business, Enterprise, or Education Meetings License. Allows up to twenty concurrent meetings per license.
<b>Zoom Rooms</b>							
Zoom Rooms	Zoom Rooms Monthly	PAR1-ROOM-BASE-RMM	\$46.55	1	1	9	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.
Zoom Rooms	Zoom Rooms Monthly	PAR2-ROOM-BASE-RMM	\$40.04	2	10	24	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.
Zoom Rooms	Zoom Rooms Monthly	PAR3-ROOM-BASE-RMM	\$34.43	3	25	49	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.



Zoom Rooms	Zoom Rooms Monthly	PAR4-ROOM-BASE-RMM	\$29.62	4	50	99	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.
Zoom Rooms	Zoom Rooms Monthly	PAR5-ROOM-BASE-RMM	\$25.46	5	100	249	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.
Zoom Rooms	Zoom Rooms Monthly	PAR6-ROOM-BASE-RMM	\$21.90	6	250	499	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.
Zoom Rooms	Zoom Rooms Monthly	PAR7-ROOM-BASE-RMM	\$18.83	7	500	999	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.
Zoom Rooms	Zoom Rooms Monthly	PAR8-ROOM-BASE-RMM	\$16.20	8	1000	2499	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.
Zoom Rooms	Zoom Rooms Monthly	PAR9-ROOM-BASE-RMM	\$13.93	9	2500+		Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.
Zoom Rooms	Zoom Rooms Annual	PAR1-ROOM-BASE-RM1Y	\$474.05	1	NA	NA	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.

Zoom Rooms	Zoom Rooms Two Years Prepay	PAR1-ROOM-BASE-RM2Y	\$901.55	1	NA	NA	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.
Zoom Rooms	Zoom Rooms Three Years Prepay	PAR1-ROOM-BASE-RM3Y	\$1,281.55	1	NA	NA	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.
<b>CRC - Conference Room Connector (H323/SIP)</b>							
Room Connector	Room Connector Monthly	PAR1-CRC-1-PT1M	\$46.55	1	1	9	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.
Room Connector	Room Connector Monthly	PAR2-CRC-1-PT1M	\$40.04	2	10	24	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.
Room Connector	Room Connector Monthly	PAR3-CRC-1-PT1M	\$34.43	3	25	49	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.
Room Connector	Room Connector Monthly	PAR4-CRC-1-PT1M	\$29.62	4	50	99	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.
Room Connector	Room Connector Monthly	PAR5-CRC-1-PT1M	\$25.46	5	100	249	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.

Room Connector	Room Connector Monthly	PAR6-CRC-1-PT1M	\$21.90	6	250	499	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.
Room Connector	Room Connector Monthly	PAR7-CRC-1-PT1M	\$18.83	7	500	999	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.
Room Connector	Room Connector Monthly	PAR8-CRC-1-PT1M	\$16.20	8	1000	2499	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.
Room Connector	Room Connector Monthly	PAR9-CRC-1-PT1M	\$13.93	9	2500+		Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.
Room Connector	Room Connector Annual	PAR1-CRC-1-PT1Y	\$474.05	1	NA	NA	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.
Room Connector	Room Connector Two Years Prepay	PAR1-CRC-1-PT2Y	\$901.55	1	NA	NA	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.
Room Connector	Room Connector Three Years Prepay	PAR1-CRC-1-PT3Y	\$1,281.55	1	NA	NA	Add on feature with licenses assigned to an Account and shared across ALL hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.
<b>Large Meeting Room - Add-On</b>							

Large Meeting	500 Participants meeting Monthly	PAR1-LMR-500-NH1M	\$47.50	1	1	49	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Monthly	PAR2-LMR-500-NH1M	\$43.70	2	50	99	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Monthly	PAR3-LMR-500-NH1M	\$34.96	3	100	249	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Monthly	PAR4-LMR-500-NH1M	\$27.97	4	250	499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Monthly	PAR5-LMR-500-NH1M	\$22.38	5	500	999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Monthly	PAR6-LMR-500-NH1M	\$17.90	6	1000	1499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Monthly	PAR7-LMR-500-NH1M	\$14.32	7	1500	2499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Monthly	PAR8-LMR-500-NH1M	\$12.90	8	2500	4999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Monthly	PAR9-LMR-500-NH1M	\$11.60	9	5000	9999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.

Large Meeting	500 Participants meeting Monthly	PAR10-LMR-500-NHMTM	ICB	10	10,000+		Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	500 Participants meeting Annual	PAR1-LMR-500-NH1Y	\$570.00	1	1	49	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Annual	PAR2-LMR-500-NH1Y	\$524.40	2	50	99	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Annual	PAR3-LMR-500-NH1Y	\$419.90	3	100	249	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Annual	PAR4-LMR-500-NH1Y	\$335.35	4	250	499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Annual	PAR5-LMR-500-NH1Y	\$268.85	5	500	999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Annual	PAR6-LMR-500-NH1Y	\$214.70	6	1,000	1,499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Annual	PAR7-LMR-500-NH1Y	\$171.95	7	1,500	2,499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Annual	PAR8-LMR-500-NH1Y	\$154.85	8	2,500	4,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.

Large Meeting	500 Participants meeting Annual	PAR9-LMR-500-NH1Y	\$139.65	9	5,000	9,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Annual	PAR10-LMR-500-NH1Y	\$126.35	10	10,000	19,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	500 Participants meeting Annual	PAR11-LMR-500-NH1Y	\$114.00	11	20,000	49,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	500 Participants meeting Two Years Prepay	PAR1-LMR-500-NH2Y	\$1,083.00	1	1	49	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Two Years Prepay	PAR2-LMR-500-NH2Y	\$996.55	2	50	99	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Two Years Prepay	PAR3-LMR-500-NH2Y	\$797.05	3	100	249	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Two Years Prepay	PAR4-LMR-500-NH2Y	\$637.45	4	250	499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Two Years Prepay	PAR5-LMR-500-NH2Y	\$510.15	5	500	999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.

Large Meeting	500 Participants meeting Two Years Prepay	PAR6-LMR-500-NH2Y	\$408.50	6	1,000	1,499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Two Years Prepay	PAR7-LMR-500-NH2Y	\$326.80	7	1,500	2,499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Two Years Prepay	PAR8-LMR-500-NH2Y	\$293.55	8	2,500	4,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Two Years Prepay	PAR9-LMR-500-NH2Y	\$264.10	9	5,000	9,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Two Years Prepay	PAR10-LMR-500-NH2Y	\$240.35	10	10,000	19,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	500 Participants meeting Two Years Prepay	PAR11-LMR-500-NH2Y	\$216.60	11	20,000	49,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	500 Participants meeting Three Years Prepay	PAR1-LMR-500-NH3Y	\$1,539.00	1	1	49	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Three Years Prepay	PAR2-LMR-500-NH3Y	\$1,415.50	2	50	99	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.

Large Meeting	500 Participants meeting Three Years Prepay	PAR3-LMR-500-NH3Y	\$1,132.40	3	100	249	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Three Years Prepay	PAR4-LMR-500-NH3Y	\$906.30	4	250	499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Three Years Prepay	PAR5-LMR-500-NH3Y	\$724.85	5	500	999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Three Years Prepay	PAR6-LMR-500-NH3Y	\$579.50	6	1,000	1,499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Three Years Prepay	PAR7-LMR-500-NH3Y	\$463.60	7	1,500	2,499	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Three Years Prepay	PAR8-LMR-500-NH3Y	\$418.00	8	2,500	4,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.
Large Meeting	500 Participants meeting Three Years Prepay	PAR9-LMR-500-NH3Y	\$376.20	9	5,000	9,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting.



Large Meeting	500 Participants meeting Three Years Prepay	PAR10-LMR-500-NH3Y	\$342.00	10	10,000	19,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	500 Participants meeting Three Years Prepay	PAR11-LMR-500-NH3Y	\$307.80	11	20,000	49,999	Add on feature to increase participant capacity for your meetings plan. Include up to 500 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Monthly	PAR1-LMR-1K-NH1M	\$85.50	1	1	49	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Monthly	PAR2-LMR-1K-NH1M	\$78.66	2	50	99	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Monthly	PAR3-LMR-1K-NH1M	\$62.93	3	100	249	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Monthly	PAR4-LMR-1K-NH1M	\$50.35	4	250	499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Monthly	PAR5-LMR-1K-NH1M	\$40.28	5	500	999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.

Large Meeting	1000 Participants meeting Monthly	PAR6-LMR-1K-NH1M	\$32.22	6	1000	1499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Monthly	PAR7-LMR-1K-NH1M	\$25.78	7	1500	2499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Monthly	PAR8-LMR-1K-NH1M	\$23.20	8	2500	4999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Monthly	PAR9-LMR-1K-NH1M	\$20.89	9	5000	9999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Monthly	PAR10-LMR-1K-NHMTM	ICB	10	10,000+		Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Annual	PAR1-LMR-1K-NH1Y	\$1,026.00	1	1	49	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Annual	PAR2-LMR-1K-NH1Y	\$944.30	2	50	99	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Annual	PAR3-LMR-1K-NH1Y	\$755.25	3	100	249	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.

Large Meeting	1000 Participants meeting Annual	PAR4-LMR-1K-NH1Y	\$604.20	4	250	499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Annual	PAR5-LMR-1K-NH1Y	\$483.55	5	500	999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Annual	PAR6-LMR-1K-NH1Y	\$386.65	6	1,000	1,499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Annual	PAR7-LMR-1K-NH1Y	\$309.70	7	1,500	2,499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Annual	PAR8-LMR-1K-NH1Y	\$278.35	8	2,500	4,999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Annual	PAR9-LMR-1K-NH1Y	\$250.80	9	5,000	9,999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Annual	PAR10-LMR-1K-NH1Y	\$228.00	10	10,000	19,999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Annual	PAR11-LMR-1K-NH1Y	\$205.20	11	20,000	49,999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.

Large Meeting	1000 Participants meeting Two Years Prepay	PAR1-LMR-1K-NH2Y	\$1,949.40	1	1	49	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Two Years Prepay	PAR2-LMR-1K-NH2Y	\$1,793.60	2	50	99	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Two Years Prepay	PAR3-LMR-1K-NH2Y	\$1,434.50	3	100	249	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Two Years Prepay	PAR4-LMR-1K-NH2Y	\$1,147.60	4	250	499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Two Years Prepay	PAR5-LMR-1K-NH2Y	\$918.65	5	500	999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Two Years Prepay	PAR6-LMR-1K-NH2Y	\$734.35	6	1,000	1,499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Two Years Prepay	PAR7-LMR-1K-NH2Y	\$588.05	7	1,500	2,499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Two Years Prepay	PAR8-LMR-1K-NH2Y	\$529.15	8	2,500	4,999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Two Years Prepay	PAR9-LMR-1K-NH2Y	\$475.95	9	5,000	9,999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.

Large Meeting	1000 Participants meeting Two Years Prepay	PAR10-LMR-1K-NH2Y	\$433.20	10	10,000	19,999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Two Years Prepay	PAR11-LMR-1K-NH2Y	\$389.50	11	20,000	49,999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Three Years Prepay	PAR1-LMR-1K-NH3Y	\$2,770.20	1	1	49	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Three Years Prepay	PAR2-LMR-1K-NH3Y	\$2,548.85	2	50	99	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Three Years Prepay	PAR3-LMR-1K-NH3Y	\$2,038.70	3	100	249	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Three Years Prepay	PAR4-LMR-1K-NH3Y	\$1,631.15	4	250	499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Three Years Prepay	PAR5-LMR-1K-NH3Y	\$1,305.30	5	500	999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.

Large Meeting	1000 Participants meeting Three Years Prepay	PAR6-LMR-1K-NH3Y	\$1,044.05	6	1,000	1,499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Three Years Prepay	PAR7-LMR-1K-NH3Y	\$835.05	7	1,500	2,499	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Three Years Prepay	PAR8-LMR-1K-NH3Y	\$751.45	8	2,500	4,999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Three Years Prepay	PAR9-LMR-1K-NH3Y	\$676.40	9	5,000	9,999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting.
Large Meeting	1000 Participants meeting Three Years Prepay	PAR10-LMR-1K-NH3Y	\$615.60	10	10,000	19,999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
Large Meeting	1000 Participants meeting Three Years Prepay	PAR11-LMR-1K-NH3Y	\$553.85	11	20000	49999	Add on feature to increase participant capacity for your meetings plan. Include up to 1,000 ineteractive participants in a meeting. Contact your Zoom Account Executive for Pricing.
<b>Webinar Add-on</b>							
Webinar	Webinar 500 Monthly	PAR1-WEB-500-FL-1M	\$75.05	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 500 Annual	PAR1-WEB-500-FL1Y	\$655.50	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.

Webinar	Webinar 500 Two Years Prepay	PAR1-WEB-500-FL2Y	\$1,179.90	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 500 Three Years Prepay	PAR1-WEB-500-FL3Y	\$1,671.05	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 1000 Monthly	PAR1-WEB-1000-FL-1M	\$323.00	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 1000 Annual	PAR1-WEB-1000-FL1Y	\$3,230.00	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 1000 Two Years Prepay	PAR1-WEB-1000-FL2Y	\$6,137.00	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 1000 Three Years Prepay	PAR1-WEB-1000-FL3Y	\$8,721.00	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 3000 Monthly	PAR1-WEB-3000-FL-1M	\$940.50	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 5000 Monthly	PAR1-WEB-5000-FL-1M	\$2,365.50	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 10000 Monthly	PAR1-WEB-10K-FL-1M	\$6,165.50	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 20,000 Monthly	PAR1-WEB-20K-FLMTH	\$8,122.50	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 3000 Annual	PAR1-WEB-3000-FL1Y	\$9,405.00	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 3000 Two Years Prepay	PAR1-WEB-3000-FL2Y	\$17,869.50	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.

Webinar	Webinar 3000 Three Years Prepay	PAR1-WEB-3000-FL3Y	\$25,393.50	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 5000 Annual	PAR1-WEB-5000-FL1Y	\$23,655.00	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 5000 Two Years Prepay	PAR1-WEB-5000-FL2Y	\$44,944.50	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 5000 Three Years Prepay	PAR1-WEB-5000-FL3Y	\$63,868.50	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 10000 Annual	PAR1-WEB-10K-FL1Y	\$61,655.00	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 10000 Two Years Prepay	PAR1-WEB-10K-FL2Y	\$117,144.50	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
Webinar	Webinar 10000 Three Years Prepay	PAR1-WEB-10K-FL3Y	\$166,468.50	1	N/A	N/A	Add on feature to an underlying meeting license. Each host can add on only ONE kind of a webinar license.
<b>Events Add-on</b>							
Zoom Events	Zoom Events 500 Monthly	PAR1-EVN -500-FL1M	\$94.05	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 500 Annual	PAR1-EVN-500-FL1Y	\$845.50	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 500 Two Years Prepay	PAR1-EVN-500-FL2Y	\$1,521.90	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 500 Three Years Prepay	PAR1-EVN-500-FL3Y	\$2,156.50	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 1000 Monthly	PAR1-EVN -1000-FL1M	\$418.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.



Zoom Events	Zoom Events 1000 Annual	PAR1-EVN-1000-FL1Y	\$4,180.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 1000 Two Years Prepay	PAR1-EVN-1000-FL2Y	\$7,524.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 1000 Three Years Prepay	PAR1-EVN-1000-FL3Y	\$10,659.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 3000 Monthly	PAR1-EVN -3000-FL1M	\$1,225.50	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 3000 Annual	PAR1-EVN-3000-FL1Y	\$12,255.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 3000 Two Years Prepay	PAR1-EVN-3000-FL2Y	\$22,059.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 3000 Three Years Prepay	PAR1-EVN-3000-FL3Y	\$31,250.25	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 5000 Monthly	PAR1-EVN -5000-FL1M	\$3,078.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 5000 Annual	PAR1-EVN-5000-FL1Y	\$30,780.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 5000 Two Years Prepay	PAR1-EVN-5000-FL2Y	\$55,404.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 5000 Three Years Prepay	PAR1-EVN-5000-FL3Y	\$78,489.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 10000 Monthly	PAR1-EVN -10000-FL1M	\$8,018.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 10000 Annual	PAR1-EVN-10000-FL1Y	\$80,180.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.

Zoom Events	Zoom Events 10000 Two Years Prepay	PAR1-EVN-10000-FL2Y	\$144,324.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 10000 Three Years Prepay	PAR1-EVN-10000-FL3Y	\$204,459.00	1	1	9999	Not applicable on Bulk License. Not for sale in India.
Zoom Events	Zoom Events 20,000 Monthly	PAR1-EVN -20000-FL1M	\$9,395.50	1	1	9999	Contact your Zoom Account Executive for Pricing.
Zoom Events	Zoom Events 20,000 Annual	PAR1-EVN -20000-FL1Y	\$93,955.00	1	1	9999	Contact your Zoom Account Executive for Pricing.
Zoom Events	Zoom Events 20,000 Two Years Prepay	PAR1-EVN -20000-FL2Y	\$169,119.00	1	1	9999	Contact your Zoom Account Executive for Pricing.
Zoom Events	Zoom Events 20,000 Three Years Prepay	PAR1-EVN -20000-FL3Y	\$239,585.25	1	1	9999	Contact your Zoom Account Executive for Pricing.
Zoom Events	Zoom Events 30,000 Monthly	PAR1-EVN -30000-FL1M	\$12,055.50	1	1	9999	Contact your Zoom Account Executive for Pricing.
Zoom Events	Zoom Events 30,000 Annual	PAR1-EVN -30000-FL1Y	\$120,555.00	1	1	9999	Contact your Zoom Account Executive for Pricing.
Zoom Events	Zoom Events 30,000 Two Years Prepay	PAR1-EVN -30000-FL2Y	\$216,999.00	1	1	9999	Contact your Zoom Account Executive for Pricing.
Zoom Events	Zoom Events 30,000 Three Years Prepay	PAR1-EVN -30000-FL3Y	\$307,415.25	1	1	9999	Contact your Zoom Account Executive for Pricing.
Zoom Events	Zoom Events 50,000 Monthly	PAR1-EVN -50000-FL1M	\$18,040.50	1	1	9999	Contact your Zoom Account Executive for Pricing.
Zoom Events	Zoom Events 50,000 Annual	PAR1-EVN -50000-FL1Y	\$180,405.00	1	1	9999	Contact your Zoom Account Executive for Pricing.

Zoom Events	Zoom Events 50,000 Two Years Prepay	PAR1-EVN -50000-FL2Y	\$324,729.00	1	1	9999	Contact your Zoom Account Executive for Pricing.
Zoom Events	Zoom Events 50,000 Three Years Prepay	PAR1-EVN -50000-FL3Y	\$460,032.75	1	1	9999	Contact your Zoom Account Executive for Pricing.

### Education Plans

Education price plans are applicable for accredited colleges, universities and K-12 schools

Zoom Education	Education Annual	ZM-EDU-20-NH-1Y	\$85.50	3	20	49	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Annual	ZM-EDU-50-NH-1Y	\$78.85	4	50	99	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Annual	ZM-EDU-100-NH-1Y	\$73.15	5	100	149	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Annual	ZM-EDU-150-NH-1Y	\$66.50	6	150	249	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Annual	ZM-EDU-250-NH-1Y	\$59.85	7	250	499	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Annual	ZM-EDU-500-NH-1Y	\$53.20	8	500	749	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.

Zoom Education	Education Annual	ZM-EDU-750-NH-1Y	\$46.55	9	750	999	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Annual	ZM-EDU-1K-NH-1Y	\$40.85	10	1,000	1,499	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Annual	ZM-EDU-1.5K-NH-1Y	\$34.20	11	1,500	1,999	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Annual	ZM-EDU-2K-NH-1Y	\$27.55	12	2,000	2,999	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Two Years Prepay	ZM-EDU-20-NH-2Y	\$163.00	3	20	49	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Two Years Prepay	ZM-EDU-50-NH-2Y	\$150.67	4	50	99	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Two Years Prepay	ZM-EDU-100-NH-2Y	\$138.36	5	100	149	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.

Zoom Education	Education Two Years Prepay	ZM-EDU-150-NH-2Y	\$126.04	6	150	249	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Two Years Prepay	ZM-EDU-250-NH-2Y	\$113.72	7	250	499	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Two Years Prepay	ZM-EDU-500-NH-2Y	\$101.40	8	500	749	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Two Years Prepay	ZM-EDU-750-NH-2Y	\$89.09	9	750	999	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Two Years Prepay	ZM-EDU-1K-NH-2Y	\$76.76	10	1,000	1,499	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Two Years Prepay	ZM-EDU-1.5K-NH-2Y	\$64.44	11	1,500	1,999	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Two Years Prepay	ZM-EDU-2K-NH-2Y	\$52.12	12	2,000	2,999	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.

Zoom Education	Education Three Years Prepay	ZM-EDU-20-NH-3Y	\$232.27	3	20	49	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Three Years Prepay	ZM-EDU-50-NH-3Y	\$214.71	4	50	99	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Three Years Prepay	ZM-EDU-100-NH-3Y	\$197.16	5	100	149	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Three Years Prepay	ZM-EDU-150-NH-3Y	\$179.60	6	150	249	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Three Years Prepay	ZM-EDU-250-NH-3Y	\$162.05	7	250	499	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Three Years Prepay	ZM-EDU-500-NH-3Y	\$144.49	8	500	749	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Three Years Prepay	ZM-EDU-750-NH-3Y	\$126.94	9	750	999	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.

Zoom Education	Education Three Years Prepay	ZM-EDU-1K-NH-3Y	\$109.39	10	1,000	1,499	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Three Years Prepay	ZM-EDU-1.5K-NH-3Y	\$91.83	11	1,500	1,999	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.
Zoom Education	Education Three Years Prepay	ZM-EDU-2K-NH-3Y	\$74.28	12	2,000	2,999	Education plan allows you to have up to 300 participants per meeting per license. Education plans have the same features as Business with .5GB cloud storage per license. 20 host minimum.

#### Zoom Education Site License Plans

**Must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.**

Zoom Education	EDU Site License Annual	ZM-EDU-1-SITE-1Y	\$22,800.00	1	1	499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Annual	ZM-EDU-500-SITE-1Y	\$44,650.00	2	500	999	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Annual	ZM-EDU-1K-SITE-1Y	\$62,700.00	3	1,000	1,499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Annual	ZM-EDU-1.5K-SITE-1Y	\$68,400.00	4	1,500	2,499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Annual	ZM-EDU-2.5K-SITE-1Y	\$99,750.00	5	2,500	4,999	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.

Zoom Education	EDU Site License Annual	ZM-EDU-5K-SITE-1Y	\$109,250.00	6	5,000	7,499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Two Years Prepay	ZM-EDU-1-SITE-2Y	\$43,320.00	1	1	499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Two Years Prepay	ZM-EDU-500-SITE-2Y	\$84,835.00	2	500	999	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Two Years Prepay	ZM-EDU-1K-SITE-2Y	\$119,130.00	3	1,000	1,499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Two Years Prepay	ZM-EDU-1.5K-SITE-2Y	\$129,960.00	4	1,500	2,499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Two Years Prepay	ZM-EDU-2.5K-SITE-2Y	\$189,525.00	5	2,500	4,999	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Two Years Prepay	ZM-EDU-5K-SITE-2Y	\$207,575.00	6	5,000	7,499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Three Years Prepay	ZM-EDU-1-SITE-3Y	\$61,731.00	1	1	499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Three Years Prepay	ZM-EDU-500-SITE-3Y	\$120,890.35	2	500	999	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.



Zoom Education	EDU Site License Three Years Prepay	ZM-EDU-1K-SITE-3Y	\$169,760.25	3	1,000	1,499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Three Years Prepay	ZM-EDU-1.5K-SITE-3Y	\$185,193.00	4	1,500	2,499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Three Years Prepay	ZM-EDU-2.5K-SITE-3Y	\$270,073.60	5	2,500	4,999	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.
Zoom Education	EDU Site License Three Years Prepay	ZM-EDU-5K-SITE-3Y	\$295,794.85	6	5,000	7,499	Education plan must use total FTE count of faculty staff. Site license provides Pro level access for all faculty and staff with student access included free.

#### Audio Plans

**Named Host Audio Skus (below) are available with Business or Enterprise (not pro). Qty has to match Qty of meeting licenses.**

Audio Conferencing	Audio License US and Canada Monthly	PAR1-AUD-UNIT-NH1M	\$4.75	2	10	49	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
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Audio Conferencing	Audio License US and Canada Monthly	PAR2-AUD-UNIT-NH1M	\$3.80	3	50	499	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License US and Canada Monthly	PAR3-AUD-UNIT-NH1M	\$3.69	4	500	999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License US and Canada Monthly	PAR4-AUD-UNIT-NH1M	\$3.61	5	1000	2499	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount

Audio Conferencing	Audio License US and Canada Monthly	PAR5-AUD-UNIT-NH1M	\$3.55	6	2500	4999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License US and Canada Monthly	PAR6-AUD-UNIT-NH1M	\$3.47	7	5000	9999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License US and Canada Monthly	PAR7-AUD-UNIT-NHMTH	ICB	8	10,000+		The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount

Audio Conferencing	Audio License US and Canada Annual	PAR1-AUD-UNIT-NH1Y	\$57.00	2	10	99	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License US and Canada Annual	PAR2-AUD-UNIT-NH1Y	\$45.60	3	100	499	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License US and Canada Annual	PAR3-AUD-UNIT-NH1Y	\$44.65	4	500	999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount

Audio Conferencing	Audio License US and Canada Annual	PAR4-AUD-UNIT-NH1Y	\$43.70	5	1000	2499	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License US and Canada Annual	PAR5-AUD-UNIT-NH1Y	\$42.75	6	2500	4999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License US and Canada Annual	PAR6-AUD-UNIT-NH1Y	\$41.80	7	5000	9999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount

Audio Conferencing	Audio License US and Canada Annual	PAR7-AUD-UNIT-NH1Y	\$40.85	8	10000	19999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License US and Canada Annual	PAR8-AUD-UNIT-NH1Y	\$40.85	9	20000	49999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License US and Canada Annual	PAR9-AUD-UNIT-NH1Y	\$39.90	10	50000	N/A	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount

Audio Conferencing	Audio License Unlimited US and Canada Two Year Prepay	PAR1-AUD-UNIT-NH2Y	\$109.25	1	10	99	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Two Year Prepay	PAR2-AUD-UNIT-NH2Y	\$87.40	2	100	499	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Two Year Prepay	PAR3-AUD-UNIT-NH2Y	\$84.55	3	500	999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount

Audio Conferencing	Audio License Unlimited US and Canada Two Year Prepay	PAR4-AUD-UNIT-NH2Y	\$82.65	4	1000	2499	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Two Year Prepay	PAR5-AUD-UNIT-NH2Y	\$81.70	5	2500	4999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Two Year Prepay	PAR6-AUD-UNIT-NH2Y	\$79.80	6	5000	9999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount



Audio Conferencing	Audio License Unlimited US and Canada Two Year Prepay	PAR7-AUD-UNIT-NH2Y	\$77.90	7	10000	19999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Two Year Prepay	PAR8-AUD-UNIT-NH2Y	\$76.95	8	20000	49999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Two Year Prepay	PAR9-AUD-UNIT-NH2Y	\$76.95	9	50000	N/A	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount

Audio Conferencing	Audio License Unlimited US and Canada Three Year Prepay	PAR1-AUD-UNIT-NH3Y	\$154.85	1	10	99	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Three Year Prepay	PAR2-AUD-UNIT-NH3Y	\$124.45	2	100	499	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Three Year Prepay	PAR3-AUD-UNIT-NH3Y	\$120.65	3	500	999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount

Audio Conferencing	Audio License Unlimited US and Canada Three Year Prepay	PAR4-AUD-UNIT-NH3Y	\$117.80	4	1000	2499	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Three Year Prepay	PAR5-AUD-UNIT-NH3Y	\$115.90	5	2500	4999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Three Year Prepay	PAR6-AUD-UNIT-NH3Y	\$113.05	6	5000	9999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount

Audio Conferencing	Audio License Unlimited US and Canada Three Year Prepay	PAR7-AUD-UNIT-NH3Y	\$111.15	7	10000	19999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Three Year Prepay	PAR8-AUD-UNIT-NH3Y	\$110.20	8	20000	49999	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount
Audio Conferencing	Audio License Unlimited US and Canada Three Year Prepay	PAR9-AUD-UNIT-NH3Y	\$109.25	9	50000	N/A	The plan includes unlimited minutes of US/Canada Toll-free and Call out per host per month. Licensing&Ordering rule: 1) Base license supported: Standard Biz/Enterprise/Education. 2)Requires 1 to 1 Purchase ratio with Base License count. No exceptions. Minimum 10 licenses. 3)If combined with Audio pay as you go/commit plan, deselect the US & Canada countries for Toll-Free and Call out. 4)No free or discounted price beyond volume-tiered discount

**Cloud Recording**

Cloud Recording	Cloud Recording 100 GB	PAR1-CLR-100G-CSMTH	\$38.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording One Year 100 GB Monthly Usage	PAR1-CLR-100G-CS1Y	\$456.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Two Years 100 GB Monthly Usage	PAR1-CLR-100G-CS2Y	\$912.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Three Years 100 GB Monthly Usage	PAR1-CLR-100G-CS3Y	\$1,368.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording 500 GB	PAR1-CLR-500G-CS1M	\$95.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording One Year Prepay 500 GB Monthly Usage	PAR1-CLR-500G-CS1Y	\$1,140.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Two Years Prepay 500 GB Monthly Usage	PAR1-CLR-500G-CS2Y	\$2,280.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.

Cloud Recording	Cloud Recording Three Years Prepay 500 GB Monthly Usage	PAR1-CLR-500G-CS3Y	\$3,420.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording 3 TB	PAR1-CLR-3TB-CS1M	\$475.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording One Year Prepay 3 TB Monthly Usage	PAR1-CLR-3TB-CS1Y	\$5,700.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Two Years Prepay 3 TB Monthly Usage	PAR1-CLR-3TB-CS2Y	\$11,400.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Three Years Prepay 3 TB Monthly Usage	PAR1-CLR-3TB-CS3Y	\$17,100.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording 30 GB	ZM-CLR-30G-1-1M	\$9.50	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording One Year Prepay 30 GB Monthly Usage	ZM-CLR-30G-1-1Y	\$114.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.

Cloud Recording	Cloud Recording Two Years Prepay 30 GB Monthly Usage	ZM-CLR-30G-1-2Y	\$228.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Three Years Prepay 30 GB Monthly Usage	ZM-CLR-30G-1-3Y	\$342.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording 200 GB	ZM-CLR-200G-1-1M	\$38.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Annual Prepay 200 GB Monthly Usage	ZM-CLR-200G-1-1Y	\$456.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Two Years Prepay 200 GB Monthly Usage	ZM-CLR-200G-1-2Y	\$912.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Three Years Prepay 200 GB Monthly Usage	ZM-CLR-200G-1-3Y	\$1,368.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording 1TB	ZM-CLR-1TB-1-1M	\$95.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.

Cloud Recording	Cloud Recording Annual Prepay 1TB Monthly Usage	ZM-CLR-1TB-1-1Y	\$1,140.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Two Years Prepay 1TB Monthly Usage	ZM-CLR-1TB-1-2Y	\$2,280.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Three Years Prepay 1TB Monthly Usage	ZM-CLR-1TB-1-3Y	\$3,420.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording 5TB	ZM-CLR-5TB-1-1M	\$475.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Annual Prepay 5TB Monthly Usage	ZM-CLR-5TB-1-1Y	\$5,700.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
Cloud Recording	Cloud Recording Two Years Prepay 5TB Monthly Usage	ZM-CLR-5TB-1-2Y	\$11,400.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.



Cloud Recording	Cloud Recording Three Years Prepay 5TB Monthly Usage	ZM-CLR-5TB-1-3Y	\$17,100.00	1	N/A	N/A	Store, stream and download your video recordings from Zoom Cloud. MP4 or M4A file formats available.
<b>Zoom Phone</b>							
Zoom Phone	Zoom Phone Pro Monthly	PAR1-ZPPBX-Pro-MTH	\$7.60	1	1	49	\$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Monthly	PAR2-ZPPBX-Pro-MTH	\$7.22	2	50	99	\$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Monthly	PAR3-ZPPBX-Pro-MTH	\$6.86	3	100	499	\$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Monthly	PAR4-ZPPBX-Pro-MTH	\$6.52	4	500	999	\$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Monthly	PAR5-ZPPBX-Pro-MTH	\$6.20	5	1000	2499	\$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Monthly	PAR6-ZPPBX-Pro-MTH	\$5.89	6	2500	4999	\$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Monthly	PAR7-ZPPBX-Pro-MTH	\$5.59	7	5000	7499	\$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Monthly	PAR8-ZPPBX-Pro-MTH	\$5.32	8	7500	9999	\$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Monthly	PAR9-ZPPBX-Pro-MTH	\$5.05	9	10000	24999	\$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.

Zoom Phone	Zoom Phone Pro Monthly	PAR10-ZPPBX-Pro-MTH	\$4.79	10	25000+		\$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Annual	PAR1-ZPPBX-Pro-1Y	\$91.20	1	1	9	Zoom Phone Pro PBX - 1YR: Tier Start :1 Tier End 9 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Annual	PAR2-ZPPBX-Pro-1Y	\$86.64	2	10	99	Zoom Phone Pro PBX - 1YR: Tier Start :10 Tier End 99 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Annual	PAR3-ZPPBX-Pro-1Y	\$82.31	3	100	499	Zoom Phone Pro PBX - 1YR: Tier Start :100 Tier End 499 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Annual	PAR4-ZPPBX-Pro-1Y	\$78.21	4	500	999	Zoom Phone Pro PBX - 1YR: Tier Start :500 Tier End 999 BYOC \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Annual	PAR5-ZPPBX-Pro-1Y	\$74.33	5	1000	2499	Zoom Phone Pro PBX - 1YR: Tier Start :1000 Tier End 2499 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Annual	PAR6-ZPPBX-Pro-1Y	\$70.57	6	2500	4999	Zoom Phone Pro PBX - 1YR: Tier Start :2500 Tier End 4999 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Annual	PAR7-ZPPBX-Pro-1Y	\$67.04	7	5000	7499	Zoom Phone Pro PBX - 1YR: Tier Start :5000 Tier End 7499 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Annual	PAR8-ZPPBX-Pro-1Y	\$63.73	8	7500	9999	Zoom Phone Pro PBX - 1YR: Tier Start :7500 Tier End 9999 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.

Zoom Phone	Zoom Phone Pro Annual	PAR9-ZPPBX-Pro-1Y	\$60.54	9	10000	24999	Zoom Phone Pro PBX - 1YR: Tier Start :10000 Tier End 24999 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Annual	PAR10-ZPPBX-Pro-1Y	\$57.46	10	25000		Zoom Phone Pro PBX - 1YR: Tier Start :25000+ \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Two Year Prepay	PAR1-ZPPBX-Pro-2Y	\$164.35	1	1	9	Zoom Phone Pro PBX - 2YR: Tier Start :1 Tier End 9 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Two Year Prepay	PAR2-ZPPBX-Pro-2Y	\$155.80	2	10	99	Zoom Phone Pro PBX - 2YR: Tier Start :10 Tier End 99 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Two Year Prepay	PAR3-ZPPBX-Pro-2Y	\$148.20	3	100	499	Zoom Phone Pro PBX - 2YR: Tier Start :100 Tier End 499 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Two Year Prepay	PAR4-ZPPBX-Pro-2Y	\$140.60	4	500	999	Zoom Phone Pro PBX - 2YR: Tier Start :500 Tier End 999 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Two Year Prepay	PAR5-ZPPBX-Pro-2Y	\$133.95	5	1000	2499	Zoom Phone Pro PBX - 2YR: Tier Start :1000 Tier End 2499 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Two Year Prepay	PAR6-ZPPBX-Pro-2Y	\$127.30	6	2500	4999	Zoom Phone Pro PBX - 2YR: Tier Start :2500 Tier End 4999 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Two Year Prepay	PAR7-ZPPBX-Pro-2Y	\$120.65	7	5000	7499	Zoom Phone Pro PBX - 2YR: Tier Start :5000 Tier End 7499 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.

Zoom Phone	Zoom Phone Pro Two Year Prepay	PAR8-ZPPBX-Pro-2Y	\$114.95	8	7500	9999	Zoom Phone Pro PBX - 2YR: Tier Start :7500 Tier End 9999 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Two Year Prepay	PAR9-ZPPBX-Pro-2Y	\$109.25	9	10000	24999	Zoom Phone Pro PBX - 2YR: Tier Start :10000 Tier End 24999 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Two Year Prepay	PAR10-ZPPBX-Pro-2Y	\$103.55	10	25000		Zoom Phone Pro PBX - 2YR: Tier Start :25000+ \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Three Year Prepay	PAR1-ZPPBX-Pro-3Y	\$232.75	1	1	9	Zoom Phone Pro PBX - 3YR: Tier Start :1 Tier End 9 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Three Year Prepay	PAR2-ZPPBX-Pro-3Y	\$221.35	2	10	99	Zoom Phone Pro PBX - 3YR: Tier Start :10 Tier End 99 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Three Year Prepay	PAR3-ZPPBX-Pro-3Y	\$209.95	3	100	499	Zoom Phone Pro PBX - 3YR: Tier Start :100 Tier End 499 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Three Year Prepay	PAR4-ZPPBX-Pro-3Y	\$199.50	4	500	999	Zoom Phone Pro PBX - 3YR: Tier Start :500 Tier End 999 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Three Year Prepay	PAR5-ZPPBX-Pro-3Y	\$190.00	5	1000	2499	Zoom Phone Pro PBX - 3YR: Tier Start :1000 Tier End 2499 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Three Year Prepay	PAR6-ZPPBX-Pro-3Y	\$179.55	6	2500	4999	Zoom Phone Pro PBX - 3YR: Tier Start :2500 Tier End 4999 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.

Zoom Phone	Zoom Phone Pro Three Year Prepay	PAR7-ZPPBX-Pro-3Y	\$171.00	7	5000	7499	Zoom Phone Pro PBX - 3YR: Tier Start :5000 Tier End 7499 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Three Year Prepay	PAR8-ZPPBX-Pro-3Y	\$162.45	8	7500	9999	Zoom Phone Pro PBX - 3YR: Tier Start :7500 Tier End 9999 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Three Year Prepay	PAR9-ZPPBX-Pro-3Y	\$153.90	9	10000	24999	Zoom Phone Pro PBX - 3YR: Tier Start :10000 Tier End 24999 \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Pro Three Year Prepay	PAR10-ZPPBX-Pro-3Y	\$146.30	10	25000		Zoom Phone Pro PBX - 3YR: Tier Start :25000+ \$2,000 minimum for Zoom Phone deal if shared trunk is not in place. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Monthly	PAR1-ZP-COMM-MTH	\$3.80	1	1	9	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Monthly	PAR2-ZP-COMM-MTH	\$3.61	2	10	99	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Monthly	PAR3-ZP-COMM-MTH	\$3.43	3	100	499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Monthly	PAR4-ZP-COMM-MTH	\$3.26	4	500	999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Monthly	PAR5-ZP-COMM-MTH	\$3.10	5	1000	2499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.

Zoom Phone	Zoom Phone Common Area Monthly	PAR6-ZP-COMM-MTH	\$2.95	6	2500	4999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Monthly	PAR7-ZP-COMM-MTH	\$2.80	7	5000	7499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Monthly	PAR8-ZP-COMM-MTH	\$2.66	8	7500	9999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Annual	PAR1-ZP-COMM-1YR	\$45.60	1	1	9	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Annual	PAR2-ZP-COMM-1YR	\$43.32	2	10	99	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Annual	PAR3-ZP-COMM-1YR	\$41.16	3	100	499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Annual	PAR4-ZP-COMM-1YR	\$39.10	4	500	999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Annual	PAR5-ZP-COMM-1YR	\$37.15	5	1000	2499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Annual	PAR6-ZP-COMM-1YR	\$35.29	6	2500	4999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Annual	PAR7-ZP-COMM-1YR	\$33.52	7	5000	7499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Annual	PAR8-ZP-COMM-1YR	\$31.85	8	7500	9999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.

Zoom Phone	Zoom Phone Power Pack Two Year Prepay	PAR1-ZP-COMM-2YR	\$81.70	1	1	9	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Two Year Prepay	PAR2-ZP-COMM-2YR	\$77.90	2	10	99	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Two Year Prepay	PAR3-ZP-COMM-2YR	\$74.10	3	100	499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Two Year Prepay	PAR4-ZP-COMM-2YR	\$70.30	4	500	999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Two Year Prepay	PAR5-ZP-COMM-2YR	\$66.50	5	1000	2499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Two Year Prepay	PAR6-ZP-COMM-2YR	\$63.65	6	2500	4999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Two Year Prepay	PAR7-ZP-COMM-2YR	\$60.80	7	5000	7499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Two Year Prepay	PAR8-ZP-COMM-2YR	\$57.00	8	7500	9999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Three Year Prepay	PAR1-ZP-COMM-3YR	\$115.90	1	1	9	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.

Zoom Phone	Zoom Phone Power Pack Three Year Prepay	PAR2-ZP-COMM-3YR	\$110.20	2	10	99	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Three Year Prepay	PAR3-ZP-COMM-3YR	\$104.50	3	100	499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Three Year Prepay	PAR4-ZP-COMM-3YR	\$99.75	4	500	999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Three Year Prepay	PAR5-ZP-COMM-3YR	\$95.00	5	1000	2499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Three Year Prepay	PAR6-ZP-COMM-3YR	\$90.25	6	2500	4999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Three Year Prepay	PAR7-ZP-COMM-3YR	\$85.50	7	5000	7499	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Three Year Prepay	PAR8-ZP-COMM-3YR	\$80.75	8	7500	9999	Limited feature Zoom Phone License attached to a hardware device. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Monthly	PAR1-ZP-POWERP-MTH	\$23.75	1	1	9	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Monthly	PAR2-ZP-POWERP-MTH	\$22.57	2	10	99	Power Pack license addition. BYOC Amendment required to transact.



Zoom Phone	Zoom Phone Power Pack Monthly	PAR3-ZP-POWERP-MTH	\$21.44	3	100	499	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Monthly	PAR4-ZP-POWERP-MTH	\$20.36	4	500	999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Monthly	PAR5-ZP-POWERP-MTH	\$19.35	5	1000	2499	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Monthly	PAR6-ZP-POWERP-MTH	\$18.38	6	2500	4999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Monthly	PAR7-ZP-POWERP-MTH	\$17.47	7	5000	7499	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Monthly	PAR8-ZP-POWERP-MTH	\$16.59	8	7500	9999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Monthly	PAR9-ZP-POWERP-MTH	\$15.77	9	10000	24999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Monthly	PAR10-ZP-POWERP-MTH	\$14.98	10	25,000+	N/A	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Annual	PAR1-ZP-POWERP-1YR	\$285.00	1	1	9	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Annual	PAR2-ZP-POWERP-1YR	\$270.75	2	10	99	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Annual	PAR3-ZP-POWERP-1YR	\$257.45	3	100	499	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Annual	PAR4-ZP-POWERP-1YR	\$244.15	4	500	999	Power Pack license addition. BYOC Amendment required to transact.

Zoom Phone	Zoom Phone Power Pack Annual	PAR5-ZP-POWERP-1YR	\$231.80	5	1000	2499	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Annual	PAR6-ZP-POWERP-1YR	\$220.40	6	2500	4999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Annual	PAR7-ZP-POWERP-1YR	\$209.00	7	5000	7499	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Annual	PAR8-ZP-POWERP-1YR	\$198.55	8	7500	9999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Annual	PAR9-ZP-POWERP-1YR	\$189.05	9	10000	24999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Power Pack Annual	PAR10-ZP-POWERP-1YR	\$179.55	10	25,000+	N/A	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Two Year Prepay	PAR1-ZP-POWERP-2YR	\$513.00	1	1	9	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Two Year Prepay	PAR2-ZP-POWERP-2YR	\$487.35	2	10	99	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Two Year Prepay	PAR3-ZP-POWERP-2YR	\$463.60	3	100	499	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Two Year Prepay	PAR4-ZP-POWERP-2YR	\$439.85	4	500	999	Power Pack license addition. BYOC Amendment required to transact.

Zoom Phone	Zoom Phone Common Area Two Year Prepay	PAR5-ZP-POWERP-2YR	\$417.05	5	1000	2499	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Two Year Prepay	PAR6-ZP-POWERP-2YR	\$397.10	6	2500	4999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Two Year Prepay	PAR7-ZP-POWERP-2YR	\$376.20	7	5000	7499	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Two Year Prepay	PAR8-ZP-POWERP-2YR	\$357.20	8	7500	9999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Two Year Prepay	PAR9-ZP-POWERP-2YR	\$340.10	9	10000	24999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Two Year Prepay	PAR10-ZP-POWERP-2YR	\$323.00	10	25,000+	N/A	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Three Year Prepay	PAR1-ZP-POWERP-3YR	\$726.75	1	1	9	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Three Year Prepay	PAR2-ZP-POWERP-3YR	\$690.65	2	10	99	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Three Year Prepay	PAR3-ZP-POWERP-3YR	\$656.45	3	100	499	Power Pack license addition. BYOC Amendment required to transact.

Zoom Phone	Zoom Phone Common Area Three Year Prepay	PAR4-ZP-POWERP-3YR	\$622.25	4	500	999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Three Year Prepay	PAR5-ZP-POWERP-3YR	\$590.90	5	1000	2499	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Three Year Prepay	PAR6-ZP-POWERP-3YR	\$562.40	6	2500	4999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Three Year Prepay	PAR7-ZP-POWERP-3YR	\$532.95	7	5000	7499	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Three Year Prepay	PAR8-ZP-POWERP-3YR	\$506.35	8	7500	9999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Three Year Prepay	PAR9-ZP-POWERP-3YR	\$481.65	9	10000	24999	Power Pack license addition. BYOC Amendment required to transact.
Zoom Phone	Zoom Phone Common Area Three Year Prepay	PAR10-ZP-POWERP-3YR	\$457.90	10	25,000+	N/A	Power Pack license addition. BYOC Amendment required to transact.
Zoom United	Zoom Meetings Pro and Zoom Phone Pro Monthly	ZU-ZMP+ZPP-1-MTH	\$19.00	1	1	9	Zoom Meetings Pro and Zoom Phone Pro Monthly Tier 1 (1-9 Users)

Zoom United	Zoom Meetings Pro and Zoom Phone Pro Annual	ZU-ZMP+ZPP-1-1YP	\$190.00	1	1	9	Zoom Meetings Pro and Zoom Phone Pro Annual Tier 1 (1-9 Users)
Zoom United	Zoom Meetings Pro and Zoom Phone Pro Two Year Prepay	ZU-ZMP+ZPP-1-2YP	\$361.00	1	1	9	Zoom Meetings Pro and Zoom Phone Pro 2 Year Prepay Tier 1 (1-9 Users)
Zoom United	Zoom Meetings Pro and Zoom Phone Pro Three Year Prepay	ZU-ZMP+ZPP-1-3YP	\$513.00	1	1	9	Zoom Meetings Pro and Zoom Phone Pro 3 Year Prepay Tier 1 (1-9 Users)
Zoom United	Zoom Meetings Business and Zoom Phone Pro Monthly	ZU-ZMB+ZPP-10-MTH	\$23.75	1	10	99	Zoom Meetings Business and Zoom Phone Pro Monthly Tier 1 (10-99 Users)
Zoom United	Zoom Meetings Business and Zoom Phone Pro Annual	ZU-ZMB+ZPP-10-1YP	\$237.50	1	10	99	Zoom Meetings Business and Zoom Phone Pro Annual Tier 1 (10-99 Users)
Zoom United	Zoom Meetings Business and Zoom Phone Pro Two Year Prepay	ZU-ZMB+ZPP-10-2YP	\$451.25	1	10	99	Zoom Meetings Business and Zoom Phone Pro 2 Year Prepay Tier 1 (10-99 Users)

Zoom United	Zoom Meetings Business and Zoom Phone Pro Three Year Prepay	ZU-ZMB+ZPP-10-3YP	\$641.25	1	10	99	Zoom Meetings Business and Zoom Phone Pro 3 Year Prepay Tier 1 (10-99 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Monthly	ZU-ZME+ZPP-1-MTH	\$23.75	1	1	499	Zoom Meetings Enterprise and Zoom Phone Pro Monthly Tier 1 (1-499 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Monthly	ZU-ZME+ZPP-500-MTH	\$22.57	2	500	999	Zoom Meetings Enterprise and Zoom Phone Pro Monthly Tier 2 (500-999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Monthly	ZU-ZME+ZPP-1K-MTH	\$21.45	3	1000	2499	Zoom Meetings Enterprise and Zoom Phone Pro Monthly Tier 3 (1000-2499 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Monthly	ZU-ZME+ZPP-2500-MTH	\$20.36	4	2500	4999	Zoom Meetings Enterprise and Zoom Phone Pro Monthly Tier 4 (2500-4999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Monthly	ZU-ZME+ZPP-5K-MTH	\$19.36	5	5000	7499	Zoom Meetings Enterprise and Zoom Phone Pro Monthly Tier 5 (5000-7499 Users)

Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Monthly	ZU-ZME+ZPP-7500-MTH	\$18.39	6	7500	9999	Zoom Meetings Enterprise and Zoom Phone Pro Monthly Tier 6 (7500-9999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Monthly	ZU-ZME+ZPP-10K-MTH	\$17.47	7	10000	24999	Zoom Meetings Enterprise and Zoom Phone Pro Monthly Tier 7 (10000-24999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Monthly	ZU-ZME+ZPP-25K-MTH	\$16.60	8	25000+		Zoom Meetings Enterprise and Zoom Phone Pro Monthly Tier 8 (25000+ Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Annual	ZU-ZME+ZPP-1-1YP	\$285.00	1	1	499	Zoom Meetings Enterprise and Zoom Phone Pro Annual Tier 1 (1-499 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Annual	ZU-ZME+ZPP-500-1YP	\$270.75	2	500	999	Zoom Meetings Enterprise and Zoom Phone Pro Annual Tier 2 (500-999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Annual	ZU-ZME+ZPP-1K-1YP	\$257.45	3	1000	2499	Zoom Meetings Enterprise and Zoom Phone Pro Annual Tier 3 (1000-2499 Users)

Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Annual	ZU-ZME+ZPP-2500-1YP	\$244.15	4	2500	4999	Zoom Meetings Enterprise and Zoom Phone Pro Annual Tier 4 (2500-4999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Annual	ZU-ZME+ZPP-5K-1YP	\$231.80	5	5000	7499	Zoom Meetings Enterprise and Zoom Phone Pro Annual Tier 5 (5000-7499 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Annual	ZU-ZME+ZPP-7500-1YP	\$220.40	6	7500	9999	Zoom Meetings Enterprise and Zoom Phone Pro Annual Tier 6 (7500-9999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Annual	ZU-ZME+ZPP-10K-1YP	\$209.95	7	10000	24999	Zoom Meetings Enterprise and Zoom Phone Pro Annual Tier 7 (10000-24999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Annual	ZU-ZME+ZPP-25K-1YP	\$199.50	8	25000+		Zoom Meetings Enterprise and Zoom Phone Pro Annual Tier 8 (25000+ Users)



Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Two Year Prepay	ZU-ZME+ZPP-1-2YP	\$541.50	1	1	499	Zoom Meetings Enterprise and Zoom Phone Pro 2 Year Prepay Tier 1 (1-499 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Two Year Prepay	ZU-ZME+ZPP-500-2YP	\$514.90	2	500	999	Zoom Meetings Enterprise and Zoom Phone Pro 2 Year Prepay Tier 2 (500-999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Two Year Prepay	ZU-ZME+ZPP-1K-2YP	\$489.25	3	1000	2499	Zoom Meetings Enterprise and Zoom Phone Pro 2 Year Prepay Tier 3 (1000-2499 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Two Year Prepay	ZU-ZME+ZPP-2500-2YP	\$463.60	4	2500	4999	Zoom Meetings Enterprise and Zoom Phone Pro 2 Year Prepay Tier 4 (2500-4999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Two Year Prepay	ZU-ZME+ZPP-5K-2YP	\$440.80	5	5000	7499	Zoom Meetings Enterprise and Zoom Phone Pro 2 Year Prepay Tier 5 (5000-7499 Users)

Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Two Year Prepay	ZU-ZME+ZPP-7500-2YP	\$418.95	6	7500	9999	Zoom Meetings Enterprise and Zoom Phone Pro 2 Year Prepay Tier 6 (7500-9999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Two Year Prepay	ZU-ZME+ZPP-10K-2YP	\$399.00	7	10000	24999	Zoom Meetings Enterprise and Zoom Phone Pro 2 Year Prepay Tier 7 (10000-24999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Two Year Prepay	ZU-ZME+ZPP-25K-2YP	\$379.05	8	25000+		Zoom Meetings Enterprise and Zoom Phone Pro 2 Year Prepay Tier 8 (25000+ Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Three Year Prepay	ZU-ZME+ZPP-1-3YP	\$769.50	1	1	499	Zoom Meetings Enterprise and Zoom Phone Pro 3 Year Prepay Tier 1 (1-499 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Three Year Prepay	ZU-ZME+ZPP-500-3YP	\$731.50	2	500	999	Zoom Meetings Enterprise and Zoom Phone Pro 3 Year Prepay Tier 2 (500-999 Users)

Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Three Year Prepay	ZU-ZME+ZPP-1K-3YP	\$695.40	3	1000	2499	Zoom Meetings Enterprise and Zoom Phone Pro 3 Year Prepay Tier 3 (1000-2499 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Three Year Prepay	ZU-ZME+ZPP-2500-3YP	\$659.30	4	2500	4999	Zoom Meetings Enterprise and Zoom Phone Pro 3 Year Prepay Tier 4 (2500-4999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Three Year Prepay	ZU-ZME+ZPP-5K-3YP	\$626.05	5	5000	7499	Zoom Meetings Enterprise and Zoom Phone Pro 3 Year Prepay Tier 5 (5000-7499 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Three Year Prepay	ZU-ZME+ZPP-7500-3YP	\$594.70	6	7500	9999	Zoom Meetings Enterprise and Zoom Phone Pro 3 Year Prepay Tier 6 (7500-9999 Users)
Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Three Year Prepay	ZU-ZME+ZPP-10K-3YP	\$567.15	7	10000	24999	Zoom Meetings Enterprise and Zoom Phone Pro 3 Year Prepay Tier 7 (10000-24999 Users)

Zoom United	Zoom Meetings Enterprise and Zoom Phone Pro Three Year Prepay	ZU-ZME+ZPP-25K-3YP	\$538.65	8	25000+		Zoom Meetings Enterprise and Zoom Phone Pro 3 Year Prepay Tier 8 (25000+ Users)
<b>Premier Support Programs</b>							
Premier Support Programs	TS-Premier Annual	ZM-P-1-1Y	ICB	1	1		TS Premier Annual (15.39% of ARR). Minimum \$5000 ARR
Premier Support Programs	TS-Premier+ Annual	ZM-PP-1-1Y	ICB	1	1		TS Premier+ Annual (23.1% of ARR). Minimum \$100,000 ARR
Premier Support Programs	TS-Premier Monthly	ZM-P-1-MO	ICB	1	1		TS Premier Monthly (15.39% of ARR). Minimum \$5000 ARR
Premier Support Programs	TS-Premier+ Monthly	ZM-PP-1-MO	ICB	1	1		TS Premier+ Monthly (23.1% of ARR). Minimum \$100,000 ARR
Premier Support Programs	TS-Premier Two Year Prepay	ZM-P-1-2Y	ICB	1	1		TS Premier Two Year Prepay (15.39% of ARR). Minimum \$5000 ARR
Premier Support Programs	TS-Premier+ Two Year Prepay	ZM-PP-1-2Y	ICB	1	1		TS Premier+ Two Year Prepay (23.1% of ARR). Minimum \$100,000 ARR
Premier Support Programs	TS-Premier Three Year Prepay	ZM-P-1-3Y	ICB	1	1		TS Premier Three Year Prepay (15.39% of ARR). Minimum \$5000 ARR
Premier Support Programs	TS-Premier+ Three Year Prepay	ZM-PP-1-3Y	ICB	1	1		TS Premier+ Three Year Prepay (23.1% of ARR). Minimum \$100,000 ARR
<b>Zoom IQ for Sales</b>							
Zoom IQ for Sales	Zoom IQ for Sales Monthly	ZM-IQ-1-1M	\$75.05	1	1	9	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process

Zoom IQ for Sales	Zoom IQ for Sales Monthly	ZM-IQ-2-1M	\$71.30	2	10	99	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Monthly	ZM-IQ-3-1M	\$67.74	3	100	499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Monthly	ZM-IQ-4-1M	\$64.36	4	500	999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Monthly	ZM-IQ-5-1M	\$61.14	5	1000	2499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Monthly	ZM-IQ-6-1M	\$58.08	6	2500	4999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Monthly	ZM-IQ-7-1M	\$55.17	7	5000	7499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Monthly	ZM-IQ-8-1M	\$52.42	8	7500	9999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Monthly	ZM-IQ-9-1M	\$49.79	9	10000	24999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Monthly	ZM-IQ-10-1M	\$47.31	10	25000	999999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process

Zoom IQ for Sales	Zoom IQ for Sales Annual	ZM-IQ-1-1Y	\$750.50	1	1	9	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Annual	ZM-IQ-2-1Y	\$712.98	2	10	99	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Annual	ZM-IQ-3-1Y	\$677.35	3	100	499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Annual	ZM-IQ-4-1Y	\$643.53	4	500	999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Annual	ZM-IQ-5-1Y	\$611.33	5	1000	2499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Annual	ZM-IQ-6-1Y	\$580.74	6	2500	4999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Annual	ZM-IQ-7-1Y	\$551.67	7	5000	7499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Annual	ZM-IQ-8-1Y	\$524.12	8	7500	9999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Annual	ZM-IQ-9-1Y	\$497.90	9	10000	24999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process

Zoom IQ for Sales	Zoom IQ for Sales Annual	ZM-IQ-10-1Y	\$473.01	10	25000	999999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Two Years Prepay	ZM-IQ-1-2Y	\$1,425.95	1	1	9	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Two Years Prepay	ZM-IQ-2-2Y	\$1,354.66	2	10	99	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Two Years Prepay	ZM-IQ-3-2Y	\$1,286.97	3	100	499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Two Years Prepay	ZM-IQ-4-2Y	\$1,222.71	4	500	999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Two Years Prepay	ZM-IQ-5-2Y	\$1,161.52	5	1000	2499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Two Years Prepay	ZM-IQ-6-2Y	\$1,103.40	6	2500	4999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Two Years Prepay	ZM-IQ-7-2Y	\$1,048.17	7	5000	7499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Two Years Prepay	ZM-IQ-8-2Y	\$995.82	8	7500	9999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process

Zoom IQ for Sales	Zoom IQ for Sales Two Years Prepay	ZM-IQ-9-2Y	\$946.01	9	10000	24999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Two Years Prepay	ZM-IQ-10-2Y	\$898.71	10	25000	999999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Three Years Prepay	ZM-IQ-1-3Y	\$2,031.99	1	1	9	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Three Years Prepay	ZM-IQ-2-3Y	\$1,930.39	2	10	99	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Three Years Prepay	ZM-IQ-3-3Y	\$1,833.93	3	100	499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Three Years Prepay	ZM-IQ-4-3Y	\$1,742.36	4	500	999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Three Years Prepay	ZM-IQ-5-3Y	\$1,655.17	5	1000	2499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Three Years Prepay	ZM-IQ-6-3Y	\$1,572.34	6	2500	4999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Three Years Prepay	ZM-IQ-7-3Y	\$1,493.64	7	5000	7499	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process



Zoom IQ for Sales	Zoom IQ for Sales Three Years Prepay	ZM-IQ-8-3Y	\$1,419.05	8	7500	9999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Three Years Prepay	ZM-IQ-9-3Y	\$1,348.05	9	10000	24999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
Zoom IQ for Sales	Zoom IQ for Sales Three Years Prepay	ZM-IQ-10-3Y	\$1,280.66	10	25000	999999	A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process
<b>Zoom Whiteboard</b>							
Zoom Whiteboard	Zoom Whiteboard - Unlimited Boards Monthly	ZM-WBU-1-1M	\$2.37	1	1	-	Optional Add-On to Basic Free and Pro base licenses. Allows user to own an unlimited number of editable boards.
Zoom Whiteboard	Zoom Whiteboard - Unlimited Boards Annual	ZM-WBU-1-1Y	\$23.66	1	1	-	Optional Add-On to Basic Free and Pro base licenses. Allows user to own an unlimited number of editable boards.
Zoom Whiteboard	Zoom Whiteboard - Unlimited Boards Two Years Prepay	ZM-WBU-1-2Y	\$44.95	1	1	-	Optional Add-On to Basic Free and Pro base licenses. Allows user to own an unlimited number of editable boards.
Zoom Whiteboard	Zoom Whiteboard - Unlimited Boards Three Years Prepay	ZM-WBU-1-3Y	\$64.05	1	1	-	Optional Add-On to Basic Free and Pro base licenses. Allows user to own an unlimited number of editable boards.
<b>Zoom One Business Plus</b>							

Zoom One Business Plus	Zoom One Business Plus US/Canada Monthly	ZM-ZOBPUSCAN-1-1M	\$23.75	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Monthly	ZM-ZOBPUSCAN-2-1M	\$22.80	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Monthly	ZM-ZOBPUSCAN-3-1M	\$21.85	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Monthly	ZM-ZOBPUSCAN-4-1M	\$20.90	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Monthly	ZM-ZOBPUSCAN-5-1M	\$19.95	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Monthly	ZM-ZOBPUSCAN-6-1M	\$19.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Monthly	ZM-ZOBPUSCAN-7-1M	\$18.05	7	5000	+	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Annual	ZM-ZOBPUSCAN-1-1Y	\$237.50	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Annual	ZM-ZOBPUSCAN-2-1Y	\$228.00	2	50	249	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus US/Canada Annual	ZM-ZOBPUSCAN-3-1Y	\$218.50	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Annual	ZM-ZOBPUSCAN-4-1Y	\$209.00	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Annual	ZM-ZOBPUSCAN-5-1Y	\$199.50	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Annual	ZM-ZOBPUSCAN-6-1Y	\$190.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Annual	ZM-ZOBPUSCAN-7-1Y	\$180.50	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Two Years Prepay	ZM-ZOBPUSCAN-1-2Y	\$451.25	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Two Years Prepay	ZM-ZOBPUSCAN-2-2Y	\$433.20	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Two Years Prepay	ZM-ZOBPUSCAN-3-2Y	\$415.15	3	250	499	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus US/Canada Two Years Prepay	ZM-ZOBPUSCAN-4-2Y	\$397.10	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Two Years Prepay	ZM-ZOBPUSCAN-5-2Y	\$379.05	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Two Years Prepay	ZM-ZOBPUSCAN-6-2Y	\$361.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Two Years Prepay	ZM-ZOBPUSCAN-7-2Y	\$342.95	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Three Years Prepay	ZM-ZOBPUSCAN-1-3Y	\$643.04	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Three Years Prepay	ZM-ZOBPUSCAN-2-3Y	\$617.31	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Three Years Prepay	ZM-ZOBPUSCAN-3-3Y	\$591.60	3	250	499	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus US/Canada Three Years Prepay	ZM-ZOBPUSCAN-4-3Y	\$565.87	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Three Years Prepay	ZM-ZOBPUSCAN-5-3Y	\$540.16	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Three Years Prepay	ZM-ZOBPUSCAN-6-3Y	\$514.43	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus US/Canada Three Years Prepay	ZM-ZOBPUSCAN-7-3Y	\$488.71	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Monthly	ZM-ZOBPJPN-1-1M	\$23.75	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Monthly	ZM-ZOBPJPN-2-1M	\$22.80	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Monthly	ZM-ZOBPJPN-3-1M	\$21.85	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Monthly	ZM-ZOBPJPN-4-1M	\$20.90	4	500	999	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus Japan Monthly	ZM-ZOBPJPN-5-1M	\$19.95	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Monthly	ZM-ZOBPJPN-6-1M	\$19.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Monthly	ZM-ZOBPJPN-7-1M	\$18.05	7	5000	+	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Annual	ZM-ZOBPJPN-1-1Y	\$237.50	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Annual	ZM-ZOBPJPN-2-1Y	\$228.00	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Annual	ZM-ZOBPJPN-3-1Y	\$218.50	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Annual	ZM-ZOBPJPN-4-1Y	\$209.00	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Annual	ZM-ZOBPJPN-5-1Y	\$199.50	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Annual	ZM-ZOBPJPN-6-1Y	\$190.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus Japan Annual	ZM-ZOBPJPN-7-1Y	\$180.50	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Two Years Prepay	ZM-ZOBPJPN-1-2Y	\$451.25	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Two Years Prepay	ZM-ZOBPJPN-2-2Y	\$433.20	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Two Years Prepay	ZM-ZOBPJPN-3-2Y	\$415.15	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Two Years Prepay	ZM-ZOBPJPN-4-2Y	\$397.10	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Two Years Prepay	ZM-ZOBPJPN-5-2Y	\$379.05	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Two Years Prepay	ZM-ZOBPJPN-6-2Y	\$361.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Two Years Prepay	ZM-ZOBPJPN-7-2Y	\$342.95	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Three Years Prepay	ZM-ZOBPJPN-1-3Y	\$643.04	1	1	49	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus Japan Three Years Prepay	ZM-ZOBPJPN-2-3Y	\$617.31	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Three Years Prepay	ZM-ZOBPJPN-3-3Y	\$591.60	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Three Years Prepay	ZM-ZOBPJPN-4-3Y	\$565.87	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Three Years Prepay	ZM-ZOBPJPN-5-3Y	\$540.16	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Three Years Prepay	ZM-ZOBPJPN-6-3Y	\$514.43	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Japan Three Years Prepay	ZM-ZOBPJPN-7-3Y	\$488.71	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Monthly	ZM-ZOBPUKIRE-1-1M	\$23.75	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Monthly	ZM-ZOBPUKIRE-2-1M	\$22.80	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Monthly	ZM-ZOBPUKIRE-3-1M	\$21.85	3	250	499	Meeting and Phone bundle with Unlimited regional calling



Zoom One Business Plus	Zoom One Business Plus UK/Ireland Monthly	ZM-ZOBPUKIRE-4-1M	\$20.90	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Monthly	ZM-ZOBPUKIRE-5-1M	\$19.95	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Monthly	ZM-ZOBPUKIRE-6-1M	\$19.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Monthly	ZM-ZOBPUKIRE-7-1Y	\$18.05	7	5000		Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Annual	ZM-ZOBPUKIRE-1-1Y	\$237.50	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Annual	ZM-ZOBPUKIRE-2-1Y	\$228.00	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Annual	ZM-ZOBPUKIRE-3-1Y	\$218.50	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Annual	ZM-ZOBPUKIRE-4-1Y	\$209.00	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Annual	ZM-ZOBPUKIRE-5-1Y	\$199.50	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus UK/Ireland Annual	ZM-ZOBPUKIRE-6-1Y	\$190.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Annual	ZM-ZOBPUKIRE-7-1Y	\$180.50	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Two Years Prepay	ZM-ZOBPUKIRE-1-2Y	\$451.25	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Two Years Prepay	ZM-ZOBPUKIRE-2-2Y	\$433.20	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Two Years Prepay	ZM-ZOBPUJIRE-3-2Y	\$415.15	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Two Years Prepay	ZM-ZOBPUKIRE-4-2Y	\$397.10	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Two Years Prepay	ZM-ZOBPUKIRE-5-2Y	\$379.05	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus UK/Ireland Two Years Prepay	ZM-ZOBPUKIRE-6-2Y	\$361.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Two Years Prepay	ZM-ZOBPUKIRE-7-2Y	\$342.95	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Three Years Prepay	ZM-ZOBPUKIRE-1-3Y	\$643.04	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Three Years Prepay	ZM-ZOBPUKIRE-2-3Y	\$617.31	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Three Years Prepay	ZM-ZOBPUKIRE-3-3Y	\$591.60	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Three Years Prepay	ZM-ZOBPUKIRE-4-3Y	\$565.87	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Three Years Prepay	ZM-ZOBPUKIRE-5-3Y	\$540.16	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus UK/Ireland Three Years Prepay	ZM-ZOBPUKIRE-6-3Y	\$514.43	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus UK/Ireland Three Years Prepay	ZM-ZOBPUKIRE-7-3Y	\$488.71	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Monthly	ZM-ZOBPAUSNZ-1M	\$23.75	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Monthly	ZM-ZOBPAUSNZ-2-1M	\$22.80	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Monthly	ZM-ZOBPAUSNZ-3-1M	\$21.85	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Monthly	ZM-ZOBPAUSUZ-4-1M	\$20.90	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Monthly	ZM-ZOBPAUSNZ-5-1M	\$19.95	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Monthly	ZM-ZOBPAUSNZ-6-1M	\$19.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Monthly	ZM-ZOBPAUSNZ-7-1M	\$18.05	7	5000	+	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Annual	ZM-ZOBPAUSNZ-1Y	\$237.50	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Annual	ZM-ZOBPAUSNZ-2-1Y	\$228.00	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Annual	ZM-ZOBPAUSNZ-3-1Y	\$218.50	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Annual	ZM-ZOBPAUSUZ-4-1Y	\$209.00	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Annual	ZM-ZOBPAUSNZ-5-1Y	\$199.50	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Annual	ZM-ZOBPAUSNZ-6-1Y	\$190.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Annual	ZM-ZOBPAUSNZ-7-1Y	\$180.50	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Two Years Prepay	ZM-ZOBPAUSNZ-1-2Y	\$451.25	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Two Years Prepay	ZM-ZOBPAUSNZ-2-2Y	\$433.20	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Two Years Prepay	ZM-ZOBPAUSNZ-3-2Y	\$415.15	3	250	499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Two Years Prepay	ZM-ZOBPAUSNZ-4-2Y	\$397.10	4	500	999	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Two Years Prepay	ZM-ZOBPAUSNZ-5-2Y	\$379.05	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Two Years Prepay	ZM-ZOBPAUSNZ-6-2Y	\$361.00	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Two Years Prepay	ZM-ZOBPAUSNZ-7-2Y	\$342.95	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Three Years Prepay	ZM-ZOBPAUSNZ-1-3Y	\$643.04	1	1	49	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Three Years Prepay	ZM-ZOBPAUSNZ-2-3Y	\$617.31	2	50	249	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Three Years Prepay	ZM-ZOBPAUSNZ-3-3Y	\$591.60	3	250	499	Meeting and Phone bundle with Unlimited regional calling

Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Three Years Prepay	ZM-ZOBPAUSNZ-4-3Y	\$565.87	4	500	999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Three Years Prepay	ZM-ZOBPAUSNZ-5-3Y	\$540.16	5	1000	2499	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Three Years Prepay	ZM-ZOBPAUSNZ-6-3Y	\$514.43	6	2500	4999	Meeting and Phone bundle with Unlimited regional calling
Zoom One Business Plus	Zoom One Business Plus Australia/New Zealand Three Years Prepay	ZM-ZOBPAUSNZ-7-3Y	\$488.71	7	5000	999999	Meeting and Phone bundle with Unlimited regional calling
<b>Zoom One Enterprise (Quantity 250+)</b>							
Zoom One Enterprise	Zoom One Enterprise Monthly	ZM-ZOE-2-1M	\$19.00	2	250	499	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Monthly	ZM-ZOE-3-1M	\$16.15	3	500	999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Monthly	ZM-ZOE-4-1M	\$14.25	4	1000	2499	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.



Zoom One Enterprise	Zoom One Enterprise Monthly	ZM-ZOE-5-1M	\$12.35	5	2500	4999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Monthly	ZM-ZOE-6-1M	\$10.45	6	5000	9999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Monthly	ZM-ZOE-7-1M	\$10.45	7	10000	24999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Monthly	ZM-ZOE-8-1M	\$10.45	8	25000	+	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Annual	ZM-ZOE-2-1Y	\$190.00	2	250	499	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Annual	ZM-ZOE-3-1Y	\$161.50	3	500	999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Annual	ZM-ZOE-4-1Y	\$142.50	4	1000	2499	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Annual	ZM-ZOE-5-1Y	\$123.50	5	2500	4999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Annual	ZM-ZOE-6-1Y	\$104.50	6	5000	9999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.

Zoom One Enterprise	Zoom One Enterprise Annual	ZM-ZOE-7-1Y	\$104.50	7	10000	24999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Annual	ZM-ZOE-8-1Y	\$104.50	8	25000	999999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Two Years Prepay	ZM-ZOE-2-2Y	\$361.00	2	250	499	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Two Years Prepay	ZM-ZOE-3-2Y	\$306.85	3	500	999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Two Years Prepay	ZM-ZOE-4-2Y	\$270.75	4	1000	2499	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Two Years Prepay	ZM-ZOE-5-2Y	\$234.65	5	2500	4999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Two Years Prepay	ZM-ZOE-6-2Y	\$198.55	6	5000	9999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Two Years Prepay	ZM-ZOE-7-2Y	\$198.55	7	10000	24999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Two Years Prepay	ZM-ZOE-8-2Y	\$198.55	8	25000	999999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.

Zoom One Enterprise	Zoom One Enterprise Three Years Prepay	ZM-ZOE-2-3Y	\$514.43	2	250	499	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Three Years Prepay	ZM-ZOE-3-3Y	\$437.27	3	500	999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Three Years Prepay	ZM-ZOE-4-3Y	\$385.83	4	1000	2499	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Three Years Prepay	ZM-ZOE-5-3Y	\$334.39	5	2500	4999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Three Years Prepay	ZM-ZOE-6-3Y	\$282.94	6	5000	9999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Three Years Prepay	ZM-ZOE-7-3Y	\$282.94	7	10000	24999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Three Years Prepay	ZM-ZOE-8-3Y	\$282.94	8	25000	999999	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.
Zoom One Enterprise	Zoom One Enterprise Plus Monthly	ZM-ZOEP-2-1M	\$23.75	2	250	499	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features

Zoom One Enterprise	Zoom One Enterprise Plus Monthly	ZM-ZOEP-3-1M	\$20.90	3	500	999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Monthly	ZM-ZOEP-4-1M	\$18.05	4	1000	2499	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Monthly	ZM-ZOEP-5-1M	\$15.20	5	2500	4999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Monthly	ZM-ZOEP-6-1M	\$13.30	6	5000	9999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Monthly	ZM-ZOEP-7-1M	\$13.30	7	10000	24999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Monthly	ZM-ZOEP-8-1M	\$13.30	8	25000	+	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Annual	ZM-ZOEP-2-1Y	\$237.50	2	250	499	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features

Zoom One Enterprise	Zoom One Enterprise Plus Annual	ZM-ZOEP-3-1Y	\$209.00	3	500	999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Annual	ZM-ZOEP-4-1Y	\$180.50	4	1000	2499	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Annual	ZM-ZOEP-5-1Y	\$152.00	5	2500	4999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Annual	ZM-ZOEP-6-1Y	\$133.00	6	5000	9999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Annual	ZM-ZOEP-7-1Y	\$133.00	7	10000	24999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Annual	ZM-ZOEP-8-1Y	\$133.00	8	25000	999999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Two Years Prepay	ZM-ZOEP-2-2Y	\$451.25	2	250	499	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features

Zoom One Enterprise	Zoom One Enterprise Plus Two Years Prepay	ZM-ZOEP-3-2Y	\$397.10	3	500	999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Two Years Prepay	ZM-ZOEP-4-2Y	\$342.95	4	1000	2499	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Two Years Prepay	ZM-ZOEP-5-2Y	\$288.80	5	2500	4999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Two Years Prepay	ZM-ZOEP-6-2Y	\$252.70	6	5000	9999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Two Years Prepay	ZM-ZOEP-7-2Y	\$252.70	7	10000	24999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Two Years Prepay	ZM-ZOEP-8-2Y	\$252.70	8	25000	999999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Three Years Prepay	ZM-ZOEP-2-3Y	\$643.04	2	250	499	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features

Zoom One Enterprise	Zoom One Enterprise Plus Three Years Prepay	ZM-ZOEP-3-3Y	\$565.87	3	500	999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Three Years Prepay	ZM-ZOEP-4-3Y	\$488.71	4	1000	2499	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Three Years Prepay	ZM-ZOEP-5-3Y	\$411.54	5	2500	4999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Three Years Prepay	ZM-ZOEP-6-3Y	\$360.10	6	5000	9999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Three Years Prepay	ZM-ZOEP-7-3Y	\$360.10	7	10000	24999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
Zoom One Enterprise	Zoom One Enterprise Plus Three Years Prepay	ZM-ZOEP-8-3Y	\$360.10	8	25000	999999	Zoom One Enterprise: Enterprise Bundle including Meeting (1000 attendees), Webinar (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features
<b>Zoom Phone Hybrid</b>							
Zoom Phone Hybrid	Zoom Phone Hybrid Monthly	ZN-ZP-HB-1-MTH	\$380.00	1	1	-	Optional Add-On to Zoom Phone, Zoom One Business Plus, Enterprise, and Enterprise Plus, and Zoom United Monthly base licenses. Provides 1 Zoom Phone Hybrid node license. Requires Zoom Node.

Zoom Phone Hybrid	Zoom Phone Hybrid Annual	ZN-ZP-HB-1-1YP	\$3,800.00	1	1	-	Optional Add-On to Zoom Phone, Zoom One Business Plus, Enterprise, and Enterprise Plus, and Zoom United Monthly base licenses. Provides 1 Zoom Phone Hybrid node license. Requires Zoom Node.
Zoom Phone Hybrid	Zoom Phone Hybrid Two Years Prepay	ZN-ZP-HB-1-2YP	\$7,220.00	1	1	-	Optional Add-On to Zoom Phone, Zoom One Business Plus, Enterprise, and Enterprise Plus, and Zoom United Monthly base licenses. Provides 1 Zoom Phone Hybrid node license. Requires Zoom Node.
Zoom Phone Hybrid	Zoom Phone Hybrid Three Years Prepay	ZN-ZP-HB-1-3YP	\$10,288.50	1	1	-	Optional Add-On to Zoom Phone, Zoom One Business Plus, Enterprise, and Enterprise Plus, and Zoom United Monthly base licenses. Provides 1 Zoom Phone Hybrid node license. Requires Zoom Node.
<b>Workspace Reservation</b>							
Workspace Reservation	Workspace Reservation Monthly	ZM-WR-1-MO	\$1.43	1	1	9	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Monthly	ZM-WR-2-MO	\$1.36	2	10	99	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Monthly	ZM-WR-3-MO	\$1.30	3	100	499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Monthly	ZM-WR-4-MO	\$1.23	4	500	999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Monthly	ZM-WR-5-MO	\$1.17	5	1000	2499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Monthly	ZM-WR-6-MO	\$1.12	6	2500	4999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.



Workspace Reservation	Workspace Reservation Monthly	ZM-WR-7-MO	\$1.06	7	5000	7499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Monthly	ZM-WR-8-MO	\$1.00	8	7500	9999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Monthly	ZM-WR-9-MO	\$0.95	9	10000	24999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Monthly	ZM-WR-10-MO	\$0.91	10	25000		Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Annual	ZM-WR-1-1Y	\$14.25	1	1	9	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Annual	ZM-WR-2-1Y	\$13.59	2	10	99	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Annual	ZM-WR-3-1Y	\$12.92	3	100	499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Annual	ZM-WR-4-1Y	\$12.26	4	500	999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Annual	ZM-WR-5-1Y	\$11.69	5	1000	2499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Annual	ZM-WR-6-1Y	\$11.12	6	2500	4999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Annual	ZM-WR-7-1Y	\$10.55	7	5000	7499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Annual	ZM-WR-8-1Y	\$9.98	8	7500	9999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.

Workspace Reservation	Workspace Reservation Annual	ZM-WR-9-1Y	\$9.50	9	10000	24999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Annual	ZM-WR-10-1Y	\$9.03	10	25000	999999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Two Years Prepay	ZM-WR-1-2Y	\$27.08	1	1	9	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Two Years Prepay	ZM-WR-2-2Y	\$25.82	2	10	99	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Two Years Prepay	ZM-WR-3-2Y	\$24.55	3	100	499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Two Years Prepay	ZM-WR-4-2Y	\$23.29	4	500	999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Two Years Prepay	ZM-WR-5-2Y	\$22.21	5	1000	2499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Two Years Prepay	ZM-WR-6-2Y	\$21.12	6	2500	4999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Two Years Prepay	ZM-WR-7-2Y	\$20.04	7	5000	7499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.

Workspace Reservation	Workspace Reservation Two Years Prepay	ZM-WR-8-2Y	\$18.96	8	7500	9999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Two Years Prepay	ZM-WR-9-2Y	\$18.05	9	10000	24999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Two Years Prepay	ZM-WR-10-2Y	\$17.15	10	25000	999999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Three Years Prepay	ZM-WR-1-3Y	\$38.58	1	1	9	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Three Years Prepay	ZM-WR-2-3Y	\$36.79	2	10	99	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Three Years Prepay	ZM-WR-3-3Y	\$34.98	3	100	499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Three Years Prepay	ZM-WR-4-3Y	\$33.19	4	500	999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Three Years Prepay	ZM-WR-5-3Y	\$31.64	5	1000	2499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Three Years Prepay	ZM-WR-6-3Y	\$30.10	6	2500	4999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.

Workspace Reservation	Workspace Reservation Three Years Prepay	ZM-WR-7-3Y	\$28.55	7	5000	7499	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Three Years Prepay	ZM-WR-8-3Y	\$27.01	8	7500	9999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Three Years Prepay	ZM-WR-9-3Y	\$25.73	9	10000	24999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
Workspace Reservation	Workspace Reservation Three Years Prepay	ZM-WR-10-3Y	\$24.44	10	25000	999999	Standalone or optional add-on that enhances and streamlines hotdesking and hoteling experiences.
<b>Translated Captions</b>							
Translation	Zoom Translated Captions Monthly	ZM-TC-1-MO	\$4.75	1	1	49	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Monthly	ZM-TC-2-MO	\$4.52	2	50	249	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.

Translation	Zoom Translated Captions Monthly	ZM-TC-3-MO	\$4.29	3	250	499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Monthly	ZM-TC-4-MO	\$4.07	4	500	999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Monthly	ZM-TC-5-MO	\$3.87	5	1000	2499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Monthly	ZM-TC-6-MO	\$3.68	6	2500	4999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Monthly	ZM-TC-7-MO	\$3.50	7	5000	7499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.

Translation	Zoom Translated Captions Monthly	ZM-TC-8-MO	\$3.33	8	7500	9999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Monthly	ZM-TC-9-MO	\$3.17	9	10000	24999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Monthly	ZM-TC-10-MO	\$3.01	10	25000	49999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Monthly	ZM-TC-11-MO	\$2.85	11	50000	999999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Annual	ZM-TC-1-1Y	\$47.50	1	1	49	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.

Translation	Zoom Translated Captions Annual	ZM-TC-2-1Y	\$45.13	2	50	249	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Annual	ZM-TC-3-1Y	\$42.88	3	250	499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Annual	ZM-TC-4-1Y	\$40.73	4	500	999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Annual	ZM-TC-5-1Y	\$38.70	5	1000	2499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Annual	ZM-TC-6-1Y	\$36.76	6	2500	4999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.

Translation	Zoom Translated Captions Annual	ZM-TC-7-1Y	\$34.93	7	5000	7499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Annual	ZM-TC-8-1Y	\$33.18	8	7500	9999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Annual	ZM-TC-9-1Y	\$31.52	9	10000	24999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Annual	ZM-TC-10-1Y	\$29.94	10	25000	49999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Annual	ZM-TC-11-1Y	\$28.44	11	50000	999999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.



Translation	Zoom Translated Captions Two Years Prepay	ZM-TC-1-2Y	\$85.50	1	1	49	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Two Years Prepay	ZM-TC-2-2Y	\$81.23	2	50	249	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Two Years Prepay	ZM-TC-3-2Y	\$77.17	3	250	499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Two Years Prepay	ZM-TC-4-2Y	\$73.32	4	500	999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Two Years Prepay	ZM-TC-5-2Y	\$69.65	5	1000	2499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.

Translation	Zoom Translated Captions Two Years Prepay	ZM-TC-6-2Y	\$66.16	6	2500	4999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Two Years Prepay	ZM-TC-7-2Y	\$62.86	7	5000	7499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Two Years Prepay	ZM-TC-8-2Y	\$59.71	8	7500	9999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Two Years Prepay	ZM-TC-9-2Y	\$56.73	9	10000	24999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Two Years Prepay	ZM-TC-10-2Y	\$53.89	10	25000	49999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.

Translation	Zoom Translated Captions Two Years Prepay	ZM-TC-11-2Y	\$51.19	11	50000	999999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Three Years Prepay	ZM-TC-1-3Y	\$121.13	1	1	49	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Three Years Prepay	ZM-TC-2-3Y	\$115.08	2	50	249	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Three Years Prepay	ZM-TC-3-3Y	\$109.32	3	250	499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Three Years Prepay	ZM-TC-4-3Y	\$103.86	4	500	999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.

Translation	Zoom Translated Captions Three Years Prepay	ZM-TC-5-3Y	\$98.66	5	1000	2499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Three Years Prepay	ZM-TC-6-3Y	\$93.73	6	2500	4999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Three Years Prepay	ZM-TC-7-3Y	\$89.05	7	5000	7499	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Three Years Prepay	ZM-TC-8-3Y	\$84.59	8	7500	9999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Three Years Prepay	ZM-TC-9-3Y	\$80.37	9	10000	24999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.

Translation	Zoom Translated Captions Three Years Prepay	ZM-TC-10-3Y	\$76.35	10	25000	49999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
Translation	Zoom Translated Captions Three Years Prepay	ZM-TC-11-3Y	\$72.53	11	50000	999999	Optional add-on for paid Zoom accounts, the feature enables anyone in a Zoom meeting or webinar, or the Zoom Events solution, to translate the source language into English captions or translate English into captions into preferred language. Support caption translation for 12 languages.
<b>Zoom Node</b>							
Zoom Node	Zoom Node Monthly	ZM-ZN-1-MO	\$0.00	1	1	-	Zoom Node is a hybrid cloud platform deployed on-prem but managed from the cloud. It is designed to host workloads (e.g. Multimedia Routing (HMMR), Recording, Phone, Chat, VM, etc.)
Zoom Node	Zoom Node Annual	ZM-ZN-1-1Y	\$0.00	1	1	-	Zoom Node is a hybrid cloud platform deployed on-prem but managed from the cloud. It is designed to host workloads (e.g. Multimedia Routing (HMMR), Recording, Phone, Chat, VM, etc.)
Zoom Node	Zoom Node Two Years Prepay	ZM-ZN-1-2Y	\$0.00	1	1	-	Zoom Node is a hybrid cloud platform deployed on-prem but managed from the cloud. It is designed to host workloads (e.g. Multimedia Routing (HMMR), Recording, Phone, Chat, VM, etc.)
Zoom Node	Zoom Node Three Years Prepay	ZM-ZN-1-3Y	\$0.00	1	1	-	Zoom Node is a hybrid cloud platform deployed on-prem but managed from the cloud. It is designed to host workloads (e.g. Multimedia Routing (HMMR), Recording, Phone, Chat, VM, etc.)
<b>Included at No Cost Skus</b>							

SIP Trunk	SIP Connected Audio Named Host Monthly	PAR-SCA-MTH-INCL	Included	N/A	N/A	N/A	No Charge add-on SKU for Carrier Partner Provided SCA
SIP Trunk	SIP Connected Audio Named Host Annual	PAR-SCA-1YR-INCL	Included	N/A	N/A	N/A	No Charge add-on SKU for Carrier Partner Provided SCA
SIP Trunk	SIP Connected Audio Named Host Two Year Prepay	PAR-SCA-2YR-INCL	Included	N/A	N/A	N/A	No Charge add-on SKU for Carrier Partner Provided SCA
SIP Trunk	SIP Connected Audio Named Host Three Year Prepay	PAR-SCA-3YR-INCL	Included	N/A	N/A	N/A	No Charge add-on SKU for Carrier Partner Provided SCA
Audio Conferencing	Audio Conferencing Pay as you go	PAR-AUD-INCL	Included	N/A	N/A	N/A	No Charge add-on SKU for Carrier Partner Provided SCA
Zoom Phone	Zoom Phone Pay As You Go	PAR-PAYONGO-INCL	Included	N/A	N/A	N/A	No Charge add-on SKU for ordering ZP Pro BYOC when sold by Carrier Partners providing transport

**Zoom Phone Native US/CA**

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Monthly Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-1-MTH	\$14.25	1	1	9	Monthly Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Monthly Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-10-MTH	\$13.54	2	10	99	Monthly Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Monthly Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-100-MTH	\$12.87	3	100	499	Monthly Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Monthly Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-500-MTH	\$12.22	4	500	999	Monthly Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Monthly Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-1K-MTH	\$11.61	5	1,000	2,499	Monthly Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Monthly Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-2500-MTH	\$11.03	6	2,500	4,999	Monthly Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada



Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Monthly Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-5K-MTH	\$10.48	7	5,000	7,499	Monthly Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Monthly Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-7500-MTH	\$9.96	8	7,500	9,999	Monthly Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Monthly Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-10K-MTH	\$9.46	9	10,000	24,000	Monthly Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Monthly Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-25K-MTH	\$8.98	10	25,000	Up	Monthly Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Annual Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-1-1YP	\$171.00	1	1	9	Annual Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Annual Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-10-1YP	\$162.45	2	10	99	Annual Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Annual Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-100-1YP	\$153.90	3	100	499	Annual Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Annual Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-500-1YP	\$146.30	4	500	999	Annual Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Annual Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-1K-1YP	\$139.65	5	1,000	2,499	Annual Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Annual Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-2500-1YP	\$132.05	6	2,500	4,999	Annual Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Annual Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-5K-1YP	\$125.40	7	5,000	7,499	Annual Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Annual Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-7500-1YP	\$119.70	8	7,500	9,999	Annual Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Annual Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-10K-1YP	\$113.05	9	10,000	24,000	Annual Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Annual Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-25K-1YP	\$107.35	10	25,000	Up	Annual Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Two Year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-1-2YP	\$307.80	1	1	9	Two Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Two Year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-10-2YP	\$292.60	2	10	99	Two Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Two Year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-100-2YP	\$277.40	3	100	499	Two Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Two Year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-500-2YP	\$264.10	4	500	999	Two Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Two Year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-1K-2YP	\$250.80	5	1,000	2,499	Two Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Two Year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-2500-2YP	\$238.45	6	2,500	4,999	Two Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Two Year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-5K-2YP	\$226.10	7	5,000	7,499	Two Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Two Year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-7500-2YP	\$214.70	8	7,500	9,999	Two Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Two Year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-10K-2YP	\$204.25	9	10,000	24,000	Two Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Two Year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-25K-2YP	\$193.80	10	25,000	Up	Two Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.



Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Three year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-1-3YP	\$436.05	1	1	9	Three Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Three year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-10-3YP	\$414.20	2	10	99	Three Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Three year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-100-3YP	\$393.30	3	100	499	Three Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Three year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-500-3YP	\$374.30	4	500	999	Three Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Three year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-1K-3YP	\$355.30	5	1,000	2,499	Three Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Three year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-2500-3YP	\$337.25	6	2,500	4,999	Three Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Three year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-5K-3YP	\$320.15	7	5,000	7,499	Three Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Three year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-7500-3YP	\$304.95	8	7,500	9,999	Three Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.

Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Three year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-10K-3YP	\$289.75	9	10,000	24,000	Three Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
Zoom Phone Pro Unlimited Domestic (US/Canada) PBX & DID	Three year Pre-Pay Named User Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.	ZP-USCA-UN-25K-3YP	\$274.55	10	25,000	Up	Three Year Pre-Pay Zoom Phone Pro PBX license packaged with a phone number and unlimited calling within US and Canada.
<b>Zoom Phone Native International Calling Add-on Plan</b>							
Zoom Phone Unlimited International Calling Add-On	Monthly Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-1-MTH	\$9.50	1	1	9	Monthly Unlimited International Calling to 18 Destination Countries & Territories

Zoom Phone Unlimited International Calling Add-On	Monthly Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-10-MTH	\$9.41	2	10	99	Monthly Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Monthly Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-100-MTH	\$9.31	3	100	499	Monthly Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Monthly Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-500-MTH	\$9.22	4	500	999	Monthly Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Monthly Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-1K-MTH	\$9.12	5	1000	2499	Monthly Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Monthly Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-2500-MTH	\$9.03	6	2500	4999	Monthly Unlimited International Calling to 18 Destination Countries & Territories

Zoom Phone Unlimited International Calling Add-On	Monthly Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-5K-MTH	\$8.93	7	5000	7499	Monthly Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Monthly Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-7500-MTH	\$8.84	8	7500	9999	Monthly Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Monthly Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-10K-MTH	\$8.74	9	10000	24000	Monthly Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Monthly Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-25K-MTH	\$8.65	10	25000	Up	Monthly Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-1-1YP	\$114.00	1	1	9	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories

Zoom Phone Unlimited International Calling Add-On	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-10-1YP	\$113.05	2	10	99	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-100-1YP	\$112.10	3	100	499	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-500-1YP	\$110.20	4	500	999	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-1K-1YP	\$109.25	5	1000	2499	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories



Zoom Phone Unlimited International Calling Add-On	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-2500-1YP	\$108.30	6	2500	4999	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-5K-1YP	\$107.35	7	5000	7499	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-7500-1YP	\$106.40	8	7500	9999	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-10K-1YP	\$104.50	9	10000	24000	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories

Zoom Phone Unlimited International Calling Add-On	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-25K-1YP	\$103.55	10	25000	Up	Annual Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-1-2YP	\$216.60	1	1	9	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-10-2YP	\$214.70	2	10	99	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-100-2YP	\$212.80	3	100	499	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories

Zoom Phone Unlimited International Calling Add-On	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-500-2YP	\$209.00	4	500	999	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-1K-2YP	\$208.05	5	1000	2499	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-2500-2YP	\$206.15	6	2500	4999	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-5K-2YP	\$204.25	7	5000	7499	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories

Zoom Phone Unlimited International Calling Add-On	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-7500-2YP	\$202.35	8	7500	9999	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-10K-2YP	\$198.55	9	10000	24000	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-25K-2YP	\$196.65	10	25000	Up	Two-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-1-3YP	\$307.80	1	1	9	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories

Zoom Phone Unlimited International Calling Add-On	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-10-3YP	\$304.95	2	10	99	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-100-3YP	\$303.05	3	100	499	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-500-3YP	\$297.35	4	500	999	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-1K-3YP	\$295.45	5	1000	2499	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories

Zoom Phone Unlimited International Calling Add-On	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-2500-3YP	\$292.60	6	2500	4999	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-5K-3YP	\$289.75	7	5000	7499	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-7500-3YP	\$286.90	8	7500	9999	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
Zoom Phone Unlimited International Calling Add-On	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-10K-3YP	\$282.15	9	10000	24000	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories

Zoom Phone Unlimited International Calling Add-On	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories	ZP-INT-UN-25K-3YP	\$279.30	10	25000	Up	Three-year Pre-Pay Unlimited International Calling to 18 Destination Countries & Territories
<b>Zoom Phone Native Additional Phone Number (TN/DID) Add-on plan</b>							
Zoom Phone US/Canada Number Only	Monthly US/CA add-on telephone number (DID)	ZP-USCA-TN-1-MTH	\$4.75	1	1	9	Monthly US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Monthly US/CA add-on telephone number (DID)	ZP-USCA-TN-10-MTH	\$4.04	2	10	99	Monthly US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Monthly US/CA add-on telephone number (DID)	ZP-USCA-TN-100-MTH	\$3.43	3	100	499	Monthly US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Monthly US/CA add-on telephone number (DID)	ZP-USCA-TN-500-MTH	\$2.92	4	500	999	Monthly US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Monthly US/CA add-on telephone number (DID)	ZP-USCA-TN-1K-MTH	\$2.48	5	1,000	2,499	Monthly US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Monthly US/CA add-on telephone number (DID)	ZP-USCA-TN-2500-MTH	\$2.11	6	2,500	4,999	Monthly US/CA add-on telephone number (DID)

Zoom Phone US/Canada Number Only	Monthly US/CA add-on telephone number (DID)	ZP-USCA-TN-5K-MTH	\$1.80	7	5,000	7,499	Monthly US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Monthly US/CA add-on telephone number (DID)	ZP-USCA-TN-7500-MTH	\$1.52	8	7,500	9,999	Monthly US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Monthly US/CA add-on telephone number (DID)	ZP-USCA-TN-10K-MTH	\$1.30	9	10,000	24,000	Monthly US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Monthly US/CA add-on telephone number (DID)	ZP-USCA-TN-25K-MTH	\$1.11	10	25,000	Up	Monthly US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	One-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-1-1YP	\$57.00	1	1	9	One-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	One-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-10-1YP	\$48.45	2	10	99	One-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	One-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-100-1YP	\$41.19	3	100	499	One-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	One-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-500-1YP	\$33.06	4	500	999	One-Year Pre-Pay US/CA add-on telephone number (DID)



Zoom Phone US/Canada Number Only	One-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-1K-1YP	\$29.76	5	1,000	2,499	One-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	One-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-2500-1YP	\$25.29	6	2,500	4,999	One-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	One-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-5K-1YP	\$21.50	7	5,000	7,499	One-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	One-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-7500-1YP	\$18.27	8	7,500	9,999	One-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	One-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-10K-1YP	\$15.54	9	10,000	24,000	One-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	One-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-25K-1YP	\$13.21	10	25,000	Up	One-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Two-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-1-2YP	\$102.60	1	1	9	Two-Year Pre-Pay US/CA add-on telephone number (DID)

Zoom Phone US/Canada Number Only	Two-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-10-2YP	\$87.40	2	10	99	Two-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Two-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-100-2YP	\$74.10	3	100	499	Two-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Two-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-500-2YP	\$62.70	4	500	999	Two-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Two-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-1K-2YP	\$53.20	5	1,000	2,499	Two-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Two-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-2500-2YP	\$45.60	6	2,500	4,999	Two-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Two-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-5K-2YP	\$38.95	7	5,000	7,499	Two-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Two-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-7500-2YP	\$33.25	8	7,500	9,999	Two-Year Pre-Pay US/CA add-on telephone number (DID)

Zoom Phone US/Canada Number Only	Two-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-10K-2YP	\$27.55	9	10,000	24,000	Two-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Two-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-25K-2YP	\$23.75	10	25,000	Up	Two-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Three-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-1-3YP	\$145.35	1	1	9	Three-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Three-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-10-3YP	\$123.50	2	10	99	Three-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Three-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-100-3YP	\$105.45	3	100	499	Three-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Three-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-500-3YP	\$89.30	4	500	999	Three-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Three-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-1K-3YP	\$76.00	5	1,000	2,499	Three-Year Pre-Pay US/CA add-on telephone number (DID)

Zoom Phone US/Canada Number Only	Three-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-2500-3YP	\$64.60	6	2,500	4,999	Three-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Three-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-5K-3YP	\$55.10	7	5,000	7,499	Three-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Three-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-7500-3YP	\$46.55	8	7,500	9,999	Three-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Three-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-10K-3YP	\$39.90	9	10,000	24,000	Three-Year Pre-Pay US/CA add-on telephone number (DID)
Zoom Phone US/Canada Number Only	Three-Year Pre-Pay US/CA add-on telephone number (DID)	ZP-USCA-TN-25K-3YP	\$33.25	10	25,000	Up	Three-Year Pre-Pay US/CA add-on telephone number (DID)

**Zoom Phone US/Canada Toll-Free Number Add-on - US and Canada**

Zoom Phone US/Canada Toll-Free Number Only	Monthly Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-1-MTH	\$4.75	1	1	9	Monthly Zoom Phone US/Canada Toll Free Number Only
Zoom Phone US/Canada Toll-Free Number Only	Monthly Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-10-MTH	\$3.80	2	10	99	Monthly Zoom Phone US/Canada Toll Free Number Only

Zoom Phone US/Canada Toll-Free Number Only	Monthly Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-100-MTH	\$3.04	3	100	Up	Monthly Zoom Phone US/Canada Toll Free Number Only
Zoom Phone US/Canada Toll-Free Number Only	One-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-1-1YP	\$57.00	1	1	9	One-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only
Zoom Phone US/Canada Toll-Free Number Only	One-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-10-1YP	\$45.60	2	10	99	One-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only
Zoom Phone US/Canada Toll-Free Number Only	One-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-100-1YP	\$36.10	3	100	Up	One-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only
Zoom Phone US/Canada Toll-Free Number Only	Two-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-1-2YP	\$105.45	1	1	9	Two-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only
Zoom Phone US/Canada Toll-Free Number Only	Two-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-10-2YP	\$84.55	2	10	99	Two-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only

Zoom Phone US/Canada Toll-Free Number Only	Two-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-100-2YP	\$67.45	3	100	Up	Two-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only
Zoom Phone US/Canada Toll-Free Number Only	Three-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-1-3YP	\$145.35	1	1	9	Three-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only
Zoom Phone US/Canada Toll-Free Number Only	Three-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-10-3YP	\$115.90	2	10	99	Three-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only
Zoom Phone US/Canada Toll-Free Number Only	Three-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only	ZP-USCA-TF-100-3YP	\$93.10	3	100	Up	Three-Year Pre-Pay Zoom Phone US/Canada Toll Free Number Only
<b>Lumen Enablement Services - Adoption Services for Zoom</b>							
Lumen Enablement Services - Adoption	Adoption Services - Basic Package Zoom (NRC)	AS-Basic-Zoom	\$28,500.00	1	1	-	Includes discovery, communication, branding, 24 coaching sessions, 10 assets (estimated bundle of 3 videos, 0 GIF's 7 eGuides) and a closure report.
Lumen Enablement Services - Adoption	Adoption Services - Standard Package Zoom (NRC)	AS-Standard-Zoom	\$57,000.00	1	1	-	Includes discovery, communication, branding, 48 coaching sessions, 23 assets (estimated bundle of 5 videos, 3 GIF's 15 eGuides) and a closure report.

Lumen Enablement Services - Adoption	Adoption Services - Advanced Package Zoom (NRC)	AS-Advanced-Zoom	\$114,000.00	1	1	-	Includes discovery, communication, branding, 120 coaching sessions, 44 assets (estimated bundle of 9 videos, 5 GIF's 30 eGuides) and a closure report.
Lumen Enablement Services - Adoption	Continuous Adoption Services with 10 Coaching Sessions	Forever-Green-10	\$18,000.00	1	1	-	Access to dedicated adoption platform with 10 coaching sessions per month. Includes monthly news releases and digital learning asset creation for customers desired UC&C solution. We support the following identity and access management systems as standard: Microsoft Azure Active Directory, Microsoft 365 and Google Workspace.
Lumen Enablement Services - Adoption	Continuous Adoption Non Standard SSO	CXR-FEG-VN-EN-SSO-LU	\$450.00	1	1	-	We support the following identity and access management systems as a chargeable feature: Okta, OneLogin, Microsoft ADFS and any identity and access management system supporting SAML2.0 or OpenID Connect.
Lumen Enablement Services - Adoption	Digital Learning Assets - 5 Additional DLA Bundles	CXP-DLA-VN-EN-MIX-005-LU	\$4,050.00	1	1	-	Includes five (5) Digital Learning Assets. Digital Learning Asset Bundle that can be added to an existing project or bundled with Collaboration Technology Discovery Lite Project. Customer can select a mix of five digital assets (GIF's, eGuides or videos) to be created for their desired UC&C solution.
Lumen Enablement Services - Adoption	Digital Learning Assets - 10	CXP-DLA-VN-EN-MIX-010-LU	\$8,000.00	1	1	-	Includes ten (10) Digital Learning Assets. Digital Learning Asset Bundle that can be added to an existing project or bundled with Collaboration Technology Discovery Lite Project. Customer can select a mix of five digital assets (GIF's, eGuides or videos) to be created for their desired UC&C solution.

Lumen Enablement Services - Adoption	Digital Learning Assets - 20	CXP-DLA-VN-EN-MIX-020-LU	\$14,000.00	1	1	-	Includes twenty (20) Digital Learning Assets. Digital Learning Asset Bundle that can be added to an existing project or bundled with Collaboration Technology Discovery Lite Project. Customer can select a mix of five digital assets (GIF's, eGuides or videos) to be created for their desired UC&C solution.
Lumen Enablement Services - Adoption	Collaboration technology Discovery Lite	CXP-CDL-VN-EN-LU	\$5,400.00	1	1	-	Collaboration technology Discovery Lite includes a discovery session, communication, branding, and a closure report. Customer can purchase coaching and DLA bundles as add-ons to this package.
Lumen Enablement Services - Adoption	Adoption Essentials Package	CXP-AES-VN-EN-L500-LU	\$1,800.00	1	1	-	The Adoption Essentials Service delivers an adoption engagement designed to help customers understand the essentials of their collaboration tools and Best Practices through coaching and digital learning assets. Includes two (2) remote coaching sessions with a max participant limit of 25 user per training.
Lumen Enablement Services - Adoption	Onboarding Sessions	CXP-OBS-VN-EN-005-LU	\$3,375.00	1	1	-	Basic onboarding training for Zoom. Consists of two coaching sessions tailored to use cases for customer.
<b>Lumen Enablement Services - Technical Consulting Services</b>							
Lumen Enablement Services - CTAC	Technical Consulting Services - Basic - Zoom	CTAC-BASIC-ZOOM	\$2,250.00	1	1	-	15 hour Project engagement for Technical Consulting services from the Lumen CTAC team for UC&C.
Lumen Enablement Services - CTAC	Technical Consulting Services - Standard - Zoom	CTAC-STANDARD-ZOOM	\$6,750.00	1	1	-	25 hour Project engagement for Technical Consulting services from the Lumen CTAC team for UC&C.



Lumen Enablement Services - CTAC	Technical Consulting Services - Advanced - Zoom	CTAC-ADVANCED-ZOOM	\$12,150.00	1	1	-	40 hour Project engagement for Technical Consulting services from the Lumen CTAC team for UC&C.
Lumen Enablement Services - CTAC	CTAC Additional Professional Service Hours	CTAC-ADDDHOUR	\$200.00	1	1	-	One additional hour of Technical Consulting services from the Lumen CTAC team for UC&C.
<b>Lumen Enablement Services - Professional Deployment Services</b>							
Lumen Enablement Services - Professional Services	Zoom Professional Services Full Deployment	Zoom-PS	ICB	1	1	-	Full Deployment engagement for Zoom. Please contact Sales.
Lumen Enablement Services - Professional Services	UC&C Professional Services - Standard Deployment Package (up to 200 Users)	Zoom-Pro-Serve-STD	\$9,000.00	1	1	-	<p>UC&amp;C Professional Services - Zoom Deployment Services</p> <ul style="list-style-type: none"> <li>- Professional deployment assistance for setting up the Zoom Account.</li> <li>- Assignment of Project Manager and Solution Design Engineer within 14 days of order being accepted. Once the Customer has provided the required information for deployment, the Solution Design Engineer will remotely create/deploy the following inside the Zoom Portal:</li> </ul> <ul style="list-style-type: none"> <li>· 1-2 Location/Sites</li> <li>· 1 Auto-receptionists/IVR</li> <li>· Up to 5 Call Queues</li> <li>· Call flow(s)</li> <li>· Up to 200 Users for provisioning</li> <li>· Up to 10 Supported desktop phones</li> </ul>

Lumen Enablement Services - Professional Services	UC&C Professional Services - Premium Deployment Package (up to 750 Users)	Zoom-Pro-Serve-PRM	\$27,000.00	1	1	-	<p>UC&amp;C Professional Services - Zoom Deployment Services</p> <ul style="list-style-type: none"> <li>- Professional deployment assistance for setting up the Zoom Account.</li> <li>- Assignment of Project Manager and Solution Design Engineer within 14 days of order being accepted. Once the Customer has provided the required information for deployment, the Solution Design Engineer will remotely create/deploy the following inside the Zoom Portal: <ul style="list-style-type: none"> <li>· Up to 10 Location/Sites</li> <li>· 5 Auto-receptionists/IVR</li> <li>· Up to 10 Call Queues</li> <li>· Call flow(s)</li> <li>· Up to 750 Users for provisioning</li> <li>· Up to 100 Supported desktop phones</li> </ul> </li> </ul>
Lumen Enablement Services - Professional Services	UC&C Professional Services - Enterprise Deployment Package (up to 1500 Users)	Zoom-Pro-Serve-ENT	\$67,500.00	1	1	-	<p>UC&amp;C Professional Services - Zoom Deployment Services</p> <ul style="list-style-type: none"> <li>- Professional deployment assistance for setting up the Zoom Account.</li> <li>- Assignment of Project Manager and Solution Design Engineer within 14 days of order being accepted. Once the Customer has provided the required information for deployment, the Solution Design Engineer will remotely create/deploy the following inside the Zoom Portal: <ul style="list-style-type: none"> <li>· Up to 20 Location/Sites</li> <li>· 10 Auto-receptionists/IVR</li> <li>· Up to 20 Call Queues</li> <li>· Call flow(s)</li> <li>· Up to 1500 Users for provisioning</li> <li>· Up to 750 Supported desktop phones</li> </ul> </li> </ul>

Lumen Enablement Services - Professional Services	UC&C Professional Services - Custom Deployment Package	Zoom-Pro-Serve-CUS	ICB	1	1	-	<p>UC&amp;C Professional Services - Custom package to be configured with customer for specific setup needs.</p> <ul style="list-style-type: none"> <li>- Professional deployment assistance for setting up the Zoom Account.</li> <li>- Assignment of Project Manager and Solution Design Engineer within 14 days of order being accepted. Once the Customer has provided the required information for deployment, the Solution Design Engineer will remotely create/deploy the following inside the Zoom Portal: <ul style="list-style-type: none"> <li>· Up to X Location/Sites</li> <li>· X Auto-receptionists/IVR</li> <li>· Up to X Call Queues</li> <li>· Call flow(s)</li> <li>· Up to X Users for provisioning</li> <li>· Up to X Supported desktop phones</li> </ul> </li> </ul>
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**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **8**

to

Contract Number **071B3200120**

<b>CONTRACTOR</b>	CENTURYLINK
	931 14th Street, 9th Floor
	Denver, CO 80202
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	CV0001107

<b>STATE</b>	<b>Program Manager</b>	Ashley Adrian	DTMB
		517-284-7454	
		AdrianA1@michigan.gov	
	<b>Contract Administrator</b>	KeriAnn Trumble	DTMB
		989-259-2625	
		trumblek1@michigan.gov	

**CONTRACT SUMMARY**

AUDIO VIDEO WEB CONFERENCING

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
July 16, 2013	July 15, 2016	2 - 1 Year	July 31, 2022

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
<input checked="" type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input checked="" type="checkbox"/>	5 Years	<input type="checkbox"/>		July 31, 2027

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
\$2,000,000.00	\$0.00	\$2,000,000.00

**DESCRIPTION**

Effective 4/11/2022, the State is accelerating and exercising 5 option years. The revised contract expiration date is 7/31/2027. All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Central Procurement Services approval.

R405561



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number 7  
 to  
 Contract Number 071B3200120

<b>CONTRACTOR</b>	CENTURYLINK
	1801 California Street, Rm 34
	Denver, CO 80202-1984
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	CV0001107

<b>STATE</b>	<b>Program Manager</b>	Ashley Adrian	DTMB
		517-284-7454	
		adriana1@michigan.gov	
	<b>Contract Administrator</b>	KeriAnn Trumble	DTMB
		(989) 259-2625	
		trumblek1@michigan.gov	

**CONTRACT SUMMARY**

AUDIO VIDEO WEB CONFERENCING

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
July 16, 2013	July 15, 2016	2 - 1 Year	July 31, 2022

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
<input checked="" type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		July 31, 2022

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
\$2,000,000.00	\$0.00	\$2,000,000.00

**DESCRIPTION**

Effective 12/7/2021, the Contract Administrator is changed to KeriAnn Trumble and the Program Manager is changed to Ashley Adrian. All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Central Procurement Services approval.



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **6**  
 to  
 Contract Number **071B3200120**

<b>CONTRACTOR</b>	CENTURYLINK
	1801 California Street, Rm 34
	Denver, CO 80202-1984
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	CV0001107

<b>STATE</b>	<b>Program Manager</b>	Patricia Ruddick	DTMB
		517-241-8719	
	RuddickP@michigan.gov		
	<b>Contract Administrator</b>	Jordan Sherlock	DTMB
517-243-5556			
sherlockj@michigan.gov			

**CONTRACT SUMMARY**

AUDIO VIDEO WEB CONFERENCING

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
July 16, 2013	July 15, 2016	2 - 1 Year	July 31, 2022

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
<input checked="" type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		July 31, 2022
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$2,000,000.00	\$0.00	\$2,000,000.00		

**DESCRIPTION**

Effective 5/17/2021, the following amendments are incorporated into the contract. The change includes revised MIDeal language and a pricing schedule for CenturyLink Workplace.

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.

# STATE OF MICHIGAN

Contract No. 071B3200120

Change Notice No. 6

**1. In Section 2.030 (General Provisions), Add New Subsection 2.038 (General Provisions):**

**2.038 Administrative Fee and Reporting.** Contractor must pay an administrative fee of 1% on all payments made to Contractor under the Contract including transactions with the State (including its departments, divisions, agencies, offices, and commissions), MiDEAL members, and other states (including governmental subdivisions and authorized entities). Administrative fee payments must be made online by check or credit card at: <https://www.thepayplace.com/mi/dtmb/adminfee>

Contractor must submit an itemized purchasing activity report, which includes at a minimum, the name of the purchasing entity and the total dollar volume in sales. Reports should be mailed to [MiDeal@michigan.gov](mailto:MiDeal@michigan.gov).

The administrative fee and purchasing activity report are due within 30 calendar days from the last day of each calendar quarter.

**2. Replace Existing Section 2.281 (MiDEAL (Michigan Delivery Extended Agreements Locally) with New Subsection 2.281 (Extended Purchasing Program):**

**2.281 Extended Purchasing Program.** This contract is extended to MiDEAL members. MiDEAL members include local units of government, school districts, universities, community colleges, and nonprofit hospitals. A current list of MiDEAL members is available at [www.michigan.gov/mideal](http://www.michigan.gov/mideal).

Upon written agreement between the State and Contractor, this contract may also be extended to: (a) other states (including governmental subdivisions and authorized entities) and (b) State of Michigan employees.

If extended, Contractor must supply all Contract Activities at the established Contract prices and terms. The State reserves the right to impose an administrative fee and negotiate additional discounts based on any increased volume generated by such extensions.

Contractor must submit invoices to, and receive payment from, extended purchasing program members on a direct and individual basis.

**3. Add to Attachment 2 the CenturyLink Workplace Attachment attached hereto as Exhibit A and incorporated by reference.**

**EXHIBIT A  
CENTURYLINK WORKPLACE ATTACHMENT**

**1. Applicability.** This CenturyLink Workplace Attachment (“Attachment”) incorporates the terms of the Agreement, including the Conferencing Service Exhibit and the Unlimited Web Conferencing Service Attachment. CenturyLink Workplace is, except as provided below, governed by the same terms found in the Unlimited Web Conferencing Service Attachment. When CenturyLink Workplace Service is purchased, references to Unlimited Web Conferencing Service in the Unlimited Web Conferencing Service Attachment should be read to mean CenturyLink Workplace Service.

**2. Service Description.** CenturyLink Workplace is a cloud based web collaboration tool that allows Named Users to interact with each other in real time and share data over the Web. Customer is purchasing CenturyLink Workplace Standard/Enhanced licensed model as more fully described below.

**3. Charges:**

<b>Lumen Workplace - Standard License:</b>			
<b>Features Included</b>	<b>Participant Cap</b>	<b>Subscription Term</b>	<b>Per License Fee (Monthly)</b>
<ul style="list-style-type: none"> <li>• Dolby VOIP</li> <li>• Toll: US &amp; International (60+ countries)</li> <li>• Dial Back / Call Me: US, Brazil, Canada, France, Germany, Italy, Ireland, Mexico, Singapore, Sweden, UK</li> <li>• Web: screen share, loaded presentations, chat, and more</li> <li>• Video: up to 16 webcam streams</li> <li>• Unlimited web initiated recordings</li> <li>• Additional Toll Free dial in &amp; international dial out countries are charged as usage based Reservationless Audio (found on the Conferencing Rate Sheet)</li> </ul>	125	Month to Month	\$11.00 / Month

<b>Lumen Workplace – Enhanced License:</b>			
<b>Features Included</b>	<b>Participant Cap</b>	<b>Subscription Term</b>	<b>Per License Fee (Monthly)</b>
<ul style="list-style-type: none"> <li>• Dolby VOIP</li> <li>• Toll Free: US</li> <li>• Toll: US &amp; International (60+ countries)</li> <li>• Dial Back / Call Me: US, Brazil, Canada, France, Germany, Italy, Ireland, Mexico, Singapore, Sweden, UK</li> <li>• Web: screen share, loaded presentations, chat, and more</li> <li>• Video: up to 16 webcam streams</li> <li>• Unlimited web initiated recordings</li> <li>• Additional Toll Free dial in &amp; international dial out countries are charged as usage based Reservationless Audio (found on the Conferencing Rate Sheet)</li> </ul>	125	Month to Month	\$16.00 / Month

**Note:**

- Only one license type per billing account number.
- Audio minutes that exceed 10,000 minutes per Named User per month are not included in the Subscription Fee and are subject to the rates set forth in the pricing attachment to the Conferencing Service Exhibit.
- Customer understands, and hereby acknowledges, that the CenturyLink Workplace Service is 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 CenturyLink Workplace Service to maintain protected health information and agrees to be responsible for claims alleging or arising out of Customer's use of the CenturyLink Workplace Services for such purpose.*

#### **4. License Model**

Standard License Model (Toll Only):

- 125 participant limit
- Unlimited web
- Reservationless Audio
  - VoIP (Softphone)
  - Toll access Global (United States & International) (countries noted in the Conferencing Service Exhibit)
  - Dial Me to landlines and mobile in USA
  - Dial Me to landlines Brazil, Canada, France, Germany, Italy, Ireland, Mexico, Singapore, Sweden, UK

Enhanced License Model (Toll with USA Toll Free):

- 125 participant limit
- Unlimited web
- Reservationless Audio
  - VoIP(Softphone)
  - Toll access Global (United States & International) (countries noted in the Conferencing Service Exhibit)
  - Toll Free access (USA)
  - Dial Me to landlines and mobile in USA
  - Dial Me to landlines Brazil, Canada, France, Germany, Italy, Ireland, Mexico, Singapore, Sweden, UK

#### **5. Service Levels and Problem Resolution Response Standards and Objectives**

**5.1 Availability.** The Platform Availability Service Level is 99.9% over a calendar month. If CenturyLink does not meet the Platform Availability Service Level in a month due to Outage Time, as its sole remedy Customer will be eligible for a credit equal to 3% of the MRC for the Service for each full 1% reduction in Platform Availability below the Service Level. Total monthly credits will not exceed 100% of the MRCs for the month in which the Outage Time occurred. Platform Availability is calculated as follows: Platform Outage Time in a calendar month (minutes) / all available minutes in a calendar month. Outage Time is measured from the time a Customer opens a trouble ticket (containing all information requested by the CenturyLink representative) to the time Platform Availability is restored. Customer must request a credit as set forth in the Agreement.

#### **5.2 Definitions**

“Platform Availability” means the time that the platform is operational and available for use by CenturyLink Customers in a calendar month.

“Outage Time” is time that the platform is not available to CenturyLink Customers for reasons other than an Excused Outage as measured from the time a Customer opens a trouble ticket (containing all information requested by the CenturyLink representative) to the time Platform Availability is restored.

“Excused Outage” means any event that adversely impacts the platform or Service that is caused by: (a) Scheduled Maintenance (b) Customer’ s negligence or willful misconduct or the negligence or willful misconduct of others authorized by Customer to use the Services; (c) any incompatibility or failure of Customer’ s equipment; (d) Any failure of Customer’ s network services; (e) system administration, commands, file transfers performed by Customer representatives outside of published guidelines (f) Customer’ s breach of material obligations under the Agreement; (g) the inability of Customer to access the internet and/or CenturyLink websites, where the inability to access the website is not the result of a failure by-CenturyLink or its website; and (h) and force majeure.



**STATE OF MICHIGAN  
CENTRAL PROCUREMENT SERVICES**

Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number 5

to

Contract Number **071B3200120**

<b>CONTRACTOR</b>	CenturyLink
	1801 California Street, Rm 34
	Denver, CO 80202-1984
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	CV0001107

<b>STATE</b>	Patricia Ruddick	DTMB
	517-241-8719	
	RuddickP@michigan.gov	
	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

**CONTRACT SUMMARY**

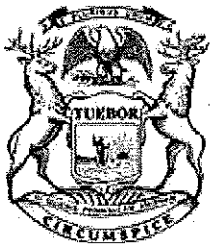
<b>AUDIO VIDEO WEB CONFERENCING</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
July 16, 2013	July 15, 2016	2 - 1 Year	July 15, 2018
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
<b>ALTERNATE PAYMENT OPTIONS</b>		<b>EXTENDED PURCHASING</b>	
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>MINIMUM DELIVERY REQUIREMENTS</b>			

**DESCRIPTION OF CHANGE NOTICE**

<b>OPTION</b>	<b>LENGTH OF OPTION</b>	<b>EXTENSION</b>	<b>LENGTH OF EXTENSION</b>	<b>REVISED EXP. DATE</b>
<input type="checkbox"/>		<input checked="" type="checkbox"/>	36 months	July 31, 2022
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$2,000,000.00	\$0.00	\$2,000,000.00		

**DESCRIPTION**

Effective with State Administrative Board approval (3/12/19) and mutual signature the contract is amended and extended to 7/31/22 via approval of useful life request chapter 5.7.6. No funding is required. Additionally adding new pricing table for services. There are also with ad bd approval 3/12/19; 5 one year additional options. All other terms and conditions remain the same. NSP-1033785



**STATE OF MICHIGAN**  
**ENTERPRISE PROCUREMENT**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number 4  
 to  
 Contract Number 071B3200120

<b>CONTRACTOR</b>	CenturyLink
	1801 California Street, Rm 34
	Denver, CO 80202-1984
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	CV0001107

<b>STATE</b>	Patricia Ruddick	DTMB
	517-241-8719	
	RuddickP@michigan.gov	
	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

**CONTRACT SUMMARY**

<b>AUDIO VIDEO WEB CONFERENCING</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW</b>
July 16, 2013	July 15, 2016	2 - 1 Year	July 15, 2018
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
<b>ALTERNATE PAYMENT OPTIONS</b>		<b>EXTENDED PURCHASING</b>	
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

**DESCRIPTION OF CHANGE NOTICE**

<b>OPTION</b>	<b>LENGTH OF OPTION</b>	<b>EXTENSION</b>	<b>LENGTH OF EXTENSION</b>	<b>REVISED EXP. DATE</b>
<input type="checkbox"/>		<input checked="" type="checkbox"/>	12 months	July 31, 2019
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$2,000,000.00	\$0.00	\$2,000,000.00		

**DESCRIPTION**

Effective with State Administrative Board approval (July 17,2018) and mutual signature the contract is amended and extended to 7/31/19. All other terms and condntions remain the same.

CenturyLink Communications, LLC

State of Michigan Contract NO. 071B3200120

NSP-907023

CHANGE NOTICE NO. 004

CONTRACT NO. 071B3200120

The State of Michigan

And

CenturyLink Communications, LLC

1. This contract is hereby EXTENDED by one (1) year, exercising an option as allowed per contract and Ad Board Approval. The State of Michigan will exercise a one (1) year extension that will commence on July 17, 2018 and end on July 31, 2019.

2. Section 2.002 Options to Renewals: This Section is deleted in its entirety and replaced as follows:

**2.002 Options to Renew.**

This Contract may be renewed in writing by mutual agreement of the parties not less than sixty (60) days before its expiration. The Contract may be renewed for up to three additional 1- year periods. Renewal of the contract will be at the sole discretion of the State of Michigan and will be based upon the acceptable performance of the selected Contractor as determined by the SOM.

3. **Miscellaneous.** All other terms and conditions remain the same.

**FOR THE STATE:  
STATE OF MICHIGAN**

**FOR THE CONTRACTOR:  
CenturyLink Communications, LLC**

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name Typed or Printed

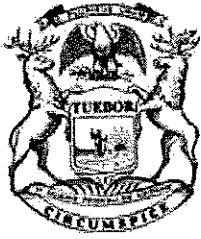
\_\_\_\_\_  
Name Typed or Printed  
Offer Management

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



**STATE OF MICHIGAN  
ENTERPRISE PROCUREMENT**

Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **3**  
to  
Contract Number **071B3200120**

<b>CONTRACTOR</b>	CenturyLink	<b>STATE</b>	Patricia Ruddick	DTMB-IT
	1801 California Street, Rm 34		517-241-8719	
	Denver, CO 80202-1984		RuddickP@michigan.gov	
	Tim Briggs		Mike Breen	DTMB
	248-327-3327		(517) 284-7002	
	tim.briggs@centurylink.com		breenm@michigan.gov	
*****1739				

CONTRACT SUMMARY				
<b>AUDIO VIDEO WEB CONFERENCING</b>				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
July 16, 2013	July 15, 2016	2 - 1 Year	July 15, 2017	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input checked="" type="checkbox"/>	1 year	<input type="checkbox"/>		July 15, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$2,000,000.00	\$0.00	\$2,000,000.00		
DESCRIPTION				
Effective with mutual signature a contract option (2) is exercised to July 15, 2018. All other terms and conditions remain the same.				

CenturyLink Communications, LLC

State of Michigan Contract NO. 071B3200120

NSP-279251

CHANGE NOTICE NO. 003  
CONTRACT NO. 071B3200120

The State of Michigan

And

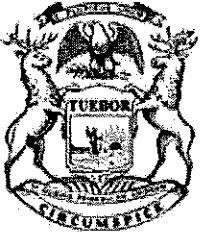
CenturyLink Communications, LLC

1. This contract is hereby EXTENDED by one year, exercising an option as allowed per contract terms. The State Of Michigan will exercise a one (1) year extension that will commence on July 15, 2017 and end on July 15, 2018.

2. The parties agree to modify Section 2.002 Contract Term:

**2.002 Options to Renew**

This Contract is for a period of three (3) years commencing on July 15, 2013 and ending on July 15, 2016. This Contract may be renewed in writing by mutual agreement of the parties not less than sixty (60) days before its expiration. The Contract may be renewed for up to two additional 1- year periods. Renewal of the contract will be at the sole discretion of the State of Michigan and will be based upon the acceptable performance of the selected contractor as determined by the SOM.



**STATE OF MICHIGAN  
ENTERPRISE PROCUREMENT**

Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **2**

to

Contract Number **071B3200120**

<b>CONTRACTOR</b>	CENTURYLINK QCC
	1801 California Street, Rm 34
	Denver, CO 80202-1984
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	*****1739

<b>STATE</b>	Pat Ruddick	DTMB-IT
	517-241-8719	
	RuddickPA@michigan.gov	
	Mike Breen	DTMB
	(517) 284-7002	
	breenm@michigan.gov	

**CONTRACT SUMMARY**

<b>AUDIO VIDEO WEB CONFERENCING</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW</b>
July 16, 2013	July 15, 2016	2 - 1 Year	July 15, 2017
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
		execute per Telecom request with SIGMA group requesting the add of servcies.	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

<b>MINIMUM DELIVERY REQUIREMENTS</b>

**DESCRIPTION OF CHANGE NOTICE**

<b>OPTION</b>	<b>LENGTH OF OPTION</b>	<b>EXTENSION</b>	<b>LENGTH OF EXTENSION</b>	<b>REVISED EXP. DATE</b>
<input type="checkbox"/>		<input type="checkbox"/>		
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$2,000,000.00	\$0.00	\$2,000,000.00		

**DESCRIPTION**

Per agency request adding additional technology to contract allowing a larger number of multiple users. All other terms and condntions remain the same.

**CONFERENCING SERVICE EXHIBIT  
GLOBALMEET® WEBINAR PRICING PLAN ATTACHMENT**

This GlobalMeet® Webinar ("Webinar") Pricing Plan Attachment ("Attachment") for CenturyLink Web Conferencing is subject in all respects to the Agreement, including the Conferencing Service Exhibit. Capitalized terms not defined in this Attachment are defined in the Agreement. In the event of a conflict, the terms of this Attachment will prevail over the terms of the Agreement and Conferencing Service Exhibit.

**1. Term/Renewal/Cancellation:** The Webinar Pricing Plan will commence within five days of receipt of the order for Webinar and continue for a one year term ("Term"). At the end of the Term, the Webinar Pricing Plan will continue on a month-to-month basis until canceled by a party. Either party may cancel the Webinar Pricing Plan by providing written notice to the other under the terms of the Agreement. If Customer cancels any license under the Webinar Pricing Plan for Convenience during the Term, Customer will pay CenturyLink a Cancellation Charge equal to 100% of the Subscription Fees for all licenses that Customer would have paid to CenturyLink for the remainder of the Term. If Customer cancels the Webinar Pricing Plan after the Term, Customer will be responsible for all charges incurred up to the point of cancellation and charges will not be prorated for the month the Webinar Pricing Plan is canceled.

**2. Charges:** Under the Webinar Pricing Plan, Customer will pay CenturyLink the monthly charge per license ("Subscription Fee") shown in the table below in lieu of the CenturyLink Web Conferencing per minute, per participant charges and "CenturyLink Web Additional Services" charges set forth in the pricing attachment to the Conferencing Service Exhibit. The Subscription Fee includes unlimited CenturyLink Web Conferencing for Named Users each month. Charges associated with audio minutes and reservationless audio are not included in the Subscription Fee and are subject to the rates set forth in the pricing attachment to the Conferencing Service Exhibit. Customer may later add licenses via the order process and those additional licenses will be subject to the terms of this Attachment except that Customer will pay CenturyLink the then-current charges for the additional licenses. One license is required per Named User.

Number of Licenses	Monthly Charge per License
	\$65.00

CenturyLink Web Conferencing can be integrated with Reservationless Audio. The Maximum Meeting Participants is limited to 325 participant lines.

Product Description	Approved MRR per minute	Approved NRR per minute
GlobalMeet Webinar Per Minute Usage (capacity 325)	\$0.15	\$0.00

**3. Additional Terms.** Following are non-negotiable vendor-required flow-through clauses:

**3.1 Subscription Fee.** Customer will be billed for and Customer will pay all invoices, in their entirety, for each applicable period during the term of the Agreement. All Subscription Fees are prepaid and non-refundable, and audio minutes not included in subscription plans are billed in arrears, with payments due within 30 days after the date of invoices; provided, Customer may pay its Subscription Fees in monthly installments for the number of Named Users provided, beginning as of the Service commencement date, subject to and conditioned upon: (i) CenturyLink expressly agrees to such installment payments above; (ii) Customer being and remaining current on all fees and charges to CenturyLink; and (iii) in the event Customer is delinquent in payment at any time for such installment payments, CenturyLink may immediately terminate the monthly installments and the remainder of the Subscription Fee above must be paid in full by Customer. **FOR THE AVOIDANCE OF DOUBT, CUSTOMER IS NOT AND WILL NOT BE ENTITLED TO ANY PARTIAL MONTH BILLING OR CREDITS OR REFUNDS OF ANY KIND, INCLUDING WITHOUT LIMITATION IN THE EVENT CUSTOMER ELECTS TO NOT USE THE SERVICES DURING ANY BILLING PERIOD. CUSTOMER FURTHER ACKNOWLEDGES AND AGREES THAT CENTURYLINK RESERVES THE RIGHT TO CHANGE PRICING OR MODIFY OR DISCONTINUE ANY OR ALL OF SERVICES AND ANY RELATED DIAL-IN NUMBERS OR OTHER METHODS OF ACCESS AT ANY TIME FOR ANY REASON, WITHOUT NOTICE. WITHOUT LIMITING THE FOREGOING, CENTURYLINK RESERVES THE RIGHT, IN ITS SOLE DISCRETION, TO CHANGE OR INSTITUTE NEW OR ADDITIONAL CHARGES AND/OR FEES FOR ACCESS TO OR USE OF SERVICES (INCLUDING FOR ANCILLARY SERVICES, NEW OR ADDITIONAL FEATURES AND/OR "APPS") AT ANY TIME AS PROVIDED IN THIS AGREEMENT.**

**3.2 Increasing Named Users.** For so long as CenturyLink supports such selections, Customer may increase or decrease its number of Named Users, at any time, by submitting its selections to the CenturyLink Account Team. All selections for increases or decreases in Named Users by Customer will become an integral part of this Attachment, increase Customer's total Subscription Fees, and be subject to automatic renewal. Customer will be billed for such change in Named Users beginning as of the date of selection. For the avoidance of doubt, all selections and resulting Named Users are subject to CenturyLink's terms and conditions for use of the CenturyLink Web Conferencing Services ("Licensed Services"), Customer is fully responsible and liable for any and all selections made, submission to CenturyLink will be deemed Customer's signature and authorization for such orders, and CenturyLink has no obligation to investigate or confirm whether the party submitting an order has authority to bind the Customer.



## CONFERRING SERVICE EXHIBIT

**3.3 Upgrades.** Where permitted by CenturyLink, at its sole discretion and subject to Customer meeting all pre-conditions identified or communicated to Customer for the upgrade offer to Customer, Customers may upgrade subscription plans for Licensed Services. Nothing herein will be deemed to require CenturyLink to permit and/or allow any upgrades. For the avoidance of doubt, to the extent permitted by CenturyLink and Customers meet all pre-conditions, Customer remains responsible for all fees and charges due and incurred for Licensed Services provided under an existing subscription plan through the upgrade effective date and is not and will not be entitled to any partial months' credits or refunds of any kind as a result of the upgrade. After any upgrade effective date, Customer shall be responsible for the increased fees and charges associated with the upgrade, including without limitation any new and/or additional charges associated therewith, which may include without limitation, for any overages.

**3.4 Promotional Term; Free Trial Term.** If Customer uses the Licensed Services pursuant to a promotional offer granting free Licensed Services and/or a free trial for the Licensed Services, which may include without limitation the waiver of a certain Subscription Fees and/or charges as defined by a particular promotional offer ("Free Services"), Customer will receive use of the Free Services solely for a limited period of time and all use of Free Services shall be subject to the terms herein and any and all other restrictions, limitations and conditions identified or communicated to Customer with the specific Free Services offer, including without limitation, Customer is and will remain liable for all charges not otherwise designated as specifically and expressly waived pursuant to the applicable promotional offer. Notwithstanding any other provision in the Agreement, all Free Services are provided solely as an accommodation to Customer, and CenturyLink reserves the right, at all times and in its sole discretion, to terminate or modify any Free Services at any time without notice, including without limitation for any abuse of the Free Services and/or Customer's failure to pay fees and charges not otherwise designated as specifically and expressly waived pursuant to the applicable promotional offer. FOR THE AVOIDANCE OF DOUBT AND NOTWITHSTANDING ANY OTHER PROVISION HEREIN, IN THE EVENT ANY PROMOTION HAS SUBSCRIPTION FEES NOT IMPLEMENTED UNTIL AFTER THE END DATE FOR THE FREE SERVICES ("RATE IMPLEMENTATION DATE") AND CENTURYLINK AGREES TO MAKE AVAILABLE ANY FREE SERVICES TO CUSTOMER PRIOR TO SUCH RATE IMPLEMENTATION DATE, UNLESS THE PARTIES OTHERWISE EXPRESSLY AGREE IN WRITING, CUSTOMER'S INITIAL SUBSCRIPTION TERM FOR SERVICES SHALL BE EXTENDED BY THE LENGTH OF THE FREE SERVICES PERIOD; PROVIDED, HOWEVER, IF SUCH FREE SERVICES PERIOD WOULD RESULT IN CUSTOMER'S INITIAL SUBSCRIPTION TERM ENDING IN THE MIDDLE OF A BILLING CYCLE, THE INITIAL SUBSCRIPTION TERM SHALL BE EXTENDED TO THE LAST DAY OF SUCH BILLING CYCLE.

**3.5 Termination.** In the event of any termination, Customer remains responsible for any and all fees and charges due and incurred through the termination effective date. Subscription Fees are prepaid (unless CenturyLink has agreed to installment payments to the extent and pursuant to the conditions above-provided) and non-refundable. Customer will not be entitled to any partial month credits or refunds of Subscription Fees, including without limitation any installment payments, of any kind. For the avoidance of doubt, CenturyLink has the right, at all times and in addition to all other termination rights permitted by this Agreement, to terminate the Licensed Services and/or this Agreement for its convenience and without liability by providing at least 60 days prior written notice (invoice stuffers and emails permitted) to Customer, with such terminations effective as of the date designated in the applicable termination notice.

**3.6 Intellectual Property; Marketing; Images and Links.** Customer is being granted a limited, non-exclusive, non-transferable, non-sublicensable revocable right to use the Licensed Services, and any software associated with the Licensed Services in accordance with the provisions herein during the subscription license term. All other rights are reserved by CenturyLink, and Customer agrees that it will not remove, obscure or alter any proprietary rights notices (including copyright and trademark notices) which may be affixed to or contained within the Licensed Services. Customer acknowledges and agrees that all third-party information (such as data files, written text, computer software, music, audio files or other sounds, photographs, videos or other images) which Customer may have access to as part of, or through the use of the Licensed Services are the sole responsibility of the individual or entity from which such content originated ("Third-Party Content"). Such Third-Party Content may be protected by intellectual property rights that are owned by the sponsors or advertisers who provides such Third-Party Content to CenturyLink (or by other individuals or entities on their behalf). Customer may not modify, rent, lease, loan, sell, distribute or create derivative works based on this Third-Party Content (either in whole or in part). CenturyLink reserves the right (but has no obligation) to pre-screen, review, flag, filter, modify, refuse or remove any or all Third-Party Content from the Licensed Services. CenturyLink may also provide tools (but has no obligation) to filter out explicit content, and Customer understands that by using the Licensed Services, you may be exposed to Third-Party Content that Customer may find offensive, indecent or objectionable. Customer uses the Licensed Services at Customer's own risk. Customer understands that by using the Licensed Services with a webcam or other photographic or video device and/or a microphone, Customer will transmit images and audio to users. Customer hereby releases, discharges and agrees to hold harmless CenturyLink and its vendor, their officers, directors, employees, affiliates and its suppliers from and against any and all claims and demands, including but not limited to, any claims for copyright infringement, defamation, invasion of privacy or right of publicity, arising out of or in connection with any use of the images and/or audio. The Licensed Services may include links to other web sites ("Linked Sites"). Customer agrees that such links are provided for convenience only and do not reflect any endorsement by CenturyLink with respect to the providers of the Linked Sites or the quality, reliability or any other characteristic or feature of the Linked Sites. CenturyLink is not responsible in any manner (including without limitation with respect to any loss, damage or injury Customer may suffer) for any matter associated with the Linked Sites, including without limitation, the content provided on or through the Linked Sites or Customer's reliance thereon. **CENTURYLINK MAKES NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO ANY LINKED SITES: CUSTOMER'S USE OF ANY LINKED SITE IS SUBJECT TO THE TERMS AND CONDITIONS APPLICABLE TO THE LINKED SITE AND SOLELY AT CUSTOMER'S OWN RISK.**

## CONFERRING SERVICE EXHIBIT

**3.7 Feedback.** CenturyLink welcomes feedback regarding many areas of CenturyLink's services, including without limitation the Licensed Services, and all related web sites. Any ideas, suggestions, comments and/or other feedback Customer provides to CenturyLink ("Feedback") shall be deemed to be non-confidential and CenturyLink shall be free to use such information on an unrestricted basis. Customer should only provide specific Feedback on CenturyLink's existing Licensed Services and should not include any ideas that CenturyLink's policy will not permit it to accept or consider. CenturyLink or any of its employees do not accept or consider unsolicited ideas of any kind, including ideas for new or improved services, products or technologies, enhancements or new service names. The following terms shall apply to submissions of all Feedback: Customer agrees that: (1) all submissions and their contents will automatically become the property of CenturyLink or its vendors, without any compensation; (2) CenturyLink or its vendor may freely and irrevocably use, disclose, reproduce, license, sublicense, distribute or redistribute and otherwise commercialize the submissions and their contents for any purpose and in any way throughout the world, without royalty; (3) there is no obligation for CenturyLink or its vendor to review the submission; and (4) there is no obligation to keep any submissions confidential. For the avoidance of doubt, Customer will not submit any Feedback to CenturyLink that (1) Customer has reason to believe is subject to any patent, copyright, or other intellectual property claim or right of any third party; or (2) that is subject to license terms that seek to require any CenturyLink product incorporating or derived from any Feedback, or other CenturyLink intellectual property, to be licensed to or otherwise shared with any third party.

**3.8 Named Users, Content and Conduct/Use.** To use the Licensed Services, Customer must be 18 years or older, if an individual, and must complete the sign-up/registration process, which includes, without limitation, providing a valid email address, agreeing to be bound by CenturyLink's required terms applicable to the use of the Licensed Services and meeting such other requirements as CenturyLink directs. Customer agrees to maintain and update its registration information as required to keep it current, complete and accurate. If CenturyLink discovers that any of Customer's registration information is inaccurate, incomplete or not current, CenturyLink may suspend and/or terminate Customer's right to access and receive the Licensed Services. CenturyLink further retains the right to reject a registration application in its sole discretion and without a requirement to provide a reason. Without limiting the foregoing, CenturyLink may refuse the Licensed Services to any individual or entity who has cancelled any number of previous accounts. Only Named Users may schedule conferences using the Licensed Services, and there may be only one user/employee assigned to any Named User licenses to be used in connection with the Licensed Services. For the avoidance of doubt, Named User licenses cannot be shared among multiple individuals and separate Named User licenses must be purchased for each individual. Named Users may only include up to the total number of Maximum Meeting Participants in any single conference. For the purposes of this provision and the Licensed Services, a "Named User" is an individual designated and identified by the Customer as an organizer/administrator who is authorized to schedule conferences using the Licensed Services and "Maximum Meeting Participants" means the maximum number of meeting participants, including the Named User, that may be in a conference using the Licensed Services at the same time as designated by CenturyLink. Only one conference using the Licensed Services may occur at any given time (i.e. no concurrent meetings) per licensed Named User. Named Users may not combine with other Named Users or otherwise expand a conference using the Licensed Services scheduled by a Named User to allow more than the Maximum Meeting Participants. For each conference using the Licensed Services scheduled by a Named User, the Named User must: (1) initiate or schedule the conference; (2) host the conference by entering as a presenter; and (3) act as an organizer of the conference through use of their organizer identification. Customer is at all times responsible for monitoring and maintaining the use of the Named User licenses within the foregoing parameters, and the Customer shall indemnify CenturyLink and its vendor in the event a claim is brought or damages are incurred due to Customer's misuse of the Named User license. A Named User designation may not be transferred to another Customer employee except upon: (a) termination of the Named User's employment with Customer, or (b) in all other instances, CenturyLink's express prior written approval. Customer acknowledges that CenturyLink has no control over the content of information transmitted by Customer through the Licensed Services (whether visual, written or audible) and that CenturyLink does not examine the use to which Customer puts the Licensed Services or the nature of the information Customer or Customer's users send or receive. Customer acknowledges and agrees that CenturyLink and its vendor have no liability for the deletion or failure to store any information, content or data transmitted using the Licensed Services. Further, Customer expressly agrees: (i) to comply with all applicable foreign, federal, state/provincial and local laws relating to use of the Licensed Services under this Agreement (including without limitation, export and control laws and regulations); (ii) not to upload, post, email or otherwise transmit content through use of the Licensed Services that: (1) infringes any third-party intellectual property or other proprietary rights or rights of publicity or privacy; (2) is unlawful, threatening, abusive, harassing, tortuous, libelous, defamatory, deceptive, fraudulent, invasive of another's privacy, vulgar, obscene, hateful or discriminatory or otherwise contains objectionable material of any kind or nature; (3) violates any law, statute, ordinance or regulation (including without limitation the laws and regulations governing export control, unfair competition, anti-discrimination or false advertising); (4) is profane, indecent, obscene, harmful to minors or child pornographic; (5) contains any viruses, Trojan horses, worms, time bombs, cancelbots, corrupted files or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or personal information or property of another; (6) that includes any unsolicited or unauthorized advertising or marketing; or (7) is materially false, misleading or inaccurate or that Customer does not have the right to transmit under any law or under contractual or fiduciary relationships; (iii) not to: (1) impersonate any person or entity, falsely or otherwise misrepresent your affiliation with a person or entity, or forge headers or otherwise manipulate identifiers in order to disguise the origin of any content uploaded, posted, emailed or otherwise transmitted; (2) harvest or otherwise collect information about others, including e-mail addresses, without their consent; (3) 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 Licensed Services any directory of other users or usage information or any portion thereof other than in the context of Customer's use of the Licensed Services; (4) reproduce, duplicate, copy, sell, trade or resell the Licensed Services for any purpose, including Customer may not act as a service bureau for the Licensed Services or rent, lease, grant a security interest in, or otherwise transfer any rights in the use of the Licensed Services; (5) use or exploit any portion of the Licensed Services to provide commercial services to third parties or otherwise generate income from the Licensed Services or use the services for the development, production or marketing of a service or product substantially similar to the Licensed Services; (6) interfere with, damage,

## CONFERENCING SERVICE EXHIBIT

disable, overburden, impair or disrupt hardware, software or networks connected to the Licensed Services, or any other users of the Licensed Services, or violate the regulations, policies or procedures of any networks; (7) attempt to gain unauthorized access to the Licensed Services, other accounts, computer systems or networks connected to the Licensed Services, through password mining or any other means; (8) reverse engineer, modify, decompile, disassemble, translate or otherwise attempt to derive source code from any part of the Licensed Services or associated software; or (9) use the Licensed Services for illegal purposes (including without limitation, gambling or betting); and (iv) Customer is solely responsible for any and all activities that may occur under Customer's account and to maintain the confidentiality and security of its Host ID, access numbers, keys and passwords/passcodes. Customer agrees to notify CenturyLink immediately if there has been an unauthorized use of its Host ID and/or any access numbers, keys and/or passwords/passcodes or any other breach of security, and Customer shall be liable for fraudulent charges until such time as Customer has notified CenturyLink to suspend any compromised Host IDs, access numbers, keys and/or passwords/passcodes. Customer acknowledges that CenturyLink may from time to time monitor for quality assurance and fraud detection and may further gather system data. Further, and notwithstanding confidentiality provisions herein, CenturyLink may disclose information about Customer's use of Licensed Services to satisfy any law, regulation, government agency request, court order, search warrant, subpoena, or other legal process.

**3.9 Recordings.** Use of conference recording or taping any use of the Licensed Services may subject Customer to laws or regulations. Customer acknowledges and agrees that: (i) Customer may not record or tape any Web, video or telephone conversation in connection with the Licensed Services unless Customer is in compliance with all laws relating to the recording of communications and protecting the privacy of communication for all parties to the conversation. CenturyLink has not and is not expected to provide Customer with any analysis, interpretation or advice regarding Customer's compliance with the above, and Customer is solely responsible and obligated to provide any required notifications to participants prior to commencement of conferences.

**3.10 No Emergency Calls.** The Licensed Services are not intended to support or carry any emergency calls to any emergency services of any kind. Customer needs to make additional arrangements in order to access emergency services.

**3.11 Contact.** Customer hereby grants CenturyLink express consent to contact all individual account holders and moderators to communicate information regarding CenturyLink's services and products, including without limitation, upgrades, enhancements, end-of-life, modifications and/or other feature changes. Without limiting the foregoing, Customer grants CenturyLink express consent to periodically contact Customer and/or to forward to Customer's e-mail address(es) on file information regarding CenturyLink's services and products, including without limitation, upgrades, enhancements, end-of-life, modifications, and/or other feature changes and/or various promotional and advertising materials regarding other CenturyLink's products, services, marketing plan, and other business related items.

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## PROMOTE YOUR BRAND WITH PERSONALIZED CORRESPONDENCE AND ENGAGE PARTICIPANTS

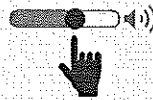
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**STATE OF MICHIGAN  
ENTERPRISE PROCUREMENT**

Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number 001  
to  
Contract Number **071B3200120**

<b>CONTRACTOR</b>	CENTURYLINK QCC
	1801 California Street, Rm 34
	Denver, CO 80202-1984
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	*****1739

<b>STATE</b>	Pat Ruddick	DTMB
	517-241-8719	
	RuddickP@michigan.gov	
	Mike Breen	DTMB
	(517) 284-7002	
	breenm@michigan.gov	

CONTRACT SUMMARY				
<b>DESCRIPTION:</b> Audio Video Web Conferencing				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
July 16, 2013	July 15, 2016	2 - 1 Year	July 15, 2016	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS		EXTENDED PURCHASING		
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>	1 year	July 15, 2017
CURRENT VALUE		VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE	
\$2,000,000.00		\$ 0.00	\$2,000,000.00	
DESCRIPTION: Agency (Telecom) is requesting to exercise one year option to 7/15/17 as allowed per the terms of the contract. All other terms and conditions remain the same.				

CenturyLink Communications, LLC

State of Michigan Contract NO. 071B3200120

NSP-208215

CHANGE NOTICE NO. 001

CONTRACT NO. 071B3200120

The State of Michigan

And

CenturyLink Communications, LLC

1. This contract is hereby EXTENDED by one year, exercising an option as allowed per contract terms. The State Of Michigan will exercise a one (1) year extension that will commence on July 15, 2016 and end on July 15, 2017.

2. The parties agree to modify Section 2.002 Contract Term:

**2.002 Options to Renew**

This Contract is for a period of three (3) years commencing on July 15, 2013 and ending on July 15, 2016. This Contract may be renewed in writing by mutual agreement of the parties not less than sixty (60) days before its expiration. The Contract may be renewed for up to two additional 1- year periods. Renewal of the contract will be at the sole discretion of the State of Michigan and will be based upon the acceptable performance of the selected contractor as determined by the SOM.

STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

**NOTICE  
 OF  
 CONTRACT NO. 071B3200120**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Qwest Communications Company, LLC d/b/a Century Link QCC Government & Education Solutions  1801 California Street, Room 34 Denver, CO 80202-1984	Tim Briggs	Tim.Briggs@centurylink.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(248) 327-3327	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR:	DTMB	Pat Ruddick	(517) 241-8719	RuddickP@michigan.gov
BUYER:	DTMB	Mike Breen	(517) 284-7002	BreenM@michigan.gov

CONTRACT SUMMARY:			
<b>DESCRIPTION:</b> Descriptive Contract Title (Not always the same language as provided in MAIN)			
<b>Audio, Video, and Web Conferencing Solutions</b>			
INITIAL TERM	EFFECTIVE DATE	INITIAL EXPIRATION DATE	AVAILABLE OPTIONS
3 years	2/18/2014	7/15/2016	2 – 1 year options
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
Net 45	N/A	N/A	N/A
<b>ALTERNATE PAYMENT OPTIONS:</b>			AVAILABLE TO MIDEAL PARTICIPANTS
<input checked="" type="checkbox"/> P-card <input checked="" type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>MINIMUM DELIVERY REQUIREMENTS:</b>			
N/A			
<b>MISCELLANEOUS INFORMATION:</b>			
This Contract is Open to Local Units of Government			
<b>ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION:</b>		<b>\$2,000,000.00</b>	



STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

**CONTRACT NO. 071B3200120**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Qwest Communications Company, LLC dba Century Link QCC Government & Education Solutions  1801 California Street, Room 34  Denver, CO 80202-1984	Tim Briggs	Tim.Briggs@centurylink.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(248) 327-3327	

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3 years	2/18/2014	7/15/2016	2 – 1 year options
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
Net 45	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
<input checked="" type="checkbox"/> P-card	<input checked="" type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
MINIMUM DELIVERY REQUIREMENTS:			
N/A			
MISCELLANEOUS INFORMATION:			
This Contract is Open to Local Units of Government			
ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION:		\$2,000,000.00	

**THIS IS NOT AN ORDER:** This Contract Agreement is awarded on the basis of our inquiry bearing the solicitation # RFP-CM-07112200096. Orders for delivery will be issued directly by the Department of Technology, Management & Budget through the issuance of a Purchase Order Form. Ad bd approval 12/18/2012.

**Notice of Contract #: 071B3200120**

---

---

**FOR THE CONTRACTOR:**

Qwest Communications Company, LLC d/b/a Century  
Link QCC Government & Education Solutions

---

Firm Name

---

Authorized Agent Signature

---

Authorized Agent (Print or Type)

---

Date

---

---

**FOR THE STATE:**

---

Signature

---

Jeff Brownlee, Chief Procurement Officer

---

State of MI – DTMB Procurement

---

Date



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**Attachments:**

- Attachment 1 –Attachment 1- Enterprise Conferencing Requirements Worksheet
- Attachment 2- Pricing



**DEFINITIONS**

Days	Means calendar days unless otherwise specified.
24x7x365	Means 24 hours a day, seven days a week, and 365 days a year (including the 366th day in a leap year).
Additional Service	Means any Services/Deliverables within the scope of the Contract, but not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
Audit Period	See Section 2.110.
Business Day	Whether capitalized or not, shall mean any day other than a Saturday, Sunday or State-recognized legal holiday (as identified in the Collective Bargaining Agreement for State employees) from 8:00am EST through 5:00pm EST unless otherwise stated.
Blanket Purchase Order	An alternate term for Contract as used in the States computer system.
Business Critical	Any function identified in any Statement of Work as Business Critical.
Deliverable	Physical goods and/or commodities as required or identified by a Statement of Work
DTMB	Michigan Department of Technology, Management and Budget
Environmentally preferable products	A product or service that has a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. Such products or services may include, but are not limited to, those that contain recycled content, minimize waste, conserve energy or water, and reduce the amount of toxics either disposed of or consumed.
Hazardous material	Any material defined as hazardous under the latest version of federal Emergency Planning and Community Right-to-Know Act of 1986 (including revisions adopted during the term of the Contract).
Incident	Any interruption in Services.
Key Personnel	Any Personnel designated in Article 1 as Key Personnel.
New Work	Any Services/Deliverables outside the scope of the Contract and not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
Ozone-depleting substance	Any substance the Environmental Protection Agency designates in 40 CFR part 82 as: (1) Class I, including, but not limited to, chlorofluorocarbons, halons, carbon tetrachloride, and methyl chloroform; or (2) Class II, including, but not limited to, hydro chlorofluorocarbons
Post-Consumer Waste	Any product generated by a business or consumer which has served its intended end use, and which has been separated or diverted from solid waste for the purpose of recycling into a usable commodity or product, and which does not include post-industrial waste.
Recycling	The series of activities by which materials that are no longer useful to the generator are collected, sorted, processed, and converted into raw materials and used in the production of new products. This definition excludes the use of these materials as a fuel substitute or for energy production.
Reuse	Using a product or component of municipal solid waste in its original form more than once.
Services	Any function performed for the benefit of the State.
Source reduction	Any practice that reduces the amount of any hazardous substance, pollutant, or contaminant entering any waste stream or otherwise released into the environment prior to recycling, energy recovery, treatment, or disposal.
State Location	Any physical location where the State performs work. State Location may include state-owned, leased, or rented space.
Subcontractor	A company Contractor delegates performance of a portion of the Services to, but does not include independent contractors engaged by Contractor solely in a staff augmentation role.



Waste prevention	Source reduction and reuse, but not recycling.
Work in Progress	A Deliverable that has been partially prepared, but has not been presented to the State for Approval.
Work Product	Refers to any data compilations, reports, and other media, materials, or other objects or works of authorship created or produced by the Contractor as a result of an in furtherance of performing the services required by this Contract.





**PROJECT GLOSSARY AND DEFINITIONS**

Audio conferencing	An audio communications session among three or more people who are geographically dispersed. It is provided by a conference function in a PBX or multiline telephone or by the telephone companies.
Exam Cameras	Handheld USB/S-Video examination camera for video conference systems. It is most commonly a small analog camera to combine dual-focus, freeze frame capture, and electronic image polarization in one medical device
Firewall	The primary method for keeping a computer secure from intruders. A firewall allows or blocks traffic into and out of a private network or the user's computer. Firewalls are widely used to give users secure access to the Internet as well as to separate a company's public Web server from its internal network.
Host	A user account (organizer account) allowed to organize meetings.
International Telecommunication Union Standards (ITU)	A standard that describes the protocols, services and equipment necessary for multimedia communications including audio, video and data on networks without guaranteed Quality of Service
Local Area Network (LAN)	Local Area Network. A transmission network encompassing a limited area, such as a single building or several buildings in close proximity.
Minutes of Use (MOU)	A unit of measurement expressed as either holding time or conversation time
The Michigan Courts	An entity in the government at the State of Michigan to which the administration of justice is delegated.
Video conference bridge	<p>A video conference bridge is a hardware/software combination that assembles a series of interactive video streams into a single video feed. The video conference bridge uses special software to convert the video (and, in most cases, associated audio) streams into a single, easy-to-see video output that can be directed to other conference participants.</p> <p>A video conference bridge enables video conferencing participants to connect to multiple endpoints at the same time and can connect to endpoints using different protocols via the bridge's Gateway service.</p>
Video conferencing	A real-time video session between two or more users that reside in two or more locations. Video conferencing supports several end points communicating.
Video Conferencing Standard - H.320	H.320 Narrow-band videoconferencing over circuit-switched networks
Video Conferencing Standard - H.323	H.323 Narrow-band videoconferencing over non-guaranteed quality-of service packet networks (LAN, Internet, etc.)
Video Conferencing Standard - H.324	Very narrow-band videoconferencing over the general (dial-up) telephone network
Video End Units	All the equipment comprised for the end user to participate in a video conference.
Video streaming	Video streaming is a one-way video transmission over a data network. It is a method for transferring video such that it can be processed as a firm and continuous stream. With streaming, the client can start presenting the data before the whole file has been transmitted.
Web conferencing	A conferencing session via the Internet which includes audio. In order to interact with other participants, attendees using either a Web application or an application downloaded into their client machines. Web conferencing allows the use of document sharing, document downloading, whiteboards, break-out "rooms", showing videos, desktop sharing, changeable views, audio options (VoIP or telephone), viewing options via webcams, multiple presenters and hosts, and may be recorded and/or posted.



Wide Area Network (WAN)

A communications network that covers a wide geographic area, such as a state or country. The telephone companies and cellular carriers deploy WANs to service large regional areas or the entire nation.



## **Article 1 – Statement of Work (SOW)**

### **1.000 Project Identification**

#### **1.001 Project Request**

This Contract is for a hosted audio and web conferencing service. It also includes delivering extended agreements to local branches of government. The Contractor must provide a hosted solution and all necessary consulting, testing, training and support services necessary to implement and maintain these audio and web conferencing solutions.

#### **1.002 Background**

**Participants utilizing the audio and conferencing solutions are not required to reserve ports on the bridge. to reserve what?. All audio conferencing is reservationless unless there are more than 300 participants, which then requires a reservation.**

### **1.100 Scope of Work and Deliverables**

#### **1.101 In Scope**

The Contractor must provide the following, including all labor, materials, and activities for selling, providing, maintaining and supporting the services below:

- A. Services
- B. Reporting
- C. Target percent up time

#### **1.102 Reserved**

#### **1.103 Environment**

Contractor must meet the State standards, guidelines and requirements:

The solutions must accommodate the SOM technology infrastructure and desktop browsers.

#### **Overview of Existing State Operating Environments**

Information regarding the State's information technology architecture and standards may be found at:

<http://www.michigan.gov/dmb/0,1607,7-150-56355---,00.html> and <http://www.michigan.gov/dmb/0,1607,7-150-56355-107739--,00.html>.

All deliverables provided by the Contractor must run on and be compatible with the DTMB Standard Information Technology Environment. Additionally, the SOM must be able to maintain software and other items produced as the result of the Contract. Therefore, non-standard development tools may not be used unless approved by DTMB. The Contractor must request, in writing, approval to use non-standard software development tools, providing justification for the requested change and all costs associated with any change. The SOM's Project Manager and DTMB must approve any tools, in writing, before use on any information technology project.

It is recognized that technology changes rapidly. The Contractor may request, in writing, a change in the standard environment, providing justification for the requested change and all costs associated with any change. The SOM's Project Manager must approve any changes, in writing, and DTMB, before work may proceed based on the changed environment.

#### **Enterprise IT Security Policy and Procedures:**

[http://www.michigan.gov/dmb/0,1607,7-150-9131\\_9347---,00.html#1300INFSTDSPLNNG](http://www.michigan.gov/dmb/0,1607,7-150-9131_9347---,00.html#1300INFSTDSPLNNG) and <http://www.michigan.gov/cybersecurity>

**The SOM's security environment includes:**

- DTMB Single Login
- DTMB provided SQL security database
- Secured Socket Layers
- SecurID (SOM Security Standard for external network access and high risk Web systems)

**IT Strategic Plan:**

<http://www.michigan.gov/itstrategicplan>

**IT eMichigan Web Development Standard Tools:**

[http://www.michigan.gov/documents/som/Look\\_and\\_Feel\\_Standards\\_302051\\_7.pdf](http://www.michigan.gov/documents/som/Look_and_Feel_Standards_302051_7.pdf)

**IT Enterprise Standard Products:**

Specific products are identified as Enterprise IT standards for the SOM. All product standards are reviewed, at a minimum, every two years. The currently standard products are found at:

<http://www.michigan.gov/dmb/0,1607,7-150-56355---,00.html>

**The State Unified Information Technology Environment (SUITE):**

Includes standards for Project Management Methodology (PMM) that must be followed:

<http://www.michigan.gov/suite/0,1607,7-245-46056---,00.html>

**1.104 Work and Deliverables**

The Contractor shall provide deliverables, services and resources, and otherwise do all things necessary to provide the functionality required for the DTMB Telecom and Statewide business functions, in accordance with the requirements as set forth below and in **Attachment1– Enterprise Conferencing Requirements Worksheet**.

**I. Services (work) To Be Provided and Deliverables****A. System Design**

System design covers those activities that are required to design and construct the various conferencing technologies; Audio and Web. The Contractor is expected to provide a detailed description of the items proposed. The conferencing solution(s) must adhere to the following general design principles:

1. Common
  - a. Generate and manage reservations.
  - b. Manage conference participants.
  - c. Conferencing environment is to be secure using standard encryption methods.
  - d. Operator assistance.
  - e. Provide the host with necessary solutions to manage conference calls in contractor hosted environment.
  - f. Allow participants to communicate interactively.
2. Audio
  - a. Provide up to 300 audio conferencing participants concurrently.(300 people in one call)
  - b. Reservationless access.(ports on the bridge do not need to be reserved)
  - c. Provide industry standard desktop tools which are tools to manage participant's capabilities and messages played while entering the conference.
  - d. Capability for participants to reach an operator at any time during conference.
  - e. Participants are allowed accessed to enter lecture mode, and mute the conference.
3. Web
  - a. Must allow 125 web conferencing participants concurrently.
  - b. Must allow application sharing including desktop sharing.
  - c. Must operate with any browser.
  - d. Must allow participants to share and modify documents.



- e. Promote any attendee to be the presenter to control the presentation computer by controlling the mouse and keyboard.
- f. Must integrate audio if user dialed in from a phone into the web conference such that the participant shows as one member of the conference. Must allow one-way web conference from the Host to the participants with limited audience interaction.

## B. Reserved

## C. Support Services

The SOM has defined two sets of support services, Support Services and Contractor-managed Support Services. The SOM will establish funding for service work over the life of the contract.

### 1. Support Services

The types of Support Services will include, but not be limited to:

- a. Technical Support Help Desk
  - i. Available 24x7x365 for problem reporting and technical assistance.
  - ii. Skilled technical staff that can diagnose and correct problems real-time, while web conference is happening by calling a feature such as \*0.
  - iii. Provide a technical support help desk staffed with personnel which have excellent English communication skills.
- b. System Design and Consulting Services
  - i. Analyze the current conferencing technologies and develop plans and strategies for SOM to make best use of available services.
  - ii. Must provide best practice methods used to mitigate security risks.

### 2. Contractor-Monitoring Support Services

The Contractor will fully manage and support the Enterprise Conferencing Solution over the life of the contract. The Contractor will assume responsibility for proactively managing all aspects of the hosted solution provided in order to prevent downtime and ensure effectiveness.

The types of Contractor-Managed Support Services will include but not be limited to:

- a. Continuously monitor audio and web conferencing related equipment, systems and network. (e.g. bridge monitoring services) used in contractor's hosted solution offering.
- b. Send notifications to SOM users via e-mail in the event of a system fault or other pre-defined conditions.
- c. Provide event services which may include but is not limited to; scheduling, participant registration, customized registration process, capturing participant data, providing confirmations, and event reporting.
- d. Maintain a secure database in an industry standard format containing but not limited to; host employee ID, host name, account number, originating location, dialed location(s), date and time, type of session, type of call (point-to-point or bridged), duration and applicable charge, with access for ad hoc queries by designated users which a person with an account and/or person in charge of handling a particular Agency's accounts.

Specific Support Services and Contractor-Managed support services can be found in the **Attachment 1 – Enterprise Conferencing Requirements Worksheet**.

## D. Reporting

Deliverables:

The Contractor must provide the capability to produce both standard pre-defined reports and customizable reports. Reports are to be in a format to be determined by the SOM

The reports are to include, but not limited to:



- a. Usage and Performance issue reports regarding system health and problem and outage reports. (Monthly)
- b. Repair Ticket Summary. (Monthly)
- c. A report detailing the number of service calls. (Monthly)
- d. Services procurement reports. (Monthly)
- e. Support services activity report. (As needed)
- f. Customized and ad hoc reports as requested by the SOM. (As needed)

**E. Target Percent Up Time**

- i. The Contractor’s problem resolution process must include but not be limited to the following: initiate trouble tickets with appropriate provider(s)
- ii. track all trouble tickets and provide updates to the SOM
- iii. maintain service escalation for all service providers
- iv. record history and resolution of all trouble tickets
- v. analyze trouble tickets for trends and chronic problems.
- a. The Contractor must provide an initial communication within a 1-hour response via telephone, remote access to the SOM.
- b. The Contractor must provide a 3-hour response from initial contact if the problem cannot be resolved by telephone or remote access. The Contractor must answer calls to the Technical Support Line within within 6 rings and not keep a caller on hold for more than 5 minutes from call origination..
- c. CenturyLink does not provide any SLAs for any of the conferencing products proposed. The CenturyLink conferencing suite is comprised of four (4) different platforms, including a web based platform. CenturyLink is not able to control traffic or performance for the web based platform across the internet. CenturyLink does not have the infrastructure in place to measure performance for these products.

**II. Requirements**

**A. Detailed Requirements**

Contractors must provide the information requested per the instructions contained within the worksheet.

**1.200 Roles and Responsibilities**

**1.201 Contractor Staff, Roles, and Responsibilities**

**A. Contractor Staff**

The Contractor must provide an **Account Manager/SPOC** to provide services to the State and its designated personnel. The SPOC will coordinate all of the activities of the Contractor personnel assigned to the project and create all reports required by SOM. The SPOC responsibilities will include, at a minimum:

- Manage all defined Contractor responsibilities.
- Provide the business processes necessary for the SOM to use the contract.
- Process all submitted SOW requests and deliver detailed service.
- Deliver all contract required reports on product and service delivery.
- Escalation point for project issues, project risks, and other concerns.
- Utilize contract change control procedures.

The SPOC assigned to this contract is:

Name	Title	Phone	E-mail
Tim Briggs	Account Manager	(248) 327-3327	Tim.Briggs@centurylink.com

The SOM reserves the right to require a change in the current Account Manager/SPOC if the assigned personnel is not, in the opinion of the SOM, adequately serving the needs of the SOM.



The Contractor will provide a **Sales Engineering Consultant(s)** to work closely with the designated personnel from the SOM to analyze the current Conferencing environment and help design changes as well as enhancements to the equipment and software. The Contractor's Sales Engineer Consultant(s) responsibilities include, but not limited to:

- Provide site specific analysis on the condition of the SOM's current Conferencing environment.
- Identify the technical requirements and enhancements required to ensure the individual conferencing technologies are operating efficiently.
- Assist in defining specifications for system designs, redesigns, installation, and/or upgrades.
- Manage all pre-sales activities and participate in presentations in SOM meetings.
- Provide consultative technical support to designated SOM personnel
- Representing the product to the SOM.

Name	Title	Phone	E-mail
Matt Kelly	Sales Engineering Consultant	248.327.3326	Matt.Kelly@CenturyLink.com

Contractor's staff identified in A, may be subject to the SOM's interview and approval process. Any staff substitution must have the prior approval of the SOM.

**B. On Site Work Requirements**

1. Hours of Operation
  - a. Normal SOM working hours are 8:00 a.m. to 5:00 p.m. EST, Monday through Friday, with work performed as necessary after those hours to meet project deadlines. No overtime will be authorized or paid.
  - b. The SOM is not obligated to provide management of assigned work outside of normal SOM working hours. The SOM reserves the right to modify the work hours in the best interest of the project.
  - c. Contractor shall observe the same standard holidays as SOM employees. The SOM does not compensate for holiday pay.

The SOM holidays and the days they are observed are:

- New Year's Day, January 1, or closest weekday.
- Martin Luther King, Jr. Day, Third Monday in January.
- Presidents Day, Third Monday in February.
- Memorial Day, Last Monday in May.
- Independence Day, July 4, or closest weekday.
- Labor Day, First Monday in September.
- General Election Day, First Tuesday in November, even numbered years.
- Veterans Day, November 11.
- Thanksgiving Day and the day after, the fourth Thursday and Friday in November.
- New Year's Eve, December 31.

**2. Travel**

- a. Travel or expenses will not be reimbursed including costs related to training provided by the Contractor.

**3. Additional Security and Background Check Requirements**

Contractor must present certifications evidencing satisfactory Michigan State Police Background checks ICHAT and drug tests for all staff identified for assignment to this project.

Contractor will pay for all costs associated with ensuring their staff meets all requirements.

**1.202 State Staff, Roles, and Responsibilities**

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The SOM project team will consist of Executive Sponsors, project support, and a DTMB and Agency project manager:

**Executive Sponsors**

The Executive Sponsors represent the DTMB executive team by providing the vision for the project, securing departmental support for the project , and providing high level direction to the project team.

The SOM's Executive Sponsor will provide the following services:

- Act as a vocal and visible champion within the SOM.
- Provide high level direction to the project team.
- Keep abreast of major project activities and performance.
- Make important decisions related to project scope and direction.
- Solicit the SOM resources necessary for the project.

Name	Agency/Division	Title	Phone/e-mail
Bob Padgett	DTMB Telecom	Director	Padgettr@michigan.gov

**Contract Compliance Manager/ Contract Compliance Inspector**

DTMB will assign a Contract Compliance Manager who will be responsible for the SOM's infrastructure and coordinate with the Contractor in determining the system configuration.

The SOM's Contract Compliance Manager will provide the following services:

- Coordinate the SOM resources necessary for the project.
- Provide acceptance and sign-off of deliverable/milestone and invoices.
- Collect information necessary to monitor Contractors performance against SLA requirements.
- Attend periodic meetings to review Contractor deliverables and metrics.
- Facilitate coordination between various external contractors.
- Facilitate communication between different SOM departments/divisions.
- Escalate outstanding/high priority issues.
- Utilize change control procedures and resolve project related issues.
- Conduct regular and ongoing reviews of the project to confirm that it meets original objectives and requirements.
- Document and archive all important project decisions.
- Make key implementation decisions, as identified by the Contractor's project manager, within 48-hours of their expected decision date.
- Interface with Local Agencies to resolve delivery and change control issues.

Name	Agency/Division	Title	Phone/e-mail
Pat Ruddick	DTMB Telecommunications		(517) 241-8719 RuddickP@michigan.gov

**DTMB Contract Administrator**

DTMB will assign a Contract Administrator who will manage post contractual activities which include but are not limited to:

- Negotiating or clarifying contractual provisions.
- Approving amendments to or extensions of the Contract.
- Participating in scheduled reviews of Contract milestones and deliverables.
- Resolving Contract issues between the SOM and Contractor.
- Verifying that all contractual activities are complete prior to contract close out.

Name	Agency/Division	Title	Phone/e-mail
Mike Breen	DTMB Procurement	Buyer	517-284- 7002BreenM@michigan.gov





### **1.300 Contract Management**

#### **1.301 Contract Management**

##### **A. Reserved**

##### **B. Performance Review Meetings**

The Contractor must attend monthly meetings, in person or at the Sate's discretion by teleconference or audio-conference, to review the Contractor's performance. The meetings will be held in Lansing, Michigan, or by teleconference, as mutually agreed by the SOM and the Contractor. The SOM shall bear no cost for the time and travel of the Contractor for attendance at the meeting.

##### **C. Contract Control**

1. The Contractor will carry out this contract under the direction and control of the DTMB Telecommunications Division.

#### **1.302 Reports**

Reporting formats must be submitted to the SOM's Project Manager for approval within 45 business days.

#### **1.400 Reserved**

##### **1.401 Issue Management**

An issue is an identified event that if not addressed may affect schedule, scope, quality, or payment is fine

The Contractor shall maintain an issue log for issues relating to the provision of services under this Contract. The issue management log must be communicated to the SOM's Project Manager monthly with email notifications and updates. The issue log must be updated and must contain the following minimum elements:

- Description of issue
- Issue identification date
- Responsibility for resolving issue
- Priority for issue resolution (to be mutually agreed upon by the SOM and the Contractor)
- Resources assigned responsibility for resolution
- Resolution date
- Resolution description

Issues shall be escalated for resolution from level 1 through level 3, as defined below:

Level 1 – Assigned Project Manager

Level 2 – Contract Compliance Manager

Level 3 – DTMB Program Manager

(Names will be defined at the Kickoff meeting.)

##### **1.402 Risk Management**

A risk is an unknown circumstance or event that, if it occurs, may have a positive or negative impact on the project.

The Contractor is responsible for establishing a risk management plan and process, including the identification and recording of risk items, prioritization of risks, definition of mitigation strategies, monitoring of risk items, and periodic risk assessment reviews with the SOM.

The Contractor shall provide the tool to track risks. The Contractor will work with the SOM and allow input into the prioritization of risks.

The Contractor is responsible for identification of risks for each phase of the project. Mitigating and/or eliminating assigned risks will be the responsibility of the Contractor. The SOM will assume the same responsibility for risks assigned to them.

##### **1.403 Change Management**



Change management is defined as the process to communicate, assess, monitor, and control all changes to system resources and processes. The SOM also employs change management in its administration of the Contract.

If a proposed contract change is approved by the Agency, the Contract Administrator will submit a request for change to the Department of Technology, Management and Budget, Procurement Buyer, who will make recommendations to the Director of Procurement regarding ultimate approval/disapproval of change request. If the DTMB Procurement Director agrees with the proposed modification, and all required approvals are obtained (including State Administrative Board), the Procurement Buyer will issue an addendum to the Contract, via a Contract Change Notice. **Contractors who provide products or services prior to the issuance of a Contract Change Notice by the DTMB Procurement, risk non-payment for the out-of-scope/pricing products and/or services.**

### **1.500 Acceptance**

#### **1.501 Criteria**

The following is standard acceptance criteria for document deliverables.

##### **Document Deliverables**

1. All documents must be dated and in electronic format, compatible with State of Michigan software in accordance with Article 1.302.
2. Draft documents are not accepted as final deliverables.
3. DTMB will review documents within a mutually agreed upon timeframe.
  - a. Approvals will be written and signed by DTMB Project Manager.
  - b. Issues will be documented and submitted to the Contractor.
  - c. After issues are resolved or waived, the Contractor will resubmit documents for approval within 30 days of receipt.

#### **1.502 Final Acceptance**

Final acceptance is expressly conditioned upon completion of ALL deliverables.

### **1.600 Compensation and Payment**

#### **1.601 Compensation and Payment**

1. Firm, fixed price.
  - The Contractor will be paid based upon the pricing table (attachment 2) The Contractor will submit monthly invoices with sufficient documentation to explain the billing.
- 2.
3. The parties agree that the Services/Deliverables to be rendered by Contractor pursuant to this Contract (and any future amendments of it) will be defined and described in detail in Statements of Work or Purchase Orders (PO) executed under this Contract. Contractor shall not be obliged or authorized to commence any work to implement a Statement of Work until authorized via a PO issued against this Contract. Contractor shall perform in accordance with this Contract, including the Statements of Work/Purchase Orders executed under it.
4. Payment Terms: Net 45 days.

The Contractor may begin invoicing for specific Services once accounts are established and end user has appropriate information to use the account.

#### **Invoicing**

The Contractor will submit properly itemized invoices to "Bill To" Address on Purchase Order. Invoices must provide and itemize, as applicable:

- Contract number.
- Purchase Order number.
- Contractor name, address, phone number, and Federal Tax Identification Number.



- Description of any commodities/hardware, including quantity ordered.
- Date(s) of delivery and/or date(s) of installation and setup.
- Price for each item, or Contractor's list price for each item and applicable discounts.
- Maintenance charges.
- Net invoice price for each item.
- Shipping costs.
- Other applicable charges.
- Total invoice price.
- Payment terms, including any available prompt payment discount.

Incorrect or incomplete invoices will be returned to Contractor for correction and reissue.



## **Article 2, Terms and Conditions**

### **2.000 Contract Structure and Term**

#### **2.001 Contract Term**

This Contract is for a period of three years. All outstanding Purchase Orders must also expire upon the termination for any of the reasons listed in **Section 2.150** of the Contract, unless otherwise extended under the Contract. Absent an early termination for any reason, Purchase Orders issued but not expired, by the end of the Contract's stated term, shall remain in effect for the balance of the fiscal year for which they were issued. In cases where different units of government or MiDEAL partners are utilizing this Contract, such Purchase Orders shall remain in effect for the balance of the fiscal year of the organization by whom the order was placed.

#### **2.002 Options to Renew**

This Contract may be renewed in writing by mutual agreement of the parties not less than 30 days before its expiration. The Contract may be renewed for up to two additional 1- year periods. Renewal of the contract will be at the sole discretion of the State of Michigan and will be based upon the acceptable performance of the selected Contractor as determined by the SOM.

#### **2.003 Legal Effect**

Contractor accepts this Contract by signing two copies of the Contract and returning them to the DTMB-Procurement. The Contractor shall not proceed with the performance of the work to be done under the Contract, including the purchase of necessary materials, until both parties have signed the Contract to show acceptance of its terms, and the Contractor receives a contract release/purchase order that authorizes and defines specific performance requirements.

Except as otherwise agreed in writing by the parties, the State shall not be liable for costs incurred by Contractor or payment under this Contract, until Contractor is notified in writing that this Contract or Change Order has been approved by the State Administrative Board (if required), signed by all the parties and a Purchase Order against the Contract has been issued.

#### **2.004 Attachments & Exhibits**

All Attachments and Exhibits affixed to any and all Statement(s) of Work, or appended to or referencing this Contract, are incorporated in their entirety and form part of this Contract.

#### **2.005 Ordering**

The State must issue an approved written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order to order any Services/Deliverables under this Contract. All orders are subject to the terms and conditions of this Contract. No additional terms and conditions contained on either a Purchase Order or Blanket Purchase Order apply unless they are specifically contained in that Purchase Order or Blanket Purchase Order's accompanying Statement of Work. Exact quantities to be purchased are unknown; however, the Contractor will be required to furnish all such materials and services as may be ordered during the Contract period. Quantities specified, if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities.

#### **2.006 Order of Precedence**

The Contract, including any Statements of Work and Exhibits, to the extent not contrary to the Contract, each of which is incorporated for all purposes, constitutes the entire agreement between the parties with respect to the subject matter and supersedes all prior agreements, whether written or oral, with respect to the subject matter and as additional terms and conditions on the purchase order must apply as limited by **Section 2.005**.

In the event of any inconsistency between the terms of the Contract and a Statement of Work, the terms of the Statement of Work shall take precedence (as to that Statement of Work only); provided, however, that a Statement of Work may not modify or amend the terms of the Contract. The Contract may be modified or amended only by a formal Contract amendment.



## **2.007 Headings**

Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of the Contract.

## **2.008 Form, Function & Utility**

If the Contract is for use of more than one State agency and if the Deliverable/Service does not meet the form, function, and utility required by that State agency, that agency may, subject to State purchasing policies, procure the Deliverable/Service from another source.

## **2.009 Reformation and Severability**

Each provision of the Contract is severable from all other provisions of the Contract and, if one or more of the provisions of the Contract is declared invalid, the remaining provisions of the Contract remain in full force and effect.

### **2.010 Consents and Approvals**

Except as expressly provided otherwise in this Contract, if either party requires the consent or approval of the other party for the taking of any action under this Contract, the consent or approval must be in writing and must not be unreasonably withheld or delayed.

## **2.011 No Waiver of Default**

If a party fails to insist upon strict adherence to any term of the Contract then the party has not waived the right to later insist upon strict adherence to that term, or any other term, of the Contract.

## **2.012 Survival**

Any provisions of the Contract that impose continuing obligations on the parties, including without limitation the parties' respective warranty, indemnity and confidentiality obligations, survive the expiration or termination of the Contract for any reason. Specific references to survival in the Contract are solely for identification purposes and not meant to limit or prevent the survival of any other section

### **2.020 Contract Administration**

## **2.021 Issuing Office**

This Contract is issued by the Department of Technology, Management and Budget, Procurement and Telecommunications (collectively, including all other relevant State of Michigan departments and agencies, the "State") for Statewide use. DTMB-Procurement is the sole point of contact in the State with regard to all procurement and contractual matters relating to the Contract. The DTMB-Procurement Contract Administrator for this Contract is:

Mike Breen, Buyer  
Procurement  
Department of Technology, Management and Budget  
Mason Bldg., 2nd Floor  
PO Box 30026  
Lansing, MI 48909  
Email: BreenM@michigan.gov  
Phone: (517) 331-7720

## **2.022 Contract Compliance Inspector**

The Director of DTMB-Procurement directs the person named below, or his or her designee, to monitor and coordinate the activities for the Contract on a day-to-day basis during its term. **Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of the Contract. DTMB-Procurement is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Contract.** The Contract Compliance Inspector for this Contract is:



Pat Ruddick  
DTMB Telecommunications  
Hannah Building  
Email: [RuddickP@michigan.gov](mailto:RuddickP@michigan.gov)  
Phone: (517) 241-8719

### **2.023 Project Manager**

The following individual will oversee the project:

Kristen Furseth  
Senior Project Manager  
Email: [fursethk@michigan.gov](mailto:fursethk@michigan.gov)  
Phone: 517-335-3797

### **2.024 Change Requests**

The State reserves the right to request from time to time any changes to the requirements and specifications of this Contract and the work to be performed by the Contractor under this Contract. During the course of ordinary business, it may become necessary for the State to discontinue certain business practices or create Additional Services/Deliverables. At a minimum, to the extent applicable, Contractor shall provide a detailed outline of all work to be done, including tasks necessary to accomplish the Additional Services/Deliverables, timeframes, listing of key personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

If the State requests or directs the Contractor to perform any Services/Deliverables that are outside the scope of the Contractor's responsibilities under this Contract ("New Work"), the Contractor must notify the State promptly before commencing performance of the requested activities it believes are New Work. If the Contractor fails to notify the State before commencing performance of the requested activities, any such activities performed before the Contractor gives notice shall be conclusively considered to be in-scope Services/Deliverables and not New Work.

If the State requests or directs the Contractor to perform any services or provide deliverables that are consistent with and similar to the Services/Deliverables being provided by the Contractor under this Contract, but which the Contractor reasonably and in good faith believes are not included within the Statements of Work, then before performing such Services or providing such Deliverables, the Contractor shall notify the State in writing that it considers the Services or Deliverables to be an Additional Service/Deliverable for which the Contractor should receive additional compensation. If the Contractor does not so notify the State, the Contractor shall have no right to claim thereafter that it is entitled to additional compensation for performing that Service or providing that Deliverable. If the Contractor does so notify the State, then such a Service or Deliverable shall be governed by the Change Request procedure in this Section.

In the event prices or service levels are not acceptable to the State, the Additional Services or New Work shall be subject to competitive bidding based upon the specifications.

#### **(1) Change Request at State Request**

If the State requires Contractor to perform New Work, Additional Services or make changes to the Services that would affect the Contract completion schedule or the amount of compensation due Contractor (a "Change"), the State shall submit a written request for Contractor to furnish a proposal for carrying out the requested Change (a "Change Request").

#### **(2) Contractor Recommendation for Change Requests:**

Contractor shall be entitled to propose a Change to the State, on its own initiative, should Contractor believe the proposed Change would benefit the Contract.

#### **(3) Upon receipt of a Change Request or on its own initiative, Contractor shall examine the implications of the requested Change on the technical specifications, Contract schedule and price of the Deliverables and Services and shall submit to the State without undue delay a written proposal for carrying out the Change. Contractor's proposal shall include any associated changes in the technical specifications, Contract schedule and price and method of pricing of the Services. If the Change is to be performed on a time and**





- materials basis, the Amendment Labor Rates shall apply to the provision of such Services. If Contractor provides a written proposal and should Contractor be of the opinion that a requested Change is not to be recommended, it shall communicate its opinion to the State but shall nevertheless carry out the Change as specified in the written proposal if the State directs it to do so.
- (4) By giving Contractor written notice within a reasonable time, the State shall be entitled to accept a Contractor proposal for Change, to reject it, or to reach another agreement with Contractor. Should the parties agree on carrying out a Change, a written Contract Change Notice must be prepared and issued under this Contract, describing the Change and its effects on the Services and any affected components of this Contract (a "Contract Change Notice").
  - (5) No proposed Change shall be performed until the proposed Change has been specified in a duly executed Contract Change Notice issued by the Department of Technology, Management and Budget, Procurement.
  - (6) If the State requests or directs the Contractor to perform any activities that Contractor believes constitute a Change, the Contractor must notify the State that it believes the requested activities are a Change before beginning to work on the requested activities. If the Contractor fails to notify the State before beginning to work on the requested activities, then the Contractor waives any right to assert any claim for additional compensation or time for performing the requested activities. If the Contractor commences performing work outside the scope of this Contract and then ceases performing that work, the Contractor must, at the request of the State, retract any out-of-scope work that would adversely affect the Contract.

#### **2.025 Notices**

Any notice given to a party under the Contract must be deemed effective, if addressed to the party as addressed below, upon: (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this Section; (iii) the third Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.

State:

State of Michigan  
Procurement  
Attention: Mike Breen  
PO Box 30026  
530 West Allegan  
Lansing, Michigan 48909

Contractor: Century Link

Name: Tim Briggs

Address: 20750 Civic Center Dr. STE 600 Southfield, Michigan. 48076

Either party may change its address where notices are to be sent by giving notice according to this Section.

#### **2.026 Binding Commitments**

Representatives of Contractor must have the authority to make binding commitments on Contractor's behalf within the bounds set forth in the Contract. Contractor may change the representatives from time to time upon giving written notice.

#### **2.027 Relationship of the Parties**

The relationship between the State and Contractor is that of client and independent contractor. No agent, employee, or servant of Contractor or any of its Subcontractors shall be deemed to be an employee, agent or servant of the State for any reason. Contractor shall be solely and entirely responsible for its acts and the acts of its agents, employees, servants and Subcontractors during the performance of the Contract.

#### **2.028 Covenant of Good Faith**

Each party shall act reasonably and in good faith. Unless stated otherwise in the Contract, the parties shall not unreasonably delay, condition or withhold the giving of any consent, decision or approval that is either



requested or reasonably required of them in order for the other party to perform its responsibilities under the Contract.

### **2.029 Assignments**

Neither party may assign the Contract, or assign or delegate any of its duties or obligations under the Contract, to any other party (whether by operation of law or otherwise), without the prior written consent of the other party; provided, however, that the State may assign the Contract to any other State agency, department, division or department without the prior consent of Contractor and Contractor may assign the Contract to an affiliate so long as the affiliate is adequately capitalized and can provide adequate assurances that the affiliate can perform the Contract. The State may withhold consent from proposed assignments, subcontracts, or novations when the transfer of responsibility would operate to decrease the State's likelihood of receiving performance on the Contract or the State's ability to recover damages.

Contractor may not, without the prior written approval of the State, assign its right to receive payments due under the Contract. If the State permits an assignment, the Contractor is not relieved of its responsibility to perform any of its contractual duties and the requirement under the Contract that all payments must be made to one entity continues.

If the Contractor intends to assign the contract or any of the Contractor's rights or duties under the Contract, the Contractor must notify the State in writing at least 90 days before the assignment. The Contractor also must provide the State with adequate information about the assignee within a reasonable amount of time before the assignment for the State to determine whether to approve the assignment.

## **2.030 General Provisions**

### **2.031 Media Releases**

News releases (including promotional literature and commercial advertisements), pertaining to the RFP and this Contract or project to which it relates shall not be made without prior written State approval, and then only in accordance with the explicit written instructions from the State. No results of the activities associated with the RFP and this Contract are to be released without prior written approval of the State and then only to persons designated.

### **2.032 Contract Distribution**

DTMB-Procurement retains the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by DTMB-Procurement.

### **2.033 Permits**

Contractor must obtain and pay any associated costs for all required governmental permits, licenses and approvals for the delivery, installation and performance of the Services. The State shall pay for all costs and expenses incurred in obtaining and maintaining any necessary easements or right of way.

### **2.034 Website Incorporation**

The State is not bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of the content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representative of the State.

### **2.035 Future Bidding Preclusion**

Contractor acknowledges that, to the extent this Contract involves the creation, research, investigation or generation of a future RFP; it may be precluded from bidding on the subsequent RFP. The State reserves the right to disqualify any Bidder if the State determines that the Bidder has used its position (whether as an incumbent Contractor, or as a Contractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a competitive advantage on the RFP





### **2.036 Freedom of Information**

All information in any proposal submitted to the State by Contractor and this Contract is subject to the provisions of the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq (the "FOIA").

### **2.037 Disaster Recovery**

Contractor and the State recognize that the State provides essential services in times of natural or man-made disasters. Therefore, except as so mandated by Federal disaster response requirements, Contractor personnel dedicated to providing Services/Deliverables under this Contract shall provide the State with priority service for repair and work around in the event of a natural or man-made disaster.

## **2.040 Financial Provisions**

### **2.041 Fixed Prices for Services/Deliverables**

Each Statement of Work or Purchase Order issued under this Contract shall specify (or indicate by reference to the appropriate Contract Exhibit) the firm, fixed prices for all Services/Deliverables, and the associated payment milestones and payment amounts. The State may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor shall show verification of measurable progress at the time of requesting progress payments.

### **2.042 Adjustments for Reductions in Scope of Services/Deliverables**

If the scope of the Services/Deliverables under any Statement of Work issued under this Contract is subsequently reduced by the State, the parties shall negotiate an equitable reduction in Contractor's charges under such Statement of Work commensurate with the reduction in scope.

### **2.043 Services/Deliverables Covered**

The State shall not be obligated to pay any amounts in addition to the charges specified in this Contract for all Services/Deliverables to be provided by Contractor and its Subcontractors, if any, under this Contract.

### **2.044 Invoicing and Payment – In General**

- (a) Each Statement of Work issued under this Contract shall list (or indicate by reference to the appropriate Contract Exhibit) the prices for all Services/Deliverables, equipment and commodities to be provided, and the associated payment milestones and payment amounts.
- (b) Each Contractor invoice shall show details as to charges by Service/Deliverable component and location at a level of detail reasonably necessary to satisfy the State's accounting and charge-back requirements. Invoices for Services performed on a time and materials basis shall show, for each individual, the number of hours of Services performed during the billing period, the billable skill/labor category for such person and the applicable hourly billing rate. Prompt payment by the State is contingent on the Contractor's invoices showing the amount owed by the State minus any holdback amount to be retained by the State in accordance with **Section 1.600**.

Time and materials billing do not apply to the conferencing services included in this Contract.

- (c) Correct invoices shall be due and payable by the State, in accordance with the State's standard payment procedure as specified in 1984 Public Act No. 279, MCL 17.51 et seq., within 45 days after receipt, provided the State determines that the invoice was properly rendered.

The Contractor may begin invoicing for specific Services as specified in the applicable Service Exhibit. Customer must pay the Contractor all charges within 45 days after the invoice date. In addition to payment of charges for Services, Customer must also pay the Contractor any applicable Taxes assessed in connection with Services. Taxes may vary and are subject to change. If Customer is exempt from any Tax, it must provide the Contractor with an appropriately completed and valid Tax exemption certificate or other evidence acceptable to the Contractor. The Contractor is not required to issue any exemption, credit or refund of any Tax payment for usage before Customer's submission of valid evidence of exemption. The Contractor



reserves the right to charge administrative fees if Customer selects paper delivery of an invoice or when Customer's payment preferences deviate from the Contractor's standard practices.

(d1) All invoices should reflect actual work done. Specific details of invoices and payments shall be agreed upon between the Contract Administrator and the Contractor after this Contract Agreement has been signed and accepted by both the Contractor and the Director of Procurement, Department of Technology, Management & Budget. This activity shall occur only upon the specific written direction from DTMB-Procurement.

The specific payment schedule for this Contract shall mutually agree upon. The schedule should show payment amount and should reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. As a general policy statements shall be forwarded to the designated representative by the 15th day of the following month.

The Government may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

#### **2.045 Pro-ration**

To the extent there are Services that are to be paid for on a monthly basis, the cost of such Services shall be pro-rated for any partial month.

#### **2.046 Antitrust Assignment**

The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

#### **2.047 Final Payment**

The making of final payment by the State to Contractor does not constitute a waiver by either party of any rights or other claims as to the other party's continuing obligations under the Contract, nor shall it constitute a waiver of any claims by one party against the other arising from unsettled claims or failure by a party to comply with this Contract, including claims for Services and Deliverables not reasonably known until after acceptance to be defective or substandard. Contractor's acceptance of final payment by the State under this Contract shall constitute a waiver of all claims by Contractor against the State for payment under this Contract, other than those claims previously filed in writing on a timely basis and still unsettled.

#### **2.048 Electronic Payment Requirement**

Electronic transfer of funds is required for payments on State Contracts. Contractors are required to register with the State electronically at <http://www.cpexpress.state.mi.us>. As stated in Public Act 431 of 1984, all contracts that the State enters into for the purchase of goods and services shall provide that payment shall be made by electronic fund transfer (EFT).

### **2.050 Taxes**

#### **2.051 Employment Taxes**

Contractor shall collect and pay all applicable federal, state, and local employment taxes, including the taxes.

#### **2.052 Sales and Use Taxes**

Contractor shall register and remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State. Contractors that lack sufficient presence in Michigan to be required to register and pay tax must do so as a volunteer. This requirement extends to: (1) all members of any controlled group as defined in § 1563(a) of the Internal Revenue Code and applicable regulations of which the company is a member, and (2) all organizations under common control as defined in § 414(c) of the Internal Revenue Code and applicable regulations of which the company is a member that make sales at retail for delivery into



the State are registered with the State for the collection and remittance of sales and use taxes. In applying treasury regulations defining “two or more trades or businesses under common control” the term “organization” means sole proprietorship, a partnership (as defined in § 701(a) (2) of the Internal Revenue Code), a trust, an estate, a corporation, or a limited liability company.

## **2.060 Contract Management**

### **2.061 Contractor Personnel Qualifications**

All persons assigned by Contractor to the performance of Services under this Contract must be employees of Contractor or its majority-owned (directly or indirectly, at any tier) subsidiaries (or a State-approved Subcontractor) and must be fully qualified to perform the work assigned to them. Contractor must include a similar provision in any subcontract entered into with a Subcontractor. For the purposes of this Contract, independent contractors engaged by Contractor solely in a staff augmentation role must be treated by the State as if they were employees of Contractor for this Contract only; however, the State understands that the relationship between Contractor and Subcontractor is an independent contractor relationship.

### **2.062 Contractor Key Personnel**

- (a) The Contractor must provide the Contract Compliance Inspector with the names of the Key Personnel.
- (b) Key Personnel must be dedicated as defined in the Statement of Work to the Project for its duration in the applicable Statement of Work with respect to other individuals designated as Key Personnel for that Statement of Work.
- (c) The State shall have the right to recommend and approve in writing the initial assignment, as well as any proposed reassignment or replacement, of any Key Personnel. Before assigning an individual to any Key Personnel position, Contractor shall notify the State of the proposed assignment, shall introduce the individual to the appropriate State representatives, and shall provide the State with a resume and any other information about the individual reasonably requested by the State. The State reserves the right to interview the individual before granting written approval. In the event the State finds a proposed individual unacceptable, the State shall provide a written explanation including reasonable detail outlining the reasons for the rejection.
- (d) Contractor must not remove any Key Personnel from their assigned roles on the Contract without the prior written consent of the State. The Contractor’s removal of Key Personnel without the prior written consent of the State is an unauthorized removal (“Unauthorized Removal”). Unauthorized Removals does not include replacing Key Personnel for reasons beyond the reasonable control of Contractor, including illness, disability, leave of absence, personal emergency circumstances, and resignation or for cause termination of the Key Personnel’s employment. Unauthorized Removals does not include replacing Key Personnel because of promotions or other job movements allowed by Contractor personnel policies or Collective Bargaining Agreement(s) as long as the State receives prior written notice before shadowing occurs and Contractor provides 30 days of shadowing unless parties agree to a different time period. The Contractor with the State must review any Key Personnel replacements, and appropriate transition planning will be established. Any Unauthorized Removal may be considered by the State to be a material breach of the Contract, in respect of which the State may elect to exercise its termination and cancellation rights.

Contractor agrees that Customer may request, and Contractor will consider in good faith, replacement of an Account Team member based on specific, reasonable and lawful objections or concerns as to the Account Team member’s performance or performance failures. If Customer is not satisfied that its Account Team meets Customer’s needs, Customer must provide Contractor with written notice of Customer’s concerns, and Contractor will use commercially reasonable efforts to address Customer’s concerns within thirty (30) days of receipt of such notice.



- (e) The Contractor must notify the Contract Compliance Inspector and the Contract Administrator at least 10 business days before redeploying non-Key Personnel, who are dedicated to primarily to the Project, to other projects. If the State does not object to the redeployment by its scheduled date, the Contractor may then redeploy the non-Key Personnel.

Contractor agrees that Customer may request, and Contractor will consider in good faith, replacement of an Account Team member based on specific, reasonable and lawful objections or concerns as to the Account Team member's performance or performance failures. If Customer is not satisfied that its Account Team meets Customer's needs, Customer must provide Contractor with written notice of Customer's concerns, and Contractor will use commercially reasonable efforts to address Customer's concerns within thirty (30) days of receipt of such notice.

### **2.063 Re-assignment of Personnel at the State's Request**

The State reserves the right to require the removal from the Project of Contractor personnel found, in the judgment of the State, to be unacceptable. The State's request must be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request must be based on legitimate, non-discriminatory good faith reasons. Replacement personnel for the removed person must be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed personnel, the State agrees to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any incident with removed personnel results in delay not reasonably anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Service shall not be counted for a time as agreed to by the parties.

Contractor agrees that Customer may request, and Contractor will consider in good faith, replacement of an Account Team member based on specific, reasonable and lawful objections or concerns as to the Account Team member's performance or performance failures. If Customer is not satisfied that its Account Team meets Customer's needs, Customer must provide Contractor with written notice of Customer's concerns, and Contractor will use commercially reasonable efforts to address Customer's concerns within thirty (30) days of receipt of such notice.

### **2.064 Contractor Personnel Location**

All staff assigned by Contractor to work on the Contract shall perform their duties either primarily at Contractor's offices and facilities or at State facilities. Without limiting the generality of the foregoing, Key Personnel shall, at a minimum, spend at least the amount of time on-site at State facilities as indicated in the applicable Statement of Work. Subject to availability, selected Contractor personnel may be assigned office space to be shared with State personnel.

### **2.065 Contractor Identification**

Contractor employees must be clearly identifiable while on State property by wearing a State-issued badge, as required. Contractor employees are required to clearly identify themselves and the company they work for whenever making contact with State personnel by telephone or other means.

### **2.066 Cooperation with Third Parties**

Contractor agrees to cause its personnel and the personnel of any Subcontractors to cooperate with the State and its agents and other contractors including the State's Quality Assurance personnel. As reasonably requested by the State in writing, the Contractor shall provide to the State's agents and other contractors reasonable access to Contractor's Project personnel, systems and facilities to the extent the access relates to activities specifically associated with this Contract and shall not interfere or jeopardize the safety or operation of the systems or facilities. The State acknowledges that Contractor's time schedule for the Contract is very specific and agrees not to unnecessarily or unreasonably interfere with, delay or otherwise impeded Contractor's performance under this Contract with the requests for access.

### **2.067 Contract Management Responsibilities**

Contractor shall be responsible for all acts and omissions of its employees, as well as the acts and omissions of any other personnel furnished by Contractor to perform the Services. Contractor shall have overall responsibility for managing and successfully performing and completing the Services/Deliverables, subject to



the overall direction and supervision of the State and with the participation and support of the State as specified in this Contract. Contractor's duties shall include monitoring and reporting the State's performance of its participation and support responsibilities (as well as Contractor's own responsibilities) and providing timely notice to the State in Contractor's reasonable opinion if the State's failure to perform its responsibilities in accordance with the Project Plan is likely to delay the timely achievement of any Contract tasks.

The Contractor shall provide the Services/Deliverables directly or through its affiliates, subsidiaries, subcontractors or resellers. Regardless of the entity providing the Service/Deliverable, the Contractor shall act as a single point of contact coordinating these entities to meet the State's need for Services/Deliverables. Nothing in this Contract, however, shall be construed to authorize or require any party to violate any applicable law or regulation in its performance of this Contract.

#### **2.068 Contractor Return of State Equipment/Resources**

The Contractor shall return to the State any State-furnished equipment, facilities and other resources when no longer required for the Contract in the same condition as when provided by the State, reasonable wear and tear excepted.

### **2.070 Subcontracting by Contractor**

#### **2.071 Contractor full Responsibility**

Contractor shall have full responsibility for the successful performance and completion of all of the Services and Deliverables. The State shall consider Contractor to be the sole point of contact with regard to all contractual matters under this Contract, including payment of any and all charges for Services and Deliverables.

#### **2.072 State Consent to delegation**

Contractor shall not delegate any duties under this Contract to a Subcontractor unless the Department of Technology, Management and Budget, Procurement has given written consent to such delegation. The State shall have the right of prior written approval of all Subcontractors and to require Contractor to replace any Subcontractors found, in the reasonable judgment of the State, to be unacceptable. The State's request shall be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request shall be based on legitimate, good faith reasons. Replacement Subcontractor(s) for the removed Subcontractor shall be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed Subcontractor, the State shall agree to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any such incident with a removed Subcontractor results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLA for the affected Work shall not be counted for a time agreed upon by the parties.

#### **2.073 Subcontractor bound to Contract**

In any subcontracts entered into by Contractor for the performance of the Services, Contractor shall require the Subcontractor, to the extent of the Services to be performed by the Subcontractor, to be bound to Contractor by the terms of this Contract and to assume toward Contractor all of the obligations and responsibilities that Contractor, by this Contract, assumes toward the State. The State reserves the right to receive copies of and review all subcontracts, although Contractor may delete or mask any proprietary information, including pricing, contained in such contracts before providing them to the State. The management of any Subcontractor shall be the responsibility of Contractor, and Contractor shall remain responsible for the performance of its Subcontractors to the same extent as if Contractor had not subcontracted such performance. Contractor shall make all payments to Subcontractors or suppliers of Contractor. Except as otherwise agreed in writing by the State and Contractor, the State shall not be obligated to direct payments for the Services other than to Contractor. The State's written approval of any Subcontractor engaged by Contractor to perform any obligation under this Contract shall not relieve Contractor of any obligations or performance required under this Contract. A list of the Subcontractors, if any, approved by the State as of the execution of this Contract, together with a copy of the applicable subcontract is attached.



**2.074 Flow Down**

Except where specifically approved in writing by the State on a case-by-case basis, Contractor shall flow down the obligations in **Sections 2.031, 2.060, 2.100, 2.110, 2.120, 2.130, and 2.200** in all of its agreements with any Subcontractors.

**2.075 Competitive Selection**

The Contractor shall select subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of the Contract.

**2.080 State Responsibilities****2.081 Equipment**

The State shall provide only the equipment and resources identified in the Statement of Work and other Contract Exhibits.

**2.082 Facilities**

The State must designate space as long as it is available and as provided in the Statement of Work, to house the Contractor's personnel whom the parties agree will perform the Services/Deliverables at State facilities (collectively, the "State Facilities"). The Contractor shall have reasonable access to, and unless agreed otherwise by the parties in writing must observe and comply with all rules and regulations relating to each of the State Facilities (including hours of operation) used by the Contractor in the course of providing the Services. Contractor agrees that it shall not, without the prior written consent of the State, use any State Facilities or access any State information systems provided for the Contractor's use, or to which the Contractor otherwise gains access in the course of performing the Services, for any purpose other than providing the Services to the State.

**2.090 Security****2.091 Background Checks**

Upon request, Contractor must perform background checks on all employees and subcontractors and its employees before they have access to State facilities. The scope is at the discretion of the State and documentation must be provided as requested. Contractor is responsible for all costs associated with the requested background checks. The State, in its sole discretion, may also perform background checks.

**2.092 Security Breach Notification**

If the Contractor breaches this Section, the Contractor must (i) promptly cure any deficiencies and (ii) comply with any applicable federal and state laws and regulations pertaining to unauthorized disclosures. Contractor and the State shall cooperate to mitigate, to the extent practicable, the effects of any breach, intrusion, or unauthorized use or disclosure. Contractor must report to the State in writing any use or disclosure of Confidential Information, whether suspected or actual, other than as provided for by the Contract within 10 days of becoming aware of the use or disclosure or the shorter time period as is reasonable under the circumstances.

**2.093 PCI DATA Security Requirements**

Contractors with access to credit/debit card cardholder data must adhere to the Payment Card Industry (PCI) Data Security requirements. Contractor agrees that they are responsible for security of cardholder data in their possession. Contractor agrees that data can ONLY be used for assisting the State in completing a transaction, supporting a loyalty program, supporting the State, providing fraud control services, or for other uses specifically required by law.

Contractor agrees to provide business continuity in the event of a major disruption, disaster or failure.

The Contractor shall contact the Department of Technology, Management and Budget, Financial Services immediately to advise them of any breaches in security where card data has been compromised. In the event of a security intrusion, the Contractor agrees the Payment Card Industry representative, or a Payment Card



Industry approved third party, shall be provided with full cooperation and access to conduct a thorough security review. The review will validate compliance with the Payment Card Industry Data Security Standard for protecting cardholder data.

Contractor agrees to properly dispose sensitive cardholder data when no longer needed. The Contractor shall continue to treat cardholder data as confidential upon contract termination.

The Contractor shall provide the Department of Technology, Management and Budget, Financial Services documentation showing PCI Data Security certification has been achieved. The Contractor shall advise the Department of Technology, Management and Budget, Financial Services of all failures to comply with the PCI Data Security Requirements. Failures include, but are not limited to system scans and self-assessment questionnaires. The Contractor shall provide a time line for corrective action.

## **2.100 Confidentiality**

### **2.101 Confidentiality**

Contractor and the State each acknowledge that the other possesses and shall continue to possess confidential information that has been developed or received by it. As used in this Section, "Confidential Information" of Contractor must mean all non-public proprietary information of Contractor (other than Confidential Information of the State as defined below), which is marked confidential, restricted, proprietary, or with a similar designation. "Confidential Information" of the State must mean any information which is retained in confidence by the State (or otherwise required to be held in confidence by the State under applicable federal, state and local laws and regulations) or which, in the case of tangible materials provided to Contractor by the State under its performance under this Contract, is marked as confidential, proprietary or with a similar designation by the State. "Confidential Information" excludes any information (including this Contract) that is publicly available under the Michigan FOIA.

### **2.102 Protection and Destruction of Confidential Information**

The State and Contractor shall each use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication or dissemination of its own confidential information of like character, but in no event less than reasonable care. Neither Contractor nor the State shall (i) make any use of the Confidential Information of the other except as contemplated by this Contract, (ii) acquire any right in or assert any lien against the Confidential Information of the other, or (iii) if requested to do so, refuse for any reason to promptly return the other party's Confidential Information to the other party. Each party shall limit disclosure of the other party's Confidential Information to employees and Subcontractors who must have access to fulfill the purposes of this Contract. Disclosure to, and use by, a Subcontractor is permissible where (A) use of a Subcontractor is authorized under this Contract, (B) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Subcontractor's scope of responsibility, and (C) Contractor obligates the Subcontractor in a written Contract to maintain the State's Confidential Information in confidence. At the State's request, any employee of Contractor and of any Subcontractor having access or continued access to the State's Confidential Information may be required to execute an acknowledgment that the employee has been advised of Contractor's and the Subcontractor's obligations under this Section and of the employee's obligation to Contractor or Subcontractor, as the case may be, to protect the Confidential Information from unauthorized use or disclosure.

Promptly upon termination or cancellation of the Contract for any reason, Contractor must certify to the State that Contractor has destroyed all State Confidential Information.

### **2.103 Exclusions**

Notwithstanding the foregoing, the provisions in this Section shall not apply to any particular information which the State or Contractor can demonstrate (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure to it without an obligation of confidentiality; (iv) was received after disclosure to it from a third party who had a lawful right to disclose the information to it without any obligation to restrict its further disclosure; or (v) was independently developed by the receiving party without reference to Confidential Information of the furnishing party. Further, the provisions of this Section shall not apply to any particular Confidential Information to the extent the receiving party is



required by law to disclose the Confidential Information, provided that the receiving party (i) promptly provides the furnishing party with notice of the legal request, and (ii) assists the furnishing party in resisting or limiting the scope of the disclosure as reasonably requested by the furnishing party.

#### **2.104 No Implied Rights**

Nothing contained in this Section must be construed as obligating a party to disclose any particular Confidential Information to the other party, or as granting to or conferring on a party, expressly or impliedly, any right or license to the Confidential Information of the other party.

#### **2.105 Respective Obligations**

The parties' respective obligations under this Section must survive the termination or expiration of this Contract for any reason.

### **2.110 Records and Inspections**

#### **2.111 Inspection of Work Performed**

The State's authorized representatives shall at all reasonable times and with 10 days prior written request, have the right to enter Contractor's premises, or any other places, where the Services are being performed, and shall have access, upon reasonable request, to interim drafts of Deliverables or work-in-progress. Upon 10 Days prior written notice and at all reasonable times, the State's representatives shall be allowed to inspect, monitor, or otherwise evaluate the work being performed and to the extent that the access will not reasonably interfere or jeopardize the safety or operation of the systems or facilities. Contractor shall provide all reasonable facilities and assistance for the State's representatives.

#### **2.112 Examination of Records**

For seven years after the Contractor provides any work under this Contract (the "Audit Period"), the State may examine and copy any of Contractor's books, records, documents and papers pertinent to establishing Contractor's compliance with the Contract and with applicable laws and rules. The State shall notify the Contractor 20 days before examining the Contractor's books and records. The State does not have the right to review any information deemed confidential by the Contractor to the extent access would require the confidential information to become publicly available. This provision also applies to the books, records, accounts, documents and papers, in print or electronic form, of any parent, affiliated or subsidiary organization of Contractor, or any Subcontractor of Contractor performing services in connection with the Contract.

Contractor's billing and provisioning systems are already subject to audit by the FCC and various state regulatory commissions. However, if Customer is subject to a governmental or regulatory mandated audit, Contractor will agree that Customer or an authorized agent on behalf of Customer (as applicable) may, upon reasonable advance notice and at Customer's expense, inspect and audit Contractor's records related to the pricing and pricing-related Service information under the Agreement to ensure compliance with the Agreement and Customer's obligations under applicable regulations or law. Under no circumstances will Customer or its representative be permitted to inspect other Customers' Proprietary Network Information ("CPNI") or any Contractor confidential records or systems which are not directly related to Contractor's obligations under the Agreement. Nothing in this provision will be construed or interpreted to place any obligations on Contractor to comply with any regulation or obligation of Customer that otherwise would not apply to Contractor.

#### **2.113 Retention of Records**

Contractor shall maintain at least until the end of the Audit Period all pertinent financial and accounting records (including time sheets and payroll records, and information pertaining to the Contract and to the Services, equipment, and commodities provided under the Contract) pertaining to the Contract according to generally accepted accounting principles and other procedures specified in this Section. Financial and accounting records shall be made available, upon request, to the State at any time during the Audit Period. If an audit, litigation, or other action involving Contractor's records is initiated before the end of the Audit Period, the records shall be retained until all issues arising out of the audit, litigation, or other action are resolved or until the end of the Audit Period, whichever is later.

#### **2.114 Audit Resolution**





If necessary, the Contractor and the State shall meet to review each audit report promptly after issuance. The Contractor shall respond to each audit report in writing within 30 days from receipt of the report, unless a shorter response time is specified in the report. The Contractor and the State shall develop, agree upon and monitor an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in the audit report.

### **2.115 Errors**

If the audit demonstrates any errors in the documents provided to the State, then the amount in error shall be reflected as a credit or debit on the next invoice and in subsequent invoices until the amount is paid or refunded in full. However, a credit or debit may not be carried for more than four invoices. If a balance remains after four invoices, then the remaining amount shall be due as a payment or refund within 45 days of the last quarterly invoice that the balance appeared on or termination of the contract, whichever is earlier.

In addition to other available remedies, the difference between the payment received and the correct payment amount is greater than 10%, then the Contractor shall pay all of the reasonable costs of the audit.

## **2.120 Warranties**

### **2.121 Warranties and Representations**

The Contractor represents and warrants:

- (a) It is capable in all respects of fulfilling and must fulfill all of its obligations under this Contract. The performance of all obligations under this Contract must be provided in a timely, professional, and workman-like manner and must meet the performance and operational standards required under this Contract.
- (b) The Contract Appendices, Attachments and Exhibits identify the equipment and software and services necessary for the Deliverable(s) to perform and Services to operate in compliance with the Contract's requirements and other standards of performance.
- (c) It is the lawful owner or licensee of any Deliverable licensed or sold to the State by Contractor or developed by Contractor under this Contract, and Contractor has all of the rights necessary to convey to the State the ownership rights or licensed use, as applicable, of any and all Deliverables. None of the Deliverables provided by Contractor to the State under neither this Contract, nor their use by the State shall infringe the patent, copyright, trade secret, or other proprietary rights of any third party.
- (d) If, under this Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor's name), then in addition to Contractor's other responsibilities with respect to the items in this Contract, Contractor must assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer's warranty for the Deliverable.
- (e) The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter into this Contract, on behalf of Contractor.
- (f) It is qualified and registered to transact business in all locations where required.
- (g) Neither the Contractor nor any Affiliates, nor any employee of either, has, must have, or must acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor must notify the State about the nature of the conflict or appearance of impropriety within two days of learning about it.
- (h) Neither Contractor nor any Affiliates, nor any employee of either has accepted or must accept anything of value based on an understanding that the actions of the Contractor or Affiliates or employee on behalf of the State would be influenced. Contractor must not attempt to influence any State employee by the direct or indirect offer of anything of value.
- (i) Neither Contractor nor any Affiliates, nor any employee of either has paid or agreed to pay any person, other than bona fide employees and consultants working solely for Contractor or the Affiliate, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this Contract.



- (j) The prices proposed by Contractor were arrived at independently, without consultation, communication, or agreement with any other Bidder for the purpose of restricting competition; the prices quoted were not knowingly disclosed by Contractor to any other Bidder; and no attempt was made by Contractor to induce any other person to submit or not submit a proposal for the purpose of restricting competition.
- (k) All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the RFP or otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by the financial statements, reports, other information. Since the respective dates or periods covered by the financial statements, reports, or other information, there have been no material adverse changes in the business, properties, financial condition, or results of operations of Contractor.
- (l) All written information furnished to the State by or for the Contractor in connection with this Contract, including its bid, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make the information not misleading.
- (m) It is not in material default or breach of any other contract or agreement that it may have with the State or any of its departments, commissions, boards, or agencies. Contractor further represents and warrants that it has not been a party to any contract with the State or any of its departments that was terminated by the State or the department within the previous five years for the reason that Contractor failed to perform or otherwise breached an obligation of the contract.
- (n) If any of the certifications, representations, or disclosures made in the Contractor's original bid response change after contract award, the Contractor is required to report those changes immediately to the Department of Technology, Management and Budget, Procurement.

#### **2.122 Warranty of Merchantability**

Goods provided by Contractor under this agreement shall be merchantable. All goods provided under this Contract shall be of good quality within the description given by the State, shall be fit for their ordinary purpose, shall be adequately contained and packaged within the description given by the State, shall conform to the agreed upon specifications, and shall conform to the affirmations of fact made by the Contractor or on the container or label.

EXCEPT AS EXPRESSLY PROVIDED IN THE AGREEMENT, ALL SERVICES AND PRODUCTS ARE PROVIDED "AS IS." CONTRACTOR DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

#### **2.123 Warranty of Fitness for a Particular Purpose**

When the Contractor has reason to know or knows any particular purpose for which the goods are required, and the State is relying on the Contractor's skill or judgment to select or furnish suitable goods, there is a warranty that the goods are fit for such purpose.

EXCEPT AS EXPRESSLY PROVIDED IN THE AGREEMENT, ALL SERVICES AND PRODUCTS ARE PROVIDED "AS IS." CONTRACTOR DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

#### **2.124 Warranty of Title**

Contractor shall, in providing goods to the State, convey good title in those goods, whose transfer is right and lawful. All goods provided by Contractor shall be delivered free from any security interest, lien, or encumbrance of which the State, at the time of contracting, has no knowledge. Goods provided by Contractor, under this Contract, shall be delivered free of any rightful claim of any third person by of infringement or the like.

#### **2.125 Equipment Warranty**

To the extent Contractor is responsible under this Contract for maintaining equipment/system(s), Contractor represents and warrants that it shall maintain the equipment/system(s) in good operating condition and shall



undertake all repairs and preventive maintenance according to the applicable manufacturer's recommendations for the period specified in this Contract.

The Contractor represents and warrants that the equipment/system(s) are in good operating condition and operates and performs to the requirements and other standards of performance contained in this Contract, when installed, at the time of Final Acceptance by the State, and for a period of (1) one year commencing upon the first day following Final Acceptance.

Within 5 business days of notification from the State, the Contractor must adjust, repair or replace all equipment that is defective or not performing in compliance with the Contract. The Contractor must assume all costs for replacing parts or units and their installation including transportation and delivery fees, if any.

The Contractor must provide a toll-free telephone number to allow the State to report equipment failures and problems to be remedied by the Contractor.

The Contractor agrees that all warranty service it provides under this Contract must be performed by Original Equipment Manufacturer (OEM) trained, certified and authorized technicians.

The Contractor is the sole point of contact for warranty service. The Contractor warrants that it shall pass through to the State any warranties obtained or available from the original equipment manufacturer, including any replacement, upgraded, or additional equipment warranties.

#### **2.126 Equipment to be New**

If applicable, all equipment provided under this Contract by Contractor shall be new where Contractor has knowledge regarding whether the equipment is new or assembled from new or serviceable used parts that are like new in performance or has the option of selecting one or the other. Equipment that is assembled from new or serviceable used parts that are like new in performance is acceptable where Contractor does not have knowledge or the ability to select one or other, unless specifically agreed otherwise in writing by the State.

#### **2.127 Prohibited Products**

The State will not accept salvage, distressed, outdated or discontinued merchandise. Shipping of such merchandise to any State agency, as a result of an order placed against the Contract, shall be considered default by the Contractor of the terms and conditions of the Contract and may result in cancellation of the Contract by the State. The brand and product number offered for all items shall remain consistent for the term of the Contract, unless DTMB-Procurement has approved a change order pursuant to **Section 2.024**.

#### **2.128 Consequences for Breach**

In addition to any remedies available in law, if the Contractor breaches any of the warranties contained in this section, the breach may be considered as a default in the performance of a material obligation of this Contract.

### **2.130 Insurance**

#### **2.131 Liability Insurance**

The Contractor must provide proof of the minimum levels of insurance coverage as indicated below. The insurance must protect the State from claims that may arise out of or result from the Contractor's performance of services under the terms of this Contract, whether the services are performed by the Contractor, or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable.

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain under this Contract.

All insurance coverage provided relative to this Contract/Purchase Order is PRIMARY and NON-CONTRIBUTING to any comparable liability insurance (including self-insurances) carried by the State.

The insurance must be written for not less than any minimum coverage specified in this Contract or required by law, whichever is greater.



The insurers selected by Contractor must have an A.M. Best rating of A or better, or as otherwise approved in writing by the State, or if the ratings are no longer available, with a comparable rating from a recognized insurance rating agency. All policies of insurance required in this Contract must be issued by companies that have been approved to do business in the State.

See [www.michigan.gov/dleg](http://www.michigan.gov/dleg).

Where specific limits are shown, they are the minimum acceptable limits. If Contractor's policy contains higher limits, the State must be entitled to coverage to the extent of the higher limits.

The Contractor is required to pay for and provide the type and amount of insurance checked  below:

- 1. Commercial General Liability with the following minimum coverage:
  - \$2,000,000 General Aggregate Limit other than Products/Completed Operations
  - \$2,000,000 Products/Completed Operations Aggregate Limit
  - \$1,000,000 Personal & Advertising Injury Limit
  - \$1,000,000 Each Occurrence Limit

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

- 2. If a motor vehicle is used to provide services or products under this Contract, the Contractor must have vehicle liability insurance on any auto including owned, hired and non-owned vehicles used in Contractor's business for bodily injury and property damage as required by law.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

- 3. Workers' compensation coverage must be provided according to applicable laws governing the employees and employers work activities in the state of the Contractor's domicile. If a self-insurer provides the applicable coverage, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, Contractor must provide appropriate certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Any certificates of insurance received must also provide a list of states where the coverage is applicable.

The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision must not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

- 4. Employers liability insurance with the following minimum limits:
  - \$100,000 each accident
  - \$100,000 each employee by disease
  - \$500,000 aggregate disease

- 5. Employee Fidelity, including Computer Crimes, insurance naming the State as a loss payee, providing coverage for direct loss to the State and any legal liability of the State arising out of or related to fraudulent or dishonest acts committed by the employees of Contractor or its Subcontractors, acting alone or in collusion with others, in a minimum amount of one million dollars (\$1,000,000.00) with a maximum deductible of fifty thousand dollars (\$50,000.00).

- 6. Umbrella or Excess Liability Insurance in a minimum amount of ten million dollars (\$10,000,000.00), which must apply, at a minimum, to the insurance required in Subsection 1 (Commercial General Liability) above.



- 7. Professional Liability (Errors and Omissions) Insurance with the following minimum coverage: three million dollars (\$3,000,000.00) each occurrence and three million dollars (\$3,000,000.00) annual aggregate.
- 8. Fire and Personal Property Insurance covering against any loss or damage to the office space used by Contractor for any reason under this Contract, and the equipment, software and other contents of the office space, including without limitation, those contents used by Contractor to provide the Services to the State, up to its replacement value, where the office space and its contents are under the care, custody and control of Contractor. The policy must cover all risks of direct physical loss or damage, including without limitation, flood and earthquake coverage and coverage for computer hardware and software. The State must be endorsed on the policy as a loss payee as its interests appear.

### **2.132 Subcontractor Insurance Coverage**

Except where the State has approved in writing a Contractor subcontract with other insurance provisions, Contractor must require all of its Subcontractors under this Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor's insurance on the coverage required in this Section. Subcontractor(s) must fully comply with the insurance coverage required in this Section. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor's liability or responsibility.

### **2.133 Certificates of Insurance and Other Requirements**

Contractor must furnish to DTMB-Procurement, certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the "Certificates"). The Certificate must be on the standard "accord" form or equivalent. **The Contract Number or the Purchase Order Number must be shown on the Certificate Of Insurance To Assure Correct Filing.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All Certificate(s) must contain a provision indicating that coverage afforded under the policies SHALL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without 30 days prior written notice, except for 10 days for non-payment of premium, having been given to the Director of Procurement, Department of Technology, Management and Budget. The notice must include the Contract or Purchase Order number affected. Before the Contract is signed, and not less than 20 days before the insurance expiration date every year thereafter, the Contractor must provide evidence that the State and its agents, officers and employees are listed as additional insured under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

The Contractor must maintain all required insurance coverage throughout the term of the Contract and any extensions and, in the case of claims-made Commercial General Liability policies, must secure tail coverage for at least three years following the expiration or termination for any reason of this Contract. The minimum limits of coverage specified above are not intended, and must not be construed; to limit any liability or indemnity of Contractor under this Contract to any indemnified party or other persons. Contractor is responsible for all deductibles with regard to the insurance. If the Contractor fails to pay any premium for required insurance as specified in this Contract, or if any insurer cancels or significantly reduces any required insurance as specified in this Contract without the State's written consent, then the State may, after the State has given the Contractor at least 30 days written notice, pay the premium or procure similar insurance coverage from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or the Contractor must pay that cost upon demand by the State.

### **2.140 Indemnification**

#### **2.141 General Indemnification**

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from liability, including all claims and losses, and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties), accruing or resulting to





any person, firm or corporation that may be injured or damaged by the Contractor in the performance of this Contract and that are attributable to the negligence or tortious acts of the Contractor or any of its subcontractors, or by anyone else for whose acts any of them may be liable.

#### **2.142 Code Indemnification**

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor's breach of the No Surreptitious Code Warranty.

#### **2.143 Employee Indemnification**

In any claims against the State of Michigan, its departments, divisions, agencies, sections, commissions, officers, employees and agents, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract must not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in provisions, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other provisions.

#### **2.144 Patent/Copyright Infringement Indemnification**

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that the action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of the equipment, software, commodity or service, or the use or reproduction of any documentation provided with the equipment, software, commodity or service infringes any United States patent, copyright, trademark or trade secret of any person or entity, which is enforceable under the laws of the United States.

In addition, should the equipment, software, commodity, or service, or its operation, become or in the State's or Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor must at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if the option is not reasonably available to the Contractor, (ii) replace or modify to the State's satisfaction the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if the option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

Notwithstanding the foregoing, the Contractor has no obligation to indemnify or defend the State for, or to pay any costs, damages or attorneys' fees related to, any claim based upon (i) equipment developed based on written specifications of the State; (ii) use of the equipment in a configuration other than implemented or approved in writing by the Contractor, including, but not limited to, any modification of the equipment by the State; or (iii) the combination, operation, or use of the equipment with equipment or software not supplied by the Contractor under this Contract.

#### **2.145 Continuation of Indemnification Obligations**

The Contractor's duty to indemnify under this Section continues in full force and effect, notwithstanding the expiration or early cancellation of the Contract, with respect to any claims based on facts or conditions that occurred before expiration or cancellation.

#### **2.146 Indemnification Procedures**

The procedures set forth below must apply to all indemnity obligations under this Contract.

- (a) After the State receives notice of the action or proceeding involving a claim for which it shall seek indemnification, the State must promptly notify Contractor of the claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default



judgment against Contractor. No failure to notify the Contractor relieves the Contractor of its indemnification obligations except to the extent that the Contractor can prove damages attributable to the failure. Within 10 days following receipt of written notice from the State relating to any claim, the Contractor must notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and before the State receiving Contractor's Notice of Election, the State is entitled to defend against the claim, at the Contractor's expense, and the Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during that period.

- (b) If Contractor delivers a Notice of Election relating to any claim: (i) the State is entitled to participate in the defense of the claim and to employ counsel at its own expense to assist in the handling of the claim and to monitor and advise the State about the status and progress of the defense; (ii) the Contractor must, at the request of the State, demonstrate to the reasonable satisfaction of the State, the Contractor's financial ability to carry out its defense and indemnity obligations under this Contract; (iii) the Contractor must periodically advise the State about the status and progress of the defense and must obtain the prior written approval of the State before entering into any settlement of the claim or ceasing to defend against the claim and (iv) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State has the right, at its own expense, to control the defense of that portion of the claim involving the principles of Michigan governmental or public law. But the State may retain control of the defense and settlement of a claim by notifying the Contractor in writing within 10 days after the State's receipt of Contractor's information requested by the State under clause (ii) of this paragraph if the State determines that the Contractor has failed to demonstrate to the reasonable satisfaction of the State the Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State, or any of its subdivisions under this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State under this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.
- (c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State may defend the claim in the manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor must promptly reimburse the State for all the reasonable costs and expenses.

### **2.150 Termination/Cancellation**

#### **2.151 Notice and Right to Cure**

If the Contractor breaches the contract, and the State in its sole discretion determines that the breach is curable, then the State shall provide the Contractor with written notice of the breach and a time period (not less than 30 days) to cure the Breach. The notice of breach and opportunity to cure is inapplicable for successive or repeated breaches or if the State determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage, or destruction of any real or tangible personal property.

#### **2.152 Termination for Cause**

- (a) The State may terminate this contract, for cause, by notifying the Contractor in writing, if the Contractor (i) breaches any of its material duties or obligations under this Contract (including a Chronic Failure to meet any particular SLA), or (ii) fails to cure a breach within the time period specified in the written notice of breach provided by the State
- (b) If this Contract is terminated for cause, the Contractor must pay all costs incurred by the State in terminating this Contract, including but not limited to, State administrative costs, reasonable attorneys' fees and court costs, and any reasonable additional costs the State may incur to procure the Services/Deliverables required by this Contract from other sources. Re-procurement costs are not consequential, indirect or incidental damages, and cannot be excluded by any other terms otherwise included in this Contract, provided the costs are not in excess of 50% more than the prices for the Service/Deliverables provided under this Contract.



- (c) If the State chooses to partially terminate this Contract for cause, charges payable under this Contract shall be equitably adjusted to reflect those Services/Deliverables that are terminated and the State must pay for all Services/Deliverables for which Final Acceptance has been granted provided up to the termination date. Services and related provisions of this Contract that are terminated for cause must cease on the effective date of the termination.
- (d) If the State terminates this Contract for cause under this Section, and it is determined, for any reason, that Contractor was not in breach of contract under the provisions of this section, that termination for cause must be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties must be limited to that otherwise provided in this Contract for a termination for convenience.

### **2.153 Termination for Convenience**

The State may terminate this Contract for its convenience, in whole or part, if the State determines that a termination is in the State's best interest. Reasons for the termination must be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the Services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Services no longer practical or feasible, (c) unacceptable prices for Additional Services or New Work requested by the State, or (d) falsification or misrepresentation, by inclusion or non-inclusion, of information material to a response to any RFP issued by the State. The State may terminate this Contract for its convenience, in whole or in part, by giving Contractor written notice at least 30 days before the date of termination. If the State chooses to terminate this Contract in part, the charges payable under this Contract must be equitably adjusted to reflect those Services/Deliverables that are terminated. Services and related provisions of this Contract that are terminated for convenience must cease on the effective date of the termination.

### **2.154 Termination for Non-Appropriation**

- (a) Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this Contract. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State must terminate this Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State must give Contractor at least 30 days advance written notice of termination for non-appropriation or unavailability (or the time as is available if the State receives notice of the final decision less than 30 days before the funding cutoff).
- (b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise unavailable, the State may, upon 30 days written notice to Contractor, reduce the level of the Services or change the production of Deliverables in the manner and for the periods of time as the State may elect. The charges payable under this Contract shall be equitably adjusted to reflect any equipment, services or commodities not provided by reason of the reduction.
- (c) If the State terminates this Contract, eliminates certain Deliverables, or reduces the level of Services to be provided by Contractor under this Section, the State must pay Contractor for all Work-in-Process performed through the effective date of the termination or reduction in level, as the case may be and as determined by the State, to the extent funds are available. This Section shall not preclude Contractor from reducing or stopping Services/Deliverables or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or Deliverables finally accepted before the effective date of termination.

Customer intends to continue this Agreement for its entire Term and to satisfy its obligations hereunder. For each fiscal period for Customer: (a) Customer agrees to include in its budget request appropriations sufficient to cover Customer's obligations under this Agreement; (b) Customer agrees to use all reasonable and lawful means to secure these appropriations, including but not limited to applying for Universal Service Fund Discounts as described in the Federal Communications Commission Docket No. 96-45; (c) Customer agrees it will not use non-appropriations as a means of terminating this Agreement in order to acquire functionally equivalent products or services from a third party. Customer reasonably





believes that sufficient funds to discharge its obligations can and will lawfully be appropriated and made available for this purpose. In the event that Customer is appropriated insufficient funds, by appropriation, appropriation limitation or grant, to continue payments under this Agreement and has no other funding source lawfully available to it for such purpose (as evidenced by notarized documents provided by Customer and agreed to by Contractor), Customer may terminate this Agreement without incurring an Early Termination Charge or Cancellation Charges by giving Contractor not less than 30 days' prior written notice. Upon termination and to the extent of lawfully available funds, Customer will remit all amounts due and all costs reasonably incurred by Contractor through the date of termination.

#### **2.155 Termination for Criminal Conviction**

The State may terminate this Contract immediately and without further liability or penalty in the event Contractor, an officer of Contractor, or an owner of a 25% or greater share of Contractor is convicted of a criminal offense related to a State, public or private Contract or subcontract.

#### **2.156 Termination for Approvals Rescinded**

The State may terminate this Contract if any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services under Constitution 1963, Article 11, § 5, and Civil Service Rule 7-1. In that case, the State shall pay the Contractor for only the work completed to that point under the Contract. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in the written notice.

#### **2.157 Rights and Obligations upon Termination**

- (a) If the State terminates this Contract for any reason, the Contractor must (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Deliverables or other property derived or resulting from this Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of the State, (d) transfer title in, and deliver to, the State, unless otherwise directed, all Deliverables intended to be transferred to the State at the termination of the Contract and which are resulting from the Contract (which must be provided to the State on an "As-Is" basis except to the extent the amounts paid by the State in respect of the items included compensation to Contractor for the provision of warranty services in respect of the materials), and (e) take any action to mitigate and limit any potential damages, or requests for Contractor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the terminated Contract.
- (b) If the State terminates this Contract before its expiration for its own convenience, the State must pay Contractor for all charges due for Services provided before the date of termination and, if applicable, as a separate item of payment under this Contract, for Work In Process, on a percentage of completion basis at the level of completion determined by the State. All completed or partially completed Deliverables prepared by Contractor under this Contract, at the option of the State, becomes the State's property, and Contractor is entitled to receive equitable fair compensation for the Deliverables. Regardless of the basis for the termination, the State is not obligated to pay, or otherwise compensate, Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.
- (c) Upon a good faith termination, the State may assume, at its option, any subcontracts and agreements for services and deliverables provided under this Contract, and may further pursue completion of the Services/Deliverables under this Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient.

#### **2.158 Reservation of Rights**

Any termination of this Contract or any Statement of Work issued under it by a party must be with full reservation of, and without prejudice to, any rights or remedies otherwise available to the party with respect to any claims arising before or as a result of the termination.

#### **2.160 Termination by Contractor**

#### **2.161 Termination by Contractor**



If the State breaches the Contract, and the Contractor in its sole discretion determines that the breach is curable, then the Contractor will provide the State with written notice of the breach and a time period (not less than 30 days) to cure the breach. The Notice of Breach and opportunity to cure is inapplicable for successive and repeated breaches.

The Contractor may terminate this Contract if the State (i) materially breaches its obligation to pay the Contractor undisputed amounts due and owing under this Contract, (ii) breaches its other obligations under this Contract to an extent that makes it impossible or commercially impractical for the Contractor to perform the Services, or (iii) does not cure the breach within the time period specified in a written notice of breach. But the Contractor must discharge its obligations under **Section 2.160** before it terminates the Contract.

### **2.170 Transition Responsibilities**

#### **2.171 Contractor Transition Responsibilities**

If the State terminates this contract, for convenience or cause, or if the Contract is otherwise dissolved, voided, rescinded, nullified, expires or rendered unenforceable, the Contractor shall comply with direction provided by the State to assist in the orderly transition of equipment, services, software, leases, etc. to the State or a third party designated by the State. If this Contract expires or terminates, the Contractor agrees to make all reasonable efforts to effect an orderly transition of services within a reasonable period of time that in no event will exceed 90 days. These efforts must include, but are not limited to, those listed in **Section 2.150**.

#### **2.172 Contractor Personnel Transition**

The Contractor shall work with the State, or a specified third party, to develop a transition plan setting forth the specific tasks and schedule to be accomplished by the parties, to effect an orderly transition. The Contractor must allow as many personnel as practicable to remain on the job to help the State, or a specified third party, maintain the continuity and consistency of the services required by this Contract. In addition, during or following the transition period, in the event the State requires the Services of the Contractor's subcontractors or vendors, as necessary to meet its needs, Contractor agrees to reasonably, and with good-faith, work with the State to use the Services of Contractor's subcontractors or vendors. Contractor will notify all of Contractor's subcontractors of procedures to be followed during transition.



### **2.173 Contractor Information Transition**

The Contractor shall provide reasonable detailed specifications for all Services/Deliverables needed by the State, or specified third party, to properly provide the Services/Deliverables required under this Contract. The Contractor will provide the State with asset management data generated from the inception of this Contract through the date on which this Contractor is terminated in a comma-delineated format unless otherwise requested by the State. The Contractor will deliver to the State any remaining owed reports and documentation still in Contractor's possession subject to appropriate payment by the State.

### **2.174 Contractor Software Transition**

The Contractor shall reasonably assist the State in the acquisition of any Contractor software required to perform the Services/use the Deliverables under this Contract. This must include any documentation being used by the Contractor to perform the Services under this Contract. If the State transfers any software licenses to the Contractor, those licenses must, upon expiration of the Contract, transfer back to the State at their current revision level. Upon notification by the State, Contractor may be required to freeze all non-critical changes to Deliverables/Services.

Software does not apply to Conferencing Services provided through this Contract.

### **2.175 Transition Payments**

If the transition results from a termination for any reason, the termination provisions of this Contract must govern reimbursement. If the transition results from expiration, the Contractor will be reimbursed for all reasonable transition costs (i.e. costs incurred within the agreed period after contract expiration that result from transition operations) at the rates agreed upon by the State. The Contractor will prepare an accurate accounting from which the State and Contractor may reconcile all outstanding accounts.

### **2.176 State Transition Responsibilities**

In the event that this Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the State agrees to reconcile all accounts between the State and the Contractor, complete any pending post-project reviews and perform any others obligations upon which the State and the Contractor agree.

- (a) Reconciling all accounts between the State and the Contractor;
- (b) Completing any pending post-project reviews.

### **2.180 Stop Work**

#### **2.181 Stop Work Orders**

The State may, at any time, by written Stop Work Order to Contractor, require that Contractor stop all, or any part, of the work called for by the Contract for a period of up to 90 calendar days after the Stop Work Order is delivered to Contractor, and for any further period to which the parties may agree. The Stop Work Order must be identified as a Stop Work Order and must indicate that it is issued under this **Section**. **Upon receipt of the stop work order, Contractor must immediately comply with its terms and take all reasonable steps to minimize incurring costs allocable to the work covered by the Stop Work Order during the period of work stoppage. Within the period of the stop work order, the State must either: (a) cancel the stop work order; or (b) terminate the work covered by the Stop Work Order as provided in Section 2.182.**

#### **2.182 Cancellation or Expiration of Stop Work Order**

The Contractor shall resume work if the State cancels a Stop Work Order or if it expires. The parties shall agree upon an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract shall be modified, in writing, accordingly, if: (a) the Stop Work Order results in an increase in the time required for, or in Contractor's costs properly allocable to, the performance of any part of the Contract; and (b) Contractor asserts its right to an equitable adjustment within 30 calendar days after the end of the period of work stoppage; provided that, if the State decides the facts justify the action, the State may receive and act upon a Contractor proposal submitted at any time before final payment under the Contract. Any adjustment will conform to the requirements of **Section 2.024**.



### **2.183 Allowance of Contractor Costs**

If the Stop Work Order is not canceled and the work covered by the Stop Work Order is terminated for reasons other than material breach, the termination shall be deemed to be a termination for convenience under **Section 2.153**, and the State shall pay reasonable costs resulting from the Stop Work Order in arriving at the termination settlement. For the avoidance of doubt, the State shall not be liable to Contractor for loss of profits because of a Stop Work Order issued under this Section.

### **2.190 Dispute Resolution**

#### **2.191 In General**

Any claim, counterclaim, or dispute between the State and Contractor arising out of or relating to the Contract or any Statement of Work must be resolved as follows. For all Contractor claims seeking an increase in the amounts payable to Contractor under the Contract, or the time for Contractor's performance, Contractor must submit a letter, together with all data supporting the claims, executed by Contractor's Contract Administrator or the Contract Administrator's designee certifying that (a) the claim is made in good faith, (b) the amount claimed accurately reflects the adjustments in the amounts payable to Contractor or the time for Contractor's performance for which Contractor believes the State is liable and covers all costs of every type to which Contractor is entitled from the occurrence of the claimed event, and (c) the claim and the supporting data are current and complete to Contractor's best knowledge and belief.

Contractor's Account Team will communicate any disputed information and cleanup information. Failure to do so by the Contractor's Account Team however will not constitute a breach of contract with the State.

#### **2.192 Informal Dispute Resolution**

(a) All disputes between the parties shall be resolved under the Contract Management procedures in this Contract. If the parties are unable to resolve any dispute after compliance with the processes, the parties must meet with the Director of Procurement, DTMB, or designee, to resolve the dispute without the need for formal legal proceedings, as follows:

- (1) The representatives of Contractor and the State must meet as often as the parties reasonably deem necessary to gather and furnish to each other all information with respect to the matter at issue which the parties believe to be appropriate and germane in connection with its resolution. The representatives shall discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.
  - (2) During the course of negotiations, all reasonable requests made by one party to another for non-privileged information reasonably related to the Contract shall be honored in order that each of the parties may be fully advised of the other's position.
  - (3) The specific format for the discussions shall be left to the discretion of the designated State and Contractor representatives, but may include the preparation of agreed upon statements of fact or written statements of position.
  - (4) Following the completion of this process within 60 calendar days, the Director of Procurement, DTMB, or designee, shall issue a written opinion regarding the issue(s) in dispute within 30 calendar days. The opinion regarding the dispute must be considered the State's final action and the exhaustion of administrative remedies.
- (b) This Section shall not be construed to prevent either party from instituting, and a party is authorized to institute, formal proceedings earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or under Section 2.193.
- (c) The State shall not mediate disputes between the Contractor and any other entity, except state agencies, concerning responsibility for performance of work under the Contract.

#### **2.193 Injunctive Relief**

The only circumstance in which disputes between the State and Contractor shall not be subject to the provisions of **Section 2.192** is where a party makes a good faith determination that a breach of the terms of the Contract by the other party is that the damages to the party resulting from the breach shall be so immediate, so large or severe and so incapable of adequate redress after the fact that a temporary restraining order or other immediate injunctive relief is the only adequate remedy.



### **2.194 Continued Performance**

Each party agrees to continue performing its obligations under the Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute over payment must not be deemed to preclude performance) and without limiting either party's right to terminate the Contract as provided in **Section 2.150**, as the case may be.

## **2.200 Federal and State Contract Requirements**

### **2.201 Nondiscrimination**

In the performance of the Contract, Contractor agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, and marital status, physical or mental disability. Contractor further agrees that every subcontract entered into for the performance of this Contract or any purchase order resulting from this Contract will contain a provision requiring non-discrimination in employment, as specified here, binding upon each Subcontractor. This covenant is required under the Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and any breach of this provision may be regarded as a material breach of the Contract.

### **2.202 Unfair Labor Practices**

Under 1980 PA 278, MCL 423.321, et seq., the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Act. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, shall not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any Contract if, after award of the Contract, the name of Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of Contractor appears in the register.

### **2.203 Workplace Safety and Discriminatory Harassment**

In performing Services for the State, the Contractor shall comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor shall comply with Civil Service regulations and any applicable agency rules provided to the Contractor. For Civil Service Rules, see <http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html>.

### **2.204 Prevailing Wage**

Wages rates and fringe benefits to be paid each class of individuals employed by the Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this Contract in privity of contract with the Contractor shall not be less than the wage rates and fringe benefits established by the Michigan Department of Licensing and Regulatory Affairs, Wage and Hour Division, schedule of occupational classification and wage rates and fringe benefits for the local where the work is to be performed. The term Contractor shall include all general contractors, prime contractors, project managers, trade contractors, and all of their contractors or subcontractors and persons in privity of contract with them.

The Contractor, its subcontractors, their subcontractors and all persons involved with the performance of this contract in privity of contract with the Contractor shall keep posted on the work site, in a conspicuous place, a copy of all wage rates and fringe benefits as prescribed in the Contract. Contractor shall also post, in a conspicuous place, the address and telephone number of the Michigan Department of Licensing and Regulatory Affairs, the agency responsible for enforcement of the wage rates and fringe benefits. Contractor shall keep an accurate record showing the name and occupation of the actual wage and benefits paid to each individual employed in connection with this contract. This record shall be available to the State upon request for reasonable inspection.

If any trade is omitted from the list of wage rates and fringe benefits to be paid to each class of individuals by the Contractor, it is understood that the trades omitted shall also be paid not less than the wage rate and fringe benefits prevailing in the local where the work is to be performed.





## **2.210 Governing Law**

### **2.211 Governing Law**

The Contract shall in all respects be governed by, and construed according to, the substantive laws of the State of Michigan without regard to any Michigan choice of law rules that would apply the substantive law of any other jurisdiction to the extent not inconsistent with, or pre-empted by federal law.

### **2.212 Compliance with Laws**

Contractor shall comply with all applicable state, federal and local laws and ordinances in providing the Services/Deliverables.

### **2.213 Jurisdiction**

Any dispute arising from the Contract shall be resolved in the State of Michigan. With respect to any claim between the parties, Contractor consents to venue in Ingham County, Michigan, and irrevocably waives any objections it may have to the jurisdiction on the grounds of lack of personal jurisdiction of the court or the laying of venue of the court or on the basis of forum non conveniens or otherwise. Contractor agrees to appoint agents in the State of Michigan to receive service of process.

## **2.220 Limitation of Liability**

### **2.221 Limitation of Liability – Deleted Not Applicable**

## **2.230 Disclosure Responsibilities**

### **2.231 Disclosure of Litigation**

Contractor shall disclose any material criminal litigation, investigations or proceedings involving the Contractor (and each Subcontractor) or any of its officers or directors or any litigation, investigations or proceedings under the Sarbanes-Oxley Act. In addition, each Contractor (and each Subcontractor) shall notify the State of any material civil litigation, arbitration or proceeding which arises during the term of the Contract and extensions, to which Contractor (or, to the extent Contractor is aware, any Subcontractor) is a party, and which involves: (i) disputes that might reasonably be expected to adversely affect the viability or financial stability of Contractor or any Subcontractor; or (ii) a claim or written allegation of fraud against Contractor or, to the extent Contractor is aware, any Subcontractor by a governmental or public entity arising out of their business dealings with governmental or public entities. The Contractor shall disclose in writing to the Contract Administrator any litigation, investigation, arbitration or other proceeding (collectively, "Proceeding") within 30 days of its occurrence. Details of settlements that are prevented from disclosure by the terms of the settlement may be annotated. Information provided to the State from Contractor's publicly filed documents referencing its material litigation shall be deemed to satisfy the requirements of this Section.

If any Proceeding disclosed to the State under this Section, or of which the State otherwise becomes aware, during the term of this Contract would cause a reasonable party to be concerned about:

- (a) the ability of Contractor (or a Subcontractor) to continue to perform this Contract according to its terms and conditions, or
- (b) whether Contractor (or a Subcontractor) in performing Services for the State is engaged in conduct which is similar in nature to conduct alleged in the Proceeding, which conduct would constitute a breach of this Contract or a violation of Michigan law, regulations or public policy, then the Contractor must provide the State all reasonable assurances requested by the State to demonstrate that:
  - (1) Contractor and its Subcontractors will be able to continue to perform this Contract and any Statements of Work according to its terms and conditions, and
  - (2) Contractor and its Subcontractors have not and will not engage in conduct in performing the Services which is similar in nature to the conduct alleged in the Proceeding.
- (c) Contractor shall make the following notifications in writing:
  - (1) Within 30 days of Contractor becoming aware that a change in its ownership or officers has occurred, or is certain to occur, or a change that could result in changes in the valuation of its capitalized assets in the accounting records, Contractor must notify DTMB-Procurement.



- (2) Contractor shall also notify DTMB Procurement within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership or officers.
- (3) Contractor shall also notify DTMB-Procurement within 30 days whenever changes to company affiliations occur.

### **2.232 Call Center Disclosure**

Contractor and/or all subcontractors involved in the performance of this Contract providing call or contact center services to the State shall disclose the location of its call or contact center services to inbound callers. Failure to disclose this information is a material breach of this Contract.

### **2.233 Bankruptcy**

The State may, without prejudice to any other right or remedy, terminate this Contract, in whole or in part, and, at its option, may take possession of the "Work in Process" and finish the Works in Process by whatever appropriate method the State may deem expedient if:

- (a) the Contractor files for protection under the bankruptcy laws;
- (b) an involuntary petition is filed against the Contractor and not removed within 30 days;
- (c) the Contractor becomes insolvent or if a receiver is appointed due to the Contractor's insolvency;
- (d) the Contractor makes a general assignment for the benefit of creditors; or
- (e) the Contractor or its affiliates are unable to provide reasonable assurances that the Contractor or its affiliates can deliver the services under this Contract.

Contractor will fix appropriate notices or labels on the Work in Process to indicate ownership by the State. To the extent reasonably possible, materials and Work in Process shall be stored separately from other stock and marked conspicuously with labels indicating ownership by the State.

Only if there is a degradation of Service or failure to deliver Service as a result of a bankruptcy, The Contractor will allow Customer to terminate for Cause pursuant to the applicable Service Level Agreement, Service Schedule, and/or Tariff.

## **2.240 Performance**

### **2.241 Time of Performance**

- (a) Contractor shall use commercially reasonable efforts to provide the resources necessary to complete all Services and Deliverables according to the time schedules contained in the Statements of Work and other Exhibits governing the work, and with professional quality.
- (b) Without limiting the generality of **Section 2.241**, Contractor shall notify the State in a timely manner upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion of any Deliverables/Services on the scheduled due dates in the latest State-approved delivery schedule and must inform the State of the projected actual delivery date.
- (c) If the Contractor believes that a delay in performance by the State has caused or will cause the Contractor to be unable to perform its obligations according to specified Contract time periods, the Contractor must notify the State in a timely manner and must use commercially reasonable efforts to perform its obligations according to the Contract time periods notwithstanding the State's failure. Contractor will not be in default for a delay in performance to the extent the delay is caused by the State.

### **2.242 Reserved**

### **2.243 Reserved**



## **2.244 Excusable Failure**

Neither party will be liable for any default, damage or delay in the performance of its obligations under the Contract to the extent the default, damage or delay is caused by government regulations or requirements (executive, legislative, judicial, military or otherwise), power failure, electrical surges or current fluctuations, lightning, earthquake, war, water or other forces of nature or acts of God, delays or failures of transportation, equipment shortages, suppliers' failures, or acts or omissions of common carriers, fire; riots, civil disorders; strikes or other labor disputes, embargoes; injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of a party; provided the non-performing party and its Subcontractors are without fault in causing the default or delay, and the default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans.

If a party does not perform its contractual obligations for any of the reasons listed above, the non-performing party will be excused from any further performance of its affected obligation(s) for as long as the circumstances prevail. But the party must use commercially reasonable efforts to recommence performance whenever and to whatever extent possible without delay. A party must promptly notify the other party in writing immediately after the excusable failure occurs, and also when it abates or ends.

If any of the above-enumerated circumstances substantially prevent, hinder, or delay the Contractor's performance of the Services/provision of Deliverables for more than 10 Business Days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected Services/Deliverables from an alternate source, and the State is not be liable for payment for the unperformed Services/ Deliverables not provided under the Contract for so long as the delay in performance continues; (b) the State may terminate any portion of the Contract so affected and the charges payable will be equitably adjusted to reflect those Services/Deliverables terminated; or (c) the State may terminate the affected Statement of Work without liability to Contractor as of a date specified by the State in a written notice of termination to the Contractor, except to the extent that the State must pay for Services/Deliverables provided through the date of termination.

The Contractor will not have the right to any additional payments from the State as a result of any Excusable Failure occurrence or to payments for Services not rendered/Deliverables not provided as a result of the Excusable Failure condition. Defaults or delays in performance by Contractor which are caused by acts or omissions of its Subcontractors will not relieve Contractor of its obligations under the Contract except to the extent that a Subcontractor is itself subject to an Excusable Failure condition described above and Contractor cannot reasonably circumvent the effect of the Subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

## **2.250 Approval of Deliverables**

### **2.251 RESERVED**

### **2.252 RESERVED**

### **2.253 Approval of Deliverables, In General**

All Deliverables (Written Deliverables and Custom Software Deliverables) require formal written approval by the State, in accordance with the following procedures. Formal approval by the State requires that the Deliverable be confirmed in writing by the State to meet its specifications. The parties acknowledge that the approval process set forth herein will be facilitated by ongoing consultation between the parties, visibility of interim and intermediate Deliverables and collaboration on key decisions.

The State's obligation to comply with any State Review Period is conditioned on the timely delivery of Deliverables being reviewed. If Contractor fails to provide a Deliverable to the State in a timely manner, the





State will nevertheless use commercially reasonable efforts to complete its review or testing within the applicable State Review Period.

Before commencement of its review or testing of a Deliverable, the State may inspect the Deliverable to confirm that all components of the Deliverable (e.g., software, associated documentation, and other materials) have been delivered. If the State determines that the Deliverable is incomplete, the State may refuse delivery of the Deliverable without performing any further inspection or testing of the Deliverable. Otherwise, the review period will be deemed to have started on the day the State receives the Deliverable and the applicable certification by Contractor in accordance with this Section.

The State will approve in writing a Deliverable upon confirming that it conforms to and, in the case of a Custom Software Deliverable, performs in accordance with, its specifications without material deficiency. The State may, but shall not be required to, conditionally approve in writing a Deliverable that contains material deficiencies if the State elects to permit Contractor to rectify them post-approval. In any case, Contractor will be responsible for working diligently to correct within a reasonable time at Contractor's expense all deficiencies in the Deliverable that remain outstanding at the time of State approval.

If, after three (3) opportunities (the original and two repeat efforts), Contractor is unable to correct all deficiencies preventing State approval of a Deliverable, the State may: (i) demand that Contractor cure the failure and give Contractor additional time to cure the failure at the sole expense of Contractor; or (ii) keep this Contract in force and do, either itself or through other parties, whatever Contractor has failed to do, in which event Contractor shall bear any excess expenditure incurred by the State in so doing beyond the contract price for such Deliverable and will pay the State an additional sum equal to ten percent (10%) of such excess expenditure to cover the State's general expenses without the need to furnish proof in substantiation of such general expenses; or (iii) terminate this Contract for default, either in whole or in part by notice to Contractor (and without the need to afford Contractor any further opportunity to cure). Notwithstanding the foregoing, the State shall not use, as a basis for exercising its termination rights under this Section, deficiencies discovered in a repeat State Review Period that could reasonably have been discovered during a prior State Review Period.

The State, at any time and in its own discretion, may halt the UAT or approval process if such process reveals deficiencies in or problems with a Deliverable in a sufficient quantity or of a sufficient severity as to make the continuation of such process unproductive or unworkable. In such case, the State may return the applicable Deliverable to Contractor for correction and re-delivery prior to resuming the review or UAT process and, in that event, Contractor will correct the deficiencies in such Deliverable in accordance with the Contract, as the case may be.

Approval in writing of a Deliverable by the State shall be provisional; that is, such approval shall not preclude the State from later identifying deficiencies in, and declining to accept, a subsequent Deliverable based on or which incorporates or inter-operates with an approved Deliverable, to the extent that the results of subsequent review or testing indicate the existence of deficiencies in the subsequent Deliverable, or if the Application of which the subsequent Deliverable is a component otherwise fails to be accepted pursuant to **Section 2.080**.

Software is not offered through this Contract.

#### **2.254 RESERVED**

#### **2.255 RESERVED**

#### **2.256 RESERVED**

#### **2.260 Ownership**

##### **2.261 Ownership of Work Product by State**

The State owns all Deliverables, as they are work made for hire by the Contractor for the State. The State owns all United States and international copyrights, trademarks, patents or other proprietary rights in the Deliverables.



### **2.262 Vesting of Rights**

Contractor does not and may not assert ownership of any United States and international copyrights, trademarks, patents, or other intellectual property rights in the work for hire, and insofar as legally necessary, Contractor shall execute and deliver the necessary assignments, confirmations of assignment, or other written instruments as the State may request. The State may obtain and hold in its own name all copyright, trademark, and patent registrations and other evidence of rights that may be available for any works for hire.

### **2.263 Rights in Data**

The State is the owner of all data made available by the State to the Contractor or its agents, Subcontractors or representatives under the Contract. The Contractor will not use the State's data for any purpose other than providing the Services, nor will any part of the State's data be disclosed, sold, assigned, leased or otherwise disposed of to the general public or to specific third parties or commercially exploited by or on behalf of the Contractor. No employees of the Contractor, other than those on a strictly need-to-know basis, have access to the State's data. Contractor will not possess or assert any lien or other right against the State's data. Without limiting the generality of this Section, the Contractor must only use personally identifiable information as strictly necessary to provide the Services and must disclose the information only to its employees who have a strict need-to-know the information. The Contractor must comply at all times with all laws and regulations applicable to the personally identifiable information.

The State is the owner of all State-specific data under the Contract. The State may use the data provided by the Contractor for any purpose. The State will not possess or assert any lien or other right against the Contractor's data. Without limiting the generality of this Section, the State may use personally identifiable information only as strictly necessary to utilize the Services and must disclose the information only to its employees who have a strict need to know the information, except as provided by law. The State must comply at all times with all laws and regulations applicable to the personally identifiable information. Other material developed and provided to the State remains the State's sole and exclusive property.

### **2.264 Ownership of Materials**

The State and the Contractor will continue to own their respective proprietary technologies developed before entering into the Contract. Any hardware bought through the Contractor by the State, and paid for by the State, will be owned by the State. Any software licensed through the Contractor and sold to the State, will be licensed directly to the State.

### **2.270 State Standards**

#### **2.271 Existing Technology Standards**

The Contractor will adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at <http://www.michigan.gov/dit>.

#### **2.272 Acceptable Use Policy**

To the extent that Contractor has access to the State computer system, Contractor must comply with the State's Acceptable Use Policy, see <http://www.michigan.gov/ditservice>. All Contractor employees must be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State system. The State reserves the right to terminate Contractor's access to the State system if a violation occurs.

#### **2.273 Systems Changes**

Contractor is not responsible for and not authorized to make changes to any State systems without written authorization from the Project Manager. Any changes Contractor makes to State systems with the State's approval must be done according to applicable State procedures, including security, access and configuration management procedures.

### **2.280 Extended Purchasing**

#### **2.281 MiDEAL (Michigan Delivery Extended Agreements Locally)**

Public Act 431 of 1984 permits MDTMB to provide purchasing services to any city, village, county, township, school district, intermediate school district, non-profit hospital, institution of higher education, community, or



junior college. A current listing of approved program members is available at: [www.michigan.gov/buymichiganfirst](http://www.michigan.gov/buymichiganfirst). Unless otherwise stated, the Contractor must ensure that the non-state agency is an authorized purchaser before extending the Contract pricing.

The Contractor will supply Contract Services and equipment to these local governmental agencies at the established State of Michigan contract prices and terms to the extent applicable and where available. The Contractor must send its invoices to, and pay the local unit of government, on a direct and individual basis.

To the extent that authorized local units of government purchase quantities of Services and/or equipment under this Contract, the quantities of Services and/or equipment purchased will be included in determining the appropriate rate wherever tiered pricing based on quantity is provided.

Please Visit Mi DEAL at [www.michigan.gov/buymichiganfirst](http://www.michigan.gov/buymichiganfirst) under MiDeal.

Estimated requirements for authorized local units of government are not included.

Contractor complies to this provision provided Contractor has identified at its sole discretion that the authorized purchaser is eligible to purchase under this agreement.

## **2.282 RESERVED**

### **2.290 Environmental Provision**

## **2.291 RESERVED**

### **2.300 Deliverables**

## **2.301 RESERVED**

## **2.302 RESERVED**

### **2.310 Software Warranties**

## **2.311 RESERVED**

## **2.312 RESERVED**

## **2.313 RESERVED**

## **2.314 RESERVED**

## **2.315 RESERVED**

### **2.320 Software Licensing**

#### **2.321 Cross-License, Deliverables Only, License to Contractor**

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and exercise its full rights in the Deliverables, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables.

#### **2.322 Cross-License, Deliverables and Derivative Work, License to Contractor**

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable and/or Derivative Work now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and/or Derivative Work and exercise its full rights in the Deliverables and/or Derivative Work, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables and/or Derivative Work.



### **2.323 License Back to the State**

Unless otherwise specifically agreed to by the State, before initiating the preparation of any Deliverable that is a Derivative of a preexisting work, the Contractor shall cause the State to have and obtain the irrevocable, nonexclusive, worldwide, royalty-free right and license to (1) use, execute, reproduce, display, perform, distribute internally or externally, sell copies of, and prepare Derivative Works based upon all preexisting works and Derivative Works thereof, and (2) authorize or sublicense others from time to time to do any or all of the foregoing.

### **2.324 License Retained by Contractor**

Contractor grants to the State a non-exclusive, royalty-free, site-wide, irrevocable, transferable license to use the Software and related documentation according to the terms and conditions of this Contract. For the purposes of this license, "site-wide" includes any State of Michigan office regardless of its physical location.

The State may modify the Software and may combine such with other programs or materials to form a derivative work. The State will own and hold all copyright, trademarks, patent and other intellectual property rights in any derivative work, excluding any rights or interest in Software other than those granted in this Contract.

The State may copy each item of Software to multiple hard drives or networks unless otherwise agreed by the parties.

The State will make and maintain no more than one archival copy of each item of Software, and each copy will contain all legends and notices and will be subject to the same conditions and restrictions as the original. The State may also make copies of the Software in the course of routine backups of hard drive(s) for the purpose of recovery of hard drive contents.

In the event that the Contractor shall, for any reason, cease to conduct business, or cease to support the Software, the State shall have the right to convert these licenses into perpetual licenses, with rights of quiet enjoyment, but subject to payment obligations not to exceed the then current rates.

### **2.325 Pre-existing Materials for Custom Software Deliverables**

Neither Contractor nor any of its Subcontractors shall incorporate any preexisting materials (including Standard Software) into Custom Software Deliverables or use any pre-existing materials to produce Custom Software Deliverables if such pre-existing materials will be needed by the State in order to use the Custom Software Deliverables unless (i) such pre-existing materials and their owners are identified to the State in writing and (ii) such pre-existing materials are either readily commercially available products for which Contractor or its Subcontractor, as the case may be, has obtained a license (in form and substance approved by the State) in the name of the State, or are materials that Contractor or its Subcontractor, as the case may be, has the right to license to the State and has licensed to the State on terms and conditions approved by the State prior to using such pre-existing materials to perform the Services.

### **2.330 Source Code Escrow**

#### **2.331 Definition**

"Source Code Escrow Package" shall mean:

- (a) A complete copy in machine-readable form of the source code and executable code of the Licensed Software, including any updates or new releases of the product;
- (b) A complete copy of any existing design documentation and user documentation, including any updates or revisions; and/or
- (c) Complete instructions for compiling and linking every part of the source code into executable code for purposes of enabling verification of the completeness of the source code as provided below. Such instructions shall include precise identification of all compilers, library packages, and linkers used to generate executable code.



### **2.332 Delivery of Source Code into Escrow**

Contractor shall deliver a Source Code Escrow Package to the Escrow Agent, pursuant to the Escrow Contract, which shall be entered into on commercially reasonable terms subject to the provisions of this Contract within (30) thirty days of the execution of this Contract.

### **2.333 Delivery of New Source Code into Escrow**

If at any time during the term of this Contract, the Contractor provides a maintenance release or upgrade version of the Licensed Software, Contractor shall within ten (10) days deposit with the Escrow Agent, in accordance with the Escrow Contract, a Source Code Escrow Package for the maintenance release or upgrade version, and provide the State with notice of the delivery.

### **2.334 Verification**

The State reserves the right at any time, but not more than once a year, either itself or through a third party contractor, upon thirty (30) days written notice, to seek verification of the Source Code Escrow Package.

### **2.335 Escrow Fees**

The Contractor will pay all fees and expenses charged by the Escrow Agent.

### **2.336 Release Events**

The Source Code Escrow Package may be released from escrow to the State, temporarily or permanently, upon the occurrence of one or more of the following:

- (a) The Contractor becomes insolvent, makes a general assignment for the benefit of creditors, files a voluntary petition of bankruptcy, suffers or permits the appointment of a receiver for its business or assets, becomes subject to any proceeding under bankruptcy or insolvency law, whether domestic or foreign;
- (b) The Contractor has wound up or liquidated its business voluntarily or otherwise and the State has reason to believe that such events will cause the Contractor to fail to meet its warranties and maintenance obligations in the foreseeable future;
- (c) The Contractor voluntarily or otherwise discontinues support of the provided products or fails to support the products in accordance with its maintenance obligations and warranties.

### **2.337 Release Event Procedures**

If the State desires to obtain the Source Code Escrow Package from the Escrow Agent upon the occurrence of an Event in this **Section**, then:

- (a) The State shall comply with all procedures in the Escrow Contract;
- (b) The State shall maintain all materials and information comprising the Source Code Escrow Package in confidence in accordance with this Contract;
- (c) If the release is a temporary one, then the State shall promptly return all released materials to Contractor when the circumstances leading to the release are no longer in effect.

### **2.338 License**

Upon release from the Escrow Agent pursuant to an event described in this **Section**, the Contractor automatically grants the State a non-exclusive, irrevocable license to use, reproduce, modify, maintain, support, update, have made, and create Derivative Works. Further, the State shall have the right to use the Source Code Escrow Package in order to maintain and support the Licensed Software so that it can be used by the State as set forth in this Contract.

### **2.339 Derivative Works**

Any Derivative Works to the source code released from escrow that are made by or on behalf of the State shall be the sole property of the State. The State acknowledges that its ownership rights are limited solely to the Derivative Works and do not include any ownership rights in the underlying source code.



ATTACHMENT 3

ENTERPRISE CONFERENCING REQUIREMENTS WORKSHEET

A Req · No.	B Requirement	C Mandatory(M) Expected(E) Optional(O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
<b>1. Product Procurement</b>					
1.	The Contractor must provide sales engineer support for the procurement of all Audio, Video and Web conferencing equipment and services at no additional cost to the State of Michigan (SOM).	M	Y	A	
2.	The Contractor must provide access to sales engineer support between 8:00 A.M. and 5:00 P.M. on normal SOM business days.	M	Y	A	
3.	The Contractor must provide sales engineer support for design and application of all Audio, Video and Web conferencing equipment and services at no additional cost to the SOM.	M	Y	A	
4.	The sales engineer support must include providing product specification, product comparisons, and product capabilities; and fit to all SOM requirements.	E	Y	A	





A Req. No.	B Requirement	C Mandatory(M) Expected (E) Optional (O)	D Req. Response (Yes / No)	E Response (A, B, C, D,E)	F Comments
5.	The sales engineer support must include providing compatibility and interoperability considerations with existing SOM infrastructure and products.	M	Y	A	
6.	The Contractor must provide a complete installation and configuration documentation library.	E	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
7.	The Contractor must provide price quotes for all products and services requested by the SOM.	M	Y	A	
8.	Price quotes provided by the Contractor must be valid for a minimum of 60 days.	M	Y	A	
9.	The Contractor is to invoice all SOM agencies and local governmental entities on an individual basis.	M	Y	A	
10.	The Contractor must provide a comprehensive range of Conferencing products, including hardware, software and software appliances, to meet the SOM needs.	E	Y	A	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
11	The Contractor must be able to provide emerging Conferencing products/technology.	E	Y	A	
12	All products must be new, unless refurbished equipment is requested by the SOM, and provided with manufacturers 'standard warranty.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
13	A. All infrastructure materials must meet American National Standards Institute (ANSI), Telecommunications Industry Association (TIA)/ Electronic Industries Association (EIA) and Building Industry Consulting Services, International (BICSI) standards.	M	Y	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers.
14	The Contractor must provide products that are Underwriters Laboratory (UL) listed.	M	Y	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers.
15	The Contractor must provide products and materials that are 100% free of defects.	M	Y	E	CTL is not providing hardware





A Req No.	B Requirement	C Mandatory(M) Expected(E) Optional(O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
16	The Contractor must provide products at the highest functional manufacturer's issue and revision levels at time of order. Must be compatible with the infrastructure to which it will be used.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
17	All software must be at the highest functional manufacturers release and revision levels at time of order. Must be compatible with the infrastructure to which it will be used.	M	Y	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
18	The Contractor must provide replacement parts that are at the highest compatible serviceable revision level. Must be compatible with the infrastructure to which it will be used.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
19	Replacement parts and equipment must carry the same warranty whether refurbished or new.	O	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
20	The Contractor will adhere to the SOM formal process for ordering products.	M	Y	A	



A	B	C	D	E	F
Req · No.	Requirement	Mandatory( M) Expected (E) Optional (O)	Req. Respo nse (Yes / No)	Respon se (A, B, C, D,E)	Comments
21	The Contractor must have an online system for tracking orders and assign a tracking number to all orders placed by the State.	M	Y	A	
22	The Contractor must include the SOM Purchase Order (PO) # on all orders, invoices and shipping labels.	M	Y	A	



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
23.	The Contractor will allow the SOM access to the online order tracking system.	M	Y	A	<p>CenturyLink provides a private, secure website that serves as a central location for scheduling, managing, and reporting of all of the customers' conference call activity, called the Conference Control Center (CCC). It is your one-stop online conference center, where you can schedule and join audio and web conferences, launch instant conferences, build a content library for web meetings, create and edit new users, conferences, and access detailed reports. The Conference Control Center (CCC) provides productivity-boosting benefits to companies and their employees. Each company can have its own Conference Control Center (CCC) with a personalized URL. With the Conference Control Center (CCC), administrators and users can store and access conference-related content such as presentations, files, polling questions, and registration and evaluation templates used for conferencing meetings. If you choose one of our web conferencing options, you may schedule and manage those meetings from the CenturyLink web interface as well. Administrators can monitor usage and manage user accounts. The following are additional features that are provided via the Conference Control Center (CCC): Provision new end-user accounts, edit existing accounts, disable terminated accounts; Always available meetings, allowing the moderator to create, view and manage their reservationless meetings on-demand; Online audio controls for phone meetings; Schedule meetings, in advance, with a specific date and time; Access recordings of prior meetings; Help menu on every web page to access support resources at any time; Pre- and Post-Meeting Options; Upload PowerPoint or other file formats for collaboration in meetings; Create and manage attendee registrations and evaluations; Upload attendee lists to track participation in operator-managed events; Display of daily meetings; Brief product tutorials and training to quickly learn tips and best practices; Help button – select this button accessible at the top of every page to find valuable resources such as user guides, product system requirements, live chat with one of our agents and <i>the ability to submit a help ticket</i>; <i>Site Maintenance notifications – prior to planned outages to upgrade our systems, all clients will see a prominent message the first time they log into the site after we have published the dates and times of the future outage</i>; <i>Event RSVP reporting – for operator assisted audio events that include participant RSVP</i>. <i>Modem-to-Remote</i> indicates</p>



A Req · No.	B Requirement	C Mandatory(M) Expected(E) Optional(O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
24.	The Contractor will use a carrier which has an ordering system that allows for the SOM to track product shipments online through a Web interface or portal.	E	Y	A	
25.	The Contractor must ensure that shipping costs are included in the product price.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
26.	The Contractor must ensure products are shipped in appropriate protective packaging.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
27.	All products must ship with the appropriate installation and user guides included.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
28.	The Contractor will commit to an agreed upon delivery time frame for products.	E	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.



A Req · No.	B Requirement	C Mandatory(M) Expected(E) Optional(O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
29	The Contractor will notify the SOM within 48 hours of product delivery.	E	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
30	The Contractor will notify via telephone or email the contact person who will be receiving the shipment.	E	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
31	The Contractor must ensure delivery of product(s) between 7:30 A.M. and 4:00 p.m. on business days.	E	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
32	The Contractor must replace at its own expense any products delivered defective or damaged during the shipment process.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
33	All data, materials, documentation and other products prepared or acquired by the Contractor as a result of this contract must belong exclusively to the SOM.	E	Y	A	



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
34.	The Contractor must commit that at the end or termination of the contract to transfer ownership of (or provide other alternatives to the SOM) any SOM equipment the Contractor is managing during the execution of the contract.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
<b>2. Support Services</b>					
35.	All documentation provided by the Contractor must be in the Microsoft Office suite (e.g. Project, Word, Excel, etc.) or PDF format.	E	Y	A	
36.	The Primary Contractor(s) must be the single point of contact for all service providers including sub-contractors.	M	Y	A	
37.	The Contractor must provide a single point of contact for all maintenance related issues.	M	Y	A	



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
38.	The Contractor must work with the State to provide the State with a technical work plan (Work Breakdown Structure (WBS) to include all project tasks for Contractor and SOM) prior to the start of each installation or complex project.	M	Y	A	
39.	The Contractor must analyze the current conferencing technologies and develop plans and strategies for how the SOM can improve and leverage new and collaborative technologies. (e.g. desktop video and streaming video)	E	Y	A	
40.	The Contractor must provide strategies and best practice methods used to mitigate security risks introduced by peer-to-peer collaboration tools or services.	E	Y	A	
41.	The Contractor must provide complete system architecture and design services for the implementation of audio, video and web conferencing equipment. To Include "To-Be" and "As-Built" diagrams.	M	Y	A	See attachment 5



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
42.	The Contractor must provide design services for Video Conference rooms.	M	N	A	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
43.	The Contractor must provide system integration services for all conferencing technologies. To include all of SOM current environment and any new/emerging technologies purchased thru the Contractor.	M	Y	A	
44.	The Contractor must provide installation services for all Conferencing related hardware and software purchased through the contract.	M	Y	A	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
45.	The Contractor must provide services to configure new hardware and software for all conferencing technologies.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.





A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
46	The Contractor must provide installation services to reconfigure and optimize existing hardware and software.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
47	The Contractor must provide a Subject Matter Expert (SME) for Audio, Video and Web conferencing related technologies.	E	Y	A	Centurylink has a team of conferencing SME's dedicated to supporting CenturyLink Conferencing. The SME's include Account Executives, Account Development Managers, Sales Engineers, Service Delivery Managers, Product Managers and Project Managers who oversee all aspects of Implementation.
48	The Contractor will be responsible for obtaining all required authorizations prior to the start of each project.	E	Y	A	
49	The Contractor will maintain a clean work area free of debris and trash.	E	Y	A	
50	The Contractor must be responsible for providing all transportation; hauling and hoisting required to perform maintenance.	M	Y	A	
51	The Contractor is responsible for the repair of any damage caused to the facility as a result of the Contractor's activities. Restoration must be equal to or better than the condition of the facility prior to the project.	M	Y	A	



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
52.	The Contractor is responsible for providing all supervision, labor, tools and toolsets, equipment, hardware, software, cabling materials, transportation, and miscellaneous materials as part of the contract and/or required to perform maintenance.	E	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
53.	The Contractor and their representatives must follow and adhere to all Occupational Safety and Health Administration (OSHA) and (MIOSHA) Michigan Occupational Safety and Health Administration MIOSHA requirements and standards.	M	Y	A	
54.	The Contractor must ensure services provided meets ANSI, EIA/TIA and BICSI standards.	M	Y	A	
55.	The Contractor must ensure all applicable National Electrical Codes must be met.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
56.	The Contractor will not compromise safe working techniques and/or environments during any portion of the work being performed.	E	Y	A	
57.	The Contractor must be a designated Polycom Partner.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
58.	The Contractor must provide a technical support help desk to report problems and get technical assistance with conferencing related issues.	M	Y	A	<p>CenturyLink's Customer Support Organization provides 24x7x365 service to our clients. As a service organization, our customer service teams play a major role in managing customer relationships by providing value-added services to our clients. CenturyLink's world-class, one-stop global support provides our customers and their users:</p> <ul style="list-style-type: none"> <li>• Associates in support centers around the world, supporting 10 languages</li> <li>• Multi-modal – phone (*0), e-mail, web or chat – delivering support through whichever communication channel your end-users prefer</li> <li>• Complete self-service support portal with FAQs, online tutorials, and other solution-specific support information</li> <li>• Integrated 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> tier support for all applications, including management of 3<sup>rd</sup> tier escalations to technology partners</li> </ul>



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
59	The Contractor must provide a technical support help desk which is available during normal SOM business hours, excluding State holidays. (7:00 A.M. – 8:00 P.M. EST Monday-Friday)	M	Y	A	CenturyLink’s Customer Support Organization provides 24x7x365 service to our clients. As a service organization, our customer service teams play a major role in managing customer relationships by providing value-added services to our clients. CenturyLink’s world-class, one-stop global support provides our customers and their users: <ul style="list-style-type: none"> <li>• Associates in support centers around the world, supporting 10 languages</li> <li>• Multi-modal – phone (*0), e-mail, web or chat – delivering support through whichever communication channel your end-users prefer</li> <li>• Complete self-service support portal with FAQs, online tutorials, and other solution-specific support information</li> <li>• Integrated 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> tier support for all applications, including management of 3<sup>rd</sup> tier escalations to technology partners</li> </ul>
60	The Contractor must provide a technical support help desk that is available by telephone through a toll-free number.	M	Y	A	Support can be accessed 24x7x365 via online chat, email or telephone (866) 548-3203.
61	The Contractor will provide a secure Web based tracking and reporting tool which will include trouble ticket initiation, trouble ticket history tracking, resolution status, and response times.	E	Y	A	
62	The Contractor will provide the State visibility into the Web based tracking system for trouble ticket tracking and management.	O	Y	A	



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D,E)	Comments
63.	The Contractor must provide a technical support help desk with the capability to remotely access system connections, diagnose, and solve problems and participant issues.	E	Y	A	Support can be accessed 24x7x365 via online chat, email or telephone (866) 548-3203.
64.	The Contractor will provide a technical support help desk that is staffed with people who possess excellent English language and communication skills.	E	Y	A	Support can be accessed 24x7x365 via online chat, email or telephone (866) 548-3203.  CenturyLink provides multi-lingual support with English available via all Customer Care sites globally.
65.	The Contractor must provide the capability to submit service requests through email.	E	Y	A	
66.	The Contractor will provide details of customer problem reporting via confirmation email back to the customer.	E	Y	A	



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
67.	The Contractor must have the capability to immediately assist and trouble shoot during a live conference.	M	Y	A	<p>For end users on our Reservationless Audio platform, CenturyLink Web Conferencing Service, Adobe and WebEX, an operator can be reached by the moderator and conference participants by pushing * 0 on their telephone keypad. The operator can assist with both audio and web issues. In the event a problem cannot be solved during a live conference, a trouble ticket will be opened.</p> <p>For end users on the operator attended platforms the following is provided:</p> <ul style="list-style-type: none"> <li>• A behind the scenes comm line is available for a designated employee to speak with an operator in a conversation that is separate from the main conference</li> <li>• Host Controls allows the moderator to chat behind the scenes with an operator</li> <li>• Operators are actively monitoring these conferences</li> </ul>



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
68.	The Contractor will provide the SOM with the details of their problem resolution procedures if requested.	E	Y	A	<p>Correct issue documentation and immediate notification is critical to ensure proper resolution of any service-impacting issue. Company-wide, CenturyLink utilizes the Service Now system to track and monitor service-impacting issues. Whenever a problem occurs, a trouble ticket is opened and worked through resolution. Agents will engage all applicable CenturyLink personnel, including NOC (Network Operations Center) agents when required, to research the problem, determine a course of action and facilitate a resolution. If the problem had any impact on the customer's services, they will be contacted immediately. Information regarding the service issue is communicated to the customer, specifying the cause, solution and resolution. If the issue was due to human error, all applicable parties will be advised of the appropriate action to take should the incident re-occur. Trouble incidents are continuously reviewed for trending, root cause analysis and many other types of analysis. Our Service Experience Management Team trends moderators who are having reoccurring issues, regardless of service level. They then work with Sales and Global Service Management to determine action items to resolve issues not only from their most recent call but all conferences going forward. The following is an overview of CenturyLink's escalation protocol for service impacting issues: CenturyLink will provide NOCC (Network Operations Control Center) personnel, as a point of contact for any service issue deemed "Critical". The following provides an overview of CenturyLink's Service Failure classifications and escalation protocol: Critical - A Critical Service Issue is one that requires immediate attention, as it impacts normal service capabilities. Critical Service Issues are given the highest escalation priority and are responded to immediately. Major - A Major Service Issue is one that impacts service functionality and circumvention is not available. Major Service Issues are given "High" priority. Should an acceptable outcome not be provided within a timely window, a Major Service Issue will be escalated to a Critical Service Issue and will be attended to by NOCC professionals. Medium - A Medium Service Issue is classified as a limited, non-critical service issue, however is key to the services' daily functionality. Medium Service Issues are answered in a timeframe mutually agreed-upon in a SLA between SOM and CenturyLink. Medium Service Issues will be escalated to a Major Service Issue if not resolved within the agreed-upon</p>



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
69	The Contractor must have and provide a documented formal process for handling problem escalation and resolution.	M	Y	A	
70	The Contractor must provide a regularly updated service escalation procedures; including names and telephone numbers of persons to be notified, response times for initial call response, on-site personnel response, resolution, and average time as well as a not-to-exceed time frame for each type of response. Support up to and including manufacturer support should be included.	M	Y	A	
71	The Contractor must notify the designated State representative of any and all escalation actions when they occur.	M	Y	A	
72	The Contractor must coordinate trouble response with the SOM staff and/or contracted technical support vendors.	M	Y	A	





A Req No.	B Requirement	C Mandatory(M) Expected(E) Optional(O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
73	The Contractor must submit to the State for approval the procedures that the Contractor uses for the dispatch of a technician during and outside of SOM normal business hours, excluding State holidays.	E	Y	A	CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
74	The Contractor must assist the SOM technicians in resolving problems if requested.	E	Y	A	
75	The Contractor must support all versions of Polycom equipment and software. This is for SOM legacy video room equipment.	E	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
76	The Contractor must provide the process for how the statewide and out of state technicians will be assigned and manage warranty repairs. (Treasury has out of state locations)	E	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
77	The Contractor must have available multiple coverage options ranging from 2-hour to next-business-day response.	E	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
78	The Contractor will assign technicians who are available during Non-Business Hours on a Time and Material (T&M) basis.	E	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
79	The Contractor must repair and/or replace defective parts as required.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
80	The Contractor must install latest software releases and patches as required.	M	Y	A	
81	The Contractor must install required firmware upgrades.	M	Y	A	
82	The SOM must own and retain intellectual property rights covering technology developed as part of the support services described herein and paid for by the SOM.	E	Y	A	

**3. Managed Services**



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
83.	The Contractor will continuously monitor audio, video and web conferencing related equipment, systems and network. (i.e. bridge monitoring services)	M	Y	A	<p>CenturyLink's Global Enterprise Operations Centers provide real-time monitoring and alerting of conferencing hardware, software, database and network infrastructure. CenturyLink's network is continually monitored for the following: Availability, Latency, Bandwidth Utilization, Jitter, Packet Loss, Netflow Statistics, Syslog Messages and Alerts (EOC and Technical). The tools utilized for network monitoring are Solar Winds – including Orion Network Performance Monitor, Orion Network Configuration Manager, Orion Netflow Traffic Analyzer; Firewall Analyzer; Cisco Works. CenturyLink also employs conferencing monitoring. Bridging Servers are continually monitored for errors (e.g. conferencing platforms, back office servers and Applications). Errors are logged to a centralized data base. Monitoring tools scan the database for errors/patterns and generates alarms based on predefined thresholds. Tools used for conference monitoring are as follows:KS-Soft Advanced Host Monitor and DLP – Log retention. CenturyLink's Servers (corporate system, QA and DEV) are continually monitored for errors and also have an internal Alert system. Tools used to monitor servers are as follows: Microsoft System Center Ops Manager, Solarwinds, IPmonitor. Circuit Monitoring includes TDM Circuits status monitoring and Switch staus monitoring, with a built in alert system. Tools used for circuit monitoring are as follows: Lucent 5E Utilities and Plexview (Lucent COTS product).Database Monitoring encompasses all production databases (e.g. Conferencing back office, Aspect, Attended Bridging, VoIP Production, Ops Monitoring Platforms, Internal application databases) and employs Alerting systems. Tools used for database monitoring are as follows: SQL Sentry, Periscope and HP SAN Utilities.Co-Location Monitoring includes 24x7 environmental monitoring that is provided by a co-lo vendor and includes monitoring of CenturyLink's UPS (battery &amp; Generator), Power, Cooling, Fire suppression (Dry Pipe/Advanced Smoke Detection). The employed vendor notifies CenturyLink Operations contacts.</p>



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
84	The Contractor will provide SOM the capability to continuously monitor audio, video and web conferencing related equipment, systems and network. (i.e. bridge monitoring services)	O	Y	A	In providing hosted conferencing services, CenturyLink will manage all monitoring of bridges, networks, circuits and servers for proposed services.
85	The Contractor must notify SOM users via e-mail in the event of a system fault or other pre-defined conditions.	M	Y	A	



A Req · No.	B Requirement	C Mandatory(M) Expected (E) Optional (O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
86.	The Contractor will provide event services which may include but is not limited to; scheduling, participant registration, customized registration process, capturing participant data, providing confirmations, and event reporting.	E	Y	A	<p>Event includes a comprehensive set of features and optional enhanced services that maximize the success of large-scale and high profile events. This service supports thousands of participants on a single number set. From event promotion and participant tracking to detail reporting and high quality recording and archival options, Event is the product of choice when promoting SOM's product and image. The following are just some of the features and benefits that CenturyLink's Event Conferencing Services can provide:</p> <p><b>Pre-conferencing services:</b>                      Dedicated Event Manager                      Fully Monitored by a team of dedicated operators                      Web- and phone-based RSVP (branded available)                      Online registration and reporting                      Pre-conferences for speakers                      Web Services (training, professional moderating, rehearsals)</p> <p><b>Conferencing services:</b>                      Personalized caller greeting and screening                      Ability to customize screening information requested from participants                      CommLine                      Feedline – audio connection to a “live” on-site audience                      Playback – playing a pre-recorded audio presentation into a live conference                      Professional Announcer                      Customized Introduction Script                      Multiple speaker capability                      Intuitive and comprehensive online Host Controls (online conference view)</p> <ul style="list-style-type: none"> <li>• Simplified screens</li> <li>• Total participant count on the display</li> <li>• Total queue count included as part of the display</li> <li>• Chat window remains open in host controls</li> </ul> <p>Dial-out available                      Muted or un-muted audience lines                      Sub-Conference                      Q&amp;A                      Polling</p> <p><b>Post-Conference services:</b>                      Post conferences for speakers                      Recording to physical media (CD)                      SoundByte Audio Replay                      Audio File – MP3, WAV                      Professional Editing of recording                      Backup Recording                      Detailed reporting before, during or after event                      Transcription (managed by operator for future playback)                      Translation                      Participant List                      Audio Streaming</p>



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
87	The Contractor must maintain a secure database in an industry standard format containing but not limited to; host employee ID, host name, account number, originating location, dialed location(s), date and time, type of session, type of call (point-to-point or bridged), duration and applicable charge, with access for ad hoc queries by Designated Users.	E	Y	A	
88	The Contractor must provide expert assistance in configuring multi-point bridged calls to allow connections to multiple videoconferencing sites at once.	M	Y	A	
89	The Contractor must provide Conferencing on Demand for endpoint users outside of SOM network to access the conference without needing pre-approval or entry into the SOM's firewall.	M	Y	A	Adobe Acrobat Connect Pro software provides a secure web conferencing solution which allows businesses to dynamically share information with distributed teams, both inside and outside the firewall, enabling increased productivity with rich, clear collaboration. Adobe Connect provides a hosted solution that SOM you can license their own version to install behind your organization's firewall.



Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
90.	The Contractor must provide service levels for all conferencing technologies (i.e. Automated or Self Service, Basic Operated Assisted, Premier Operator Assisted) Contractor to describe services available in the Comments column.	M	Y	A	Please review the attached document outlining proposed SLAs for conferencing services.

**4. Common Conferencing Requirements**

91.	The Contractor must ensure conferencing availability 24 hours a day, seven days a week, and 365 days per year.	M	Y	A	CenturyLink provides service and support 24x7x365.
92.	The Contractor will provide the ability to Integrate with Outlook and/or GroupWise for scheduling conferences.	E	Y	A	Adobe Connect and Cisco WebEx provide an Outlook plug-in that supports scheduling and managing your Conference from Outlook. For CenturyLink web conferencing service, an Outlook Toolbar can be loaded so that you may schedule, send invites and launch a web conference from Outlook.
93.	The Contractor will provide “live” assistance in scheduling conferences and booking conferencing facilities or equipment through a call center.	E	Yes	A	<i>CenturyLink provides a dedicated Event Manager to assist in all pre-conference planning, live conference monitoring and post conference feedback and analysis for all customer events.</i>
94.	The Contractor will provide the capability to automatically generate a reservation for a regularly scheduled meeting.	E	Yes	A	



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
95	The Contractor will provide the capability to schedule a conference by dialing a reservation line which includes reservation assistance.	E	Yes	A	<i>CenturyLink's Reservations Team is available to assist in SOM's conference scheduling at anytime, 24x7x365.</i>






A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
96	The Contractor will provide the capability to make a reservation and manage accounts online.	E	Yes	A	<p>CenturyLink can provide the State of Michigan with an online conferencing portal that will allow SOM administrators to schedule conferences and manage their end-user accounts online. CenturyLink provides a private, secure website that serves as a central location for scheduling, managing, and reporting of all of the customers' conference call activity. It is your one-stop online conference center, where you can schedule and join audio and web conferences, launch instant conferences, build a content library for web meetings, create and edit new users, conferences, and access detailed reports. Each company can have its own Conference Control Center (CCC) with a personalized URL. With the Conference Control Center (CCC), administrators and users can store and access conference-related content such as presentations, files, polling questions, and registration and evaluation templates used for conferencing meetings. If you choose one of our web conferencing options, you may schedule and manage those meetings from the CenturyLink web interface as well. You can customize the look of your Conference Control Center (CCC) by displaying your logo and picking the color scheme. Logging into your company's Conference Control Center (CCC) gives you access to a selection of tools that allow simple, powerful management of all your audio and web conferencing. Administrators can monitor usage and manage user accounts. The Conference Control Center (CCC) is a unique first in the conferencing industry. The following are additional features that are provided via the Conference Control Center (CCC):</p> <ul style="list-style-type: none"> <li>• Provision new end-user accounts, edit existing accounts, disable terminated accounts</li> <li>• Always available meetings, allowing the moderator to create, view and manage their reservationless meetings on-demand</li> <li>• Online audio controls for phone meetings</li> <li>• Schedule meetings, in advance, with a specific date and time.</li> <li>• Access recordings of prior meetings</li> <li>• Help menu on every web page to access support resources at any time.</li> <li>• Pre- and Post-Meeting Options</li> <li>• Upload PowerPoint or other file formats for collaboration in meetings</li> <li>• Create and manage attendee registrations and evaluations</li> <li>• Upload attendee lists to track participation in operator-managed events</li> <li>• Display of daily meetings</li> <li>• Brief product tutorials and training to quickly learn tips and best practices</li> <li>• Help button – select this button accessible at the top of every page to find valuable resources such as user guides, product system requirements, live chat with one of our agents and the ability to submit a help ticket.</li> <li>• Site Maintenance notifications – prior to planned outages to upgrade our systems, all clients will see a prominent message the first time they log into the site after we have published the dates and times of the future outage.</li> <li>• Event RSVP reporting – for operator assisted audio events that include participant RSVP</li> <li>• Moderator Report – clients with administrative permissions can view and export a detailed report of moderators to better manage accounts.</li> </ul>



A Req No.	B Requirement	C Mandatory(M) Expected (E) Optional (O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
97	The Contractor must provide the ability to e-mail confirmation of the reservation with conferencing details.	E	Yes	A	CenturyLink's operator-assisted and event conferencing services support email confirmation and RSVP tracking for customer events.
98	The Contractor will provide the capability to manage a large event conference and keep track of participants through the use of an event registration program.	E	Yes	A	CenturyLink's operator-assisted and event conferencing services support participant registration and tracking.
99	The Contractor must have a capability to screen participants and put them on hold until the conference Host is ready to begin.	E	Yes	A	Upon dialing into an operator-assisted or event conference, participants will be asked to enter the conference passcode. Once the passcode is accepted the participant will be asked to state their name, for additional confirmation. The assigned operator may verify participant information against a participant list that will be provided to them prior to the conference. Additionally, CenturyLink provides moderator-initiated participant lists and roll calls to confirm that only those participants that are invited to a meeting are able to attend.
100	The Contractor must provide the capability to secure a conference by allowing entry to only participants with a designated password or passcode.	M	Yes	A	All participants must enter a unique passcode, prior to being allowed entry into the conference bridge.
101	The Contractor must provide the capability to screen participants and follow a pre-defined process for allowing or disallowing them to join a call.	M	Y	A	All operator-assisted and event conferences provide an operator that will verify and screen participants prior to the start of the conference to ensure only invited guests may join.




A Req. No.	B Requirement	C Mandatory(M) Expected (E) Optional (O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
10	The Contractor will provide the capability to simultaneously send pre-recorded invitations and/or reminders by voice message to invitees.	E	Y	A	Operator-assisted and event conferences support voicemail, email and fax blast services to send out pre-recorded invitations to a scheduled conference or event.
10	The Contractor must provide the capability to disconnect and block (disruptive) participants.	M	Y	A	The host may mute and un-mute all participant lines through key prompts *96 and *97. Additionally, CenturyLink's conferencing services support host-initiated muting of individual participants, via web-based controls.
10	The Contractor must provide a highly secure environment to share confidential, business-critical information through an encryption method that stops unwanted interception and viewing of any transmitted information.	M	Y	A	<p>Please review the attached document outlining CenturyLink's product security overview.</p>  <p>CenturyLink Conferencing Service</p>
10	The Contractor will provide a written copy of the conference call dialogue and make it available on-line, or via e-mail.	O	Y	C	CenturyLink provides transcription services, managed by operators for future playback, that are provided for operator-assisted and event services.
10	The Contractor must be able to collect a department code or expense center when reservations are made and provide the information on monthly invoices as directed by SOM.	M	Y	A	



A Req · No.	B Requirement	C Mandatory(M) Expected (E) Optional (O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
10	The Contractor must provide the capability to create custom greetings specific to the organization or event that used to greet participants.	O	Y	A	CenturyLink supports customized greetings for audio conferencing services. Upon dialing into the conference bridge, participants will hear a message such as, "Thank you calling the State of Michigan Conferencing Center. Please enter your passcode followed by the pound sign." Upon being granted access the participant will be placed into a waiting room until the meeting host joins the call. In the meeting room, participants will hear a silenced line, music on hold, or customized messages from the meeting host. For web conferencing services, CenturyLink supports customized landing pages and meeting rooms with customer logo, color scheme and catch phrases utilized as desired by the customer.
10	The Contractor will provide an Operator to monitor call quality, assist with required features or to answer questions and help with call flow.	E	Y	A	For operator-assisted and event calls, CenturyLink will provide the State of Michigan with a minimum of two operators to greet guests, manage and monitor the live conference. Additionally, an Event Manager will be assigned to the SOM to oversee all pre-conference planning, live conference monitoring and post conference feedback and analysis.
10	The Contractor will provide the capability to share audio, video, and large multimedia files with a large audiences in real time.	E	Y	A	Video conferencing services are provided via the web conferencing services, via the utilization of web cameras. CenturyLink provides integrated audio services with all web conferencing platforms which can be utilized and shared in real time.
11	The Contractor must provide the capability for the Host to mute all participant lines during conference so only the speaker is heard.	E	Y	A	The moderator/host may mute or un-mute all participant lines via key prompt *96 and *97. They also have access to a web interface through their Outlook Tool bar, that will allow a host to easily see where noise is coming from a line and a button to mute/ unmute an individual or everyone.



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11	The Contractor will provide the capability for participants to receive on-line foreign language translation during the conference.	O	Y	A	<p>Customer support and operator assistance are an intricate part of every company's communications needs. To support CenturyLink's international clients, we have multiple operations centers around the world. Each center is manned around the clock to ensure our customers receive the best, most dedicated support possible. Each CenturyLink Customer Care Center is fully manned 24 hours per day, 365 days per year, with both customer support and technical support to ensure continuity of service. English is supported 24 hours per day in all regions. Additionally, CenturyLink supports the following languages globally:</p> <ul style="list-style-type: none"> <li>• <b>North America:</b> French is supported from our Canadian center.</li> <li>• <b>Europe:</b> French, German, and Italian are supported during business hours and into the evening.</li> <li>• <b>Asia-Pacific:</b> The following languages are supported during select hours and some into the evening hours: Cantonese, Japanese (24/7), Korean, Malay, and Mandarin.</li> </ul>
11	The Contractor must provide the capability for participants who are hearing impaired to participate in a conference call through live captioning presented online.	M	Y	A	<p>Adobe Connect and Cisco WebEx are web conferencing application which provides support for accessibility including support for real-time closed captioning, keyboard access, and other features. For information about Adobe's compliance with Section 508 accessibility or how to use Adobe Connect in accessible ways, consult the resources below.</p> <div style="text-align: center;">  <p>Adobe Connect Section 508 Complan</p> </div>



A Req No.	B Requirement	C Mandatory(M) Expected(E) Optional(O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
11.	The Contractor will provide the capability to provision a group of participants into a separate interactive conference session.	O	Y	A	CenturyLink's Audio Conferencing Services support sub-conferencing capabilities via key prompt *21. CenturyLink's audio conferencing services support up to 9 sub-conferences per audio conference. Adobe Connect supports breakout rooms. Breakout room participants can speak privately within their subgroups using CenturyLink's audio services. Hosts can monitor all breakouts, move between them, and broadcast messages to all participants across room boundaries. Adobe Connect supports up to 5 breakout rooms per conference.
11.	The Contractor must provide the capability to remove echo from voice communication in order to improve voice quality on a conference call.	M	Y	A	CenturyLink presently utilizes the line echo cancellation capabilities. Additionally, our bridges have built in noise reduction and echo suppression features. Currently when a customer reports an issue with echo, CenturyLink can perform troubleshooting to identify the source of the echo (customer premise or network). If the source of the echo is determined to be in the network, CenturyLink will work to resolve the issue. If the issue warrants. Our Support Desk is also able to identify the line introducing the echo during a conference and mute the line for an immediate fix.
11.	The Contractor must provide the capability for audio conferencing to be presented to mobile devices.	M	Y	A	<p>The CenturyLinkMobile Application is a mobile meeting tool that provides the ability for mobile device users to instantly host an audio meeting without having to remember dial-in numbers or passcodes. The technology uses automatic number recognition to allow users to instantly connect using their reservationless accounts. It also includes screen menus with access to meeting host features:</p> <ul style="list-style-type: none"> <li>• Host dial-out capabilities to add participants to a conference,</li> <li>• Host can mute, un-mute, and control volume for all participants</li> <li>• Individual mute, un-mute, and volume controls for participants</li> <li>• Remove selected participants from the meeting,</li> <li>• Lock a call for increased security,</li> <li>• Sub-conferencing</li> </ul>



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11	The Contractor must provide the conference Host an interface to view the list of the participants on a conference to determine if individuals are waiting to ask a question and other pertinent information.	E	Y	A	<p>Q&amp;A capabilities are provided for operator-assisted and event conferencing services, through web-based controls. When the operator begins the Question &amp; Answer portion of the conference, a Q&amp;A tab will change from Q&amp;A Inactive to Q&amp;A Active to let the host(s) know they should open this tab. Once inside the Q&amp;A tab the host(s) will be all participants' names along with their company name, who have signaled to ask a question.</p> <p>Adobe Connect provides hand raising capabilities so that the meeting participants can ask questions and provide feedback. Additionally, Adobe Connect allows for Text Chatting that can be made public or private, as a means of sharing information and engaging the meeting host. WebEx and CenturyLink Web Conferencing Service supports a Participants Panel with an Active Talker Feature. Once attendees connect to the teleconference, a phone icon appears next to their name in the Participants panel of the meeting window. The phone icon, or "active talker" icon, identifies active speakers in the meeting. Additionally, WebEx Training Center supports threaded chats and Q&amp;A capabilities.</p>
11	The Contractor must provide the capability to broadcast audio and video live to an audience over the web.	E	Y	C	Video capabilities are provided via the proposed web conferencing services, through the utilization of web cameras.



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
11	The Contractor must provide the capability to survey participants for answers or opinions to multiple choice questions.	E	Y	C	<p>CenturyLink's operator-assisted and event conferencing services support polling via web-based controls. If the host has scheduled voting/polling for their conference, when the operator begins the polling portion the host(s) can simply click on the Polling Tab to view the voting process and results in real time. Each question and set of answers, up to nine possible answers, will be configured by the Operator before the conference begins. As participants indicate their responses, using their telephone keypad, the host(s) will see a graphical display of the percent of participants who signaled with each available answer. The host(s) will also see how many participants have voted relative to how many total participants are present. The host may add questions as needed during a live conference. Adobe Connect supports both Polls and Quizzes. Hosts can use the Poll pod to create questions, or polls, for participants and to view the results. Only hosts can control poll management and how polls appear to meeting participants. Hosts can also cast votes. To poll attendees, a host must create a new Poll pod. Poll results are sent to the server only when the poll is closed and can be archived for future use and viewing. Polling could be used with true false and multiple choice selections. The optional Adobe Presenter and Adobe Captivate software solutions provide for much more extensive test taking facility, also tightly integrated with the back end reporting engine. Scenarios can be easily constructed where a participant must reach a specified competency level (IE: 89% correct answers) or be directed to watch all or part of the learning module again in order to matriculate to the next module. The WebEx Polling feature allows the host or presenter to conduct a survey or questionnaire with attendees during a WebEx event. You can create, edit, and save a poll using the Polling panel within a WebEx session. CenturyLink Web Conferencing Service polling questions allow you to get instant feedback from your participants during a meeting. You can either use the Polling questions you have created prior to the meeting or you can create questions while the meeting is running. The meeting host can choose whether they want to share poll results or make them private. If they choose to share results, they can go to the bottom of the window you will see the Publish Results button. If you click the Publish Results button, your guests can see the results of the polling in the polling window on their screen. The results can be displayed in different ways using the buttons on the right: pie chart, bar graph or numerical results.</p>





A	B	C	D	E	F
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11	The Contractor must provide the capability to allow participants to "raise hands" for questions and manage a question queue.	E	Y	A	Within the Attendee Pod, Adobe Connect provides hand-raising so that the meeting participants can ask questions and provide feedback. Additionally, Adobe Connect allows for Text Chatting that can be made public or private, as a means of sharing information and engaging the meeting host. WebEx and CenturyLink both support Text Chatting and provide an Active Talker Feature so that the meeting host can visualize the name of the person that is talking.



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
12	The Contractor should provide the capability to collect and provide a report of those who participated on the conference including but not limited to; name, company, and phone number.	E	Y	A	CenturyLink's Audio Conferences provides a post conference report that provides detailed information such as date and time of meeting, participant dial-in information, the duration of the participant, activity on the call, total call duration. Adobe Connect Meeting reports show the maximum number of meeting participants supported by Adobe Connect at one time for the current month compared with the allowable quota, and the number of users currently participating in active meetings, both live and non-live. This information is followed by a list of meetings currently in progress. You can use this list to monitor meetings, and you can click a meeting name to intervene. For example, if you must free up spaces for another meeting, you can enter an active meeting and send the host a message saying that some people must exit from the meeting. Event reports show the number of active (current) events for the Adobe Connect account and a list of these. For each, the report shows the event name, number of registered users, event start date, and event completion date. You can click the name of a specific event to open the Event Information page for that event and see more information. Some Event reports, such as the attendee/absentee reports, are downloadable. There are extensive reporting capabilities that are accessed via the Adobe Connect Central portal. The system includes hundreds of reports with the ability to create custom reports. WebEx provides usage reports, allowing you obtain information about meetings that you hosted. If you use the Access Anywhere option, you can also obtain information about computers that you access remotely. Reports contain information about each online session that you host. You can view the following reports: <b>Summary Usage report:</b> Contains summary information about each meeting including topic, date, start and end time, duration, number of attendees you invited, number of invited attendees who attended, and type of voice conference you used. <b>Session Detail report:</b> Contains detailed information about each participant in a meeting, including the time the participant joined and left the meeting, the attentiveness during the meeting, and any information that the attendee provided. End Users can simply click the question mark button in the top right of the CenturyLink Web Conferencing Service console and then click the Meetings Settings button. For Administrators, your CenturyLink Web Conferencing Service Administrative Portal can be found at <a href="https://companyname.CenturyLink Web Conferencing Service.com">https://companyname.CenturyLink Web Conferencing Service.com</a> Within this site you can set up new users, set user meeting preferences, get reports and access your meeting recordings.



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12	The Contractor must provide the ability to digitally record and store the conference call for availability following the conference via toll free number and Uniform Resource Locator (URL) with passcode.	E	Yes	A	<p>The moderator may initiate a reservationless recording via *22. The moderator may start, stop, pause and restart a reservationless recording at any time during a live meeting. Upon conclusion of the meeting, a dedicated dial-in number (different than the conference bridge) and passcode will be emailed to the conference host to access their reservationless recording. For operator-assisted and event conference, CenturyLink utilizes SoundByte, a digital replay system that provides toll and toll-free access to CenturyLink's assisted audio conferences. All audio conferences are stored on CenturyLink's secure, encrypted servers for a minimum of 30 day (longer per customer request). Recordings are available to download in the following formats: MP3, WAV, WMA and Real Media file formats.</p> <p>For Adobe Connect Web Conferences, everything that happens in the meeting room can be recorded, including audio and video. Once a session is recorded in the Adobe Connect environment – the recording is given its own unique URL and may be played back an unlimited number of times. Unique to the Adobe Connect solution is the ability to serve files from the recorded session. When recording an Adobe Connect meeting, the meeting host will choose to record the meeting from the meeting tab and choosing, "Record a Meeting". The host can name the meeting and provide a summary of what the meeting is about. To access the recorded meeting, the host must log into the Adobe site and within the Meeting's Tab choose their meeting room and the recording link by name. Playback for Adobe Connect recordings is FLV. WebEx meetings can be recorded and accessed in the "My Files" section of the My WebEx page on your WebEx service site. All recordings are stored on encrypted web servers. Playback is available in UCF format.</p>



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Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
12	The Contractor will provide the capability to digitally record and store audio, video and web conferences so participants can listen to conference by downloading it from the Internet to a personal audio/video player (iPod) or aggregator (iTunes or Juice).	E	Yes	A	For Adobe Connect Web Conferences, everything that happens in the meeting room can be recorded, including audio and video. Once a session is recorded in the Adobe Connect environment – the recording is given its own unique URL and may be played back an unlimited number of times. Unique to the Adobe Connect solution in addition is the ability to serve files from the recorded session. Archival and playback for Adobe Connect recordings is via FLV file format. For recordings that were created using the WebEx WRF Player or the WebEx Recorder, Player, and Recording Editor, you can use the WebEx Recording Editor to add, delete, or rearrange recorded data. You can also specify segments in the recording, much like tracks on a CD, so that you can quickly navigate to a specific point during playback. You can download the WebEx Recording Editor from your Support page. The Recording Options window, within the CenturyLink Web Conferencing Service Meeting Room, allows you record a web and audio meeting, an audio only meeting or a web only meeting. To start a recording, simply click the “Record” button on the CenturyLink Web Conferencing Service toolbar. The Recording Options pop-up window opens, allowing you to specify the parts of the meeting you would like to record.
12	The Contractor will provide the capability to index and allow for retrieval of stored digital copy of the event that is indexed and accessible to allow for easy retrieval and viewing at a later time.	O	Yes	A	Audio conference recordings are saved and can be archived via time and date of conference. Adobe Connect hosts can name the meeting and provide a summary of what the meeting is about. To access the recorded meeting, the host must log into the Adobe site and within the Meeting’s Tab choose their meeting room and the recording link by name. CenturyLink Web Conferencing recordings are stored in the CenturyLink Administrative Portal. When you log into your CenturyLink Administration Portal, Click on ‘Find a Recording’ under ‘My Latest Recordings’. You will see a list of all of your replays. You mat click on the title of replay you would like to download. You will come to the ‘Recorded Meeting Details’ page. The Host’s WebEx recordings can be accessed in the “My Files” section of the My WebEx page on your WebEx service site. WebEx and CenturyLink Web Conferencing recording Files can be accessed via name and date stamp.



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
12	The Contractor must provide administration tools that are maintained by the manufacturer with periodic updates to incorporate advances in technology and features.	M	Yes	A	CenturyLink will provide administrative tools for proposed services. Upgrades and maintenance to tools will be managed internally by CenturyLink and its web conferencing partners.
<b>5. Audio Conferencing</b>					
12	The Contractor must have the capability to provide between 100 – 500 audio conferencing participants concurrently.	E	Yes	A	CenturyLink provides reservationless audio conferencing services that can support up to 300 participants without prior scheduling, operator-assisted conferencing that supports up to 4,000 participants and event conferencing services that support 4,000+.
12	The Contractor will provide reservationless access for the conference regardless of the number of participants.	O	Y	A	Reservationless conferencing services are available without prior scheduling, however they support a maximum of 300 participants.
12	The Contractor must provide access to a conference without pre-registration process, by using a permanent dial-in number, conference code, PIN or use of URL and entry code.	M	Y	A	Access to audio conferencing services are provided via a dedicated dial-in number and 7 to 10 digit passcode.



A Req · No.	B Requirement	C Mandatory(M) Expected (E) Optional (O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
12	The Contractor will provide Toll-free dial-in access to international participants.	E	Y	A	CenturyLink provides CenturyLink provides over 150 local and international toll free access points for audio conferencing services. For most global areas where access is not provided, CenturyLink provides moderator dial-out capabilities. The following is an overview of CenturyLink's available access points: <b>Local Access:</b> Australia (Sydney, Melbourne), Austria (Vienna), Bahrain (Manama), Belgium (Brussels), Brazil (Sao Paulo, Rio De Janeiro), Bulgaria (Sofia), Canada (Montreal, Toronto), Czech Republic (Prague), Denmark (Copenhagen), Estonia (Tallinn), Finland (Helsinki), France (Paris, France 0811), Germany (Frankfurt, Munich, Germany 01801), Greece (Athens), Hong Kong, Hungary (Budapest), India (Mumbai), Ireland (Dublin, Ireland 1890), Israel (Tel Aviv), Italy (Milan, Rome), Japan (Tokyo), Latvia (Riga), Lithuania (Vilnius), Luxembourg, Malaysia (Kuala Lumpur), Mexico (Mexico City), New Zealand (Auckland), Netherlands (Amsterdam), Norway (Oslo), Poland (Warsaw), Portugal (Lisbon), Romania (Bucharest), Russia (Moscow), Singapore, Slovakia (Bratislava), Slovenia (Ljubljana), South Africa (Johannesburg), South Korea (Seoul), Spain (Barcelona, Madrid), Sweden (Stockholm), Switzerland (Geneva, Zurich), Taiwan (Taipei), United Kingdom (Belfast, Edinburgh, Reading, London, UK 0845) <b>International Toll-Free Access:</b> Argentina, Australia, Austria, Bahrain, Belgium, Bulgaria, Chile, China 400, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Egypt, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Latvia, Lithuania, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Panama, Peru, Philippines, Poland, Portugal, Romania, Russia, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, Ukraine, United Arabs Emirates, United Kingdom, Uruguay, Venezuela, Vietnam



A Req No.	B Requirement	C Mandatory(M) Expected(E) Optional(O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
12	The Contractor will provide a list of participants when the reservation is created.	O	Y	A	Pre-registration for audio conferencing participants is provided for assisted and event calls. Participants can pre-register and RSVP for a scheduled conference via reservation features that are included within CenturyLink's Event and Operator-Assisted calls. When scheduling a conference, the moderator simply requests the RSVP option. The assigned Event Manager will set up a participant registration and provide a pre-registration link for the moderator to include in their invitation. Pre-Conference Services are available for all assisted conferences. Participants may dial in 5 to 10 minutes prior to the event and are greeted by a professional operator.
13	The Contractor will provide the capability to create a custom, scripted message along with music while participants wait for the conference to begin.	O	Y	C	Upon dialing into the conference bridge, the meeting participant will be asked to enter their passcode information. Once the passcode is confirmed, the meeting participant will be placed in a silent waiting room, a waiting room with music while on hold, or customized, scripted commentary. Based on the type of messaging the customer chooses, additional fees may be levied.
13	The Contractor must provide the capability to place callers into music-on-hold until the Host is ready to begin the conference.	E	Y	A	The State of Michigan will have the option of placing participants into a waiting room with music on hold or a silenced line until the meeting host joins the call.
13	The Contractor must provide the capability for participants to provide their name upon entry into the conference and announce to the audience as they join.	E	Y	A	Upon entering the conference bridge and entering the correct passcode information, the participant will hear the following prompt, "Welcome to the State of Michigan Conferencing Service. Please say your name followed by the pound sign."
13	The Contractor will provide the capability to send invitations and/or visual aids via email to participants prior to the conference.	E	Y	A	CenturyLink provides an Outlook Toolbar add-on that may be downloaded to the host's desktop so they may schedule events, send invitations and manage scheduling through the host's emailing and calendar system.



A Req No.	B Requirement	C Mandatory(M) Expected(E) Optional(O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
13	The Contractor must provide any participant access to a coordinator at any time during the conference by dialing a short access code from a touch-tone phone.	E	Y	A	Operator-assistance is available via *0 at anytime during a live meeting. The host/moderator is available to the participant at anytime during a live meeting, unless host has muted the participant's line.
13	The Contractor must provide the capability for participants to join a conference directly by entering a leader or participant passcode instead of waiting in queue for operator greeting.	M	Y	A	Yes. All participants will be provided a dedicated dial-in number and passcode to enter a conference.
13	The Contractor will provide the capability for the Host to prevent new participants' entry to the conference.	E	Y	A	The conference host may lock an audio conference via *94.
13	The Contractor must provide the capability to obtain operator assistance by pressing a command on the telephone keypad.	M	Y	A	Operator-assistance can be accessed immediately via prompt *0.
13	The Contractor must provide an audible and distinct tone to the audience when a participant joins and exits the conference.	M	Y	A	Entry and exit tones are provided as a standard feature for CenturyLink's audio conferencing services
13	The Contractor must provide the capability for individual participants to silence their lines by pressing a keypad command on their telephones.	M	Y	A	The participant may mute or un-mute their individual line via prompt *6.





Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
14	The Contractor must provide the host the capability to silence some or all participants' lines by pressing a keypad command on the Host telephone or by operator assistance.	M	Y	A	The host may mute or un-mute all participant lines via prompts *96 and *97. Additionally, the meeting host may mute individual lines via web-based controls.
14	The Contractor will provide an audio conference where all participants' can only listen to the speaker/lecturer.	E	Y	A	The meeting host may "mute all" lines where all participants may only listen, and not speak during a conference.
14	The Contractor will provide the capability to separate the Host from the main conference to communicate with the Conference Operator.	E	Y	A	
14	The Contractor will provide the capability to digitally record and store a conference call as a WAV file and ability to retrieve via URL.	E	Y	A	All audio conferences are stored on CenturyLink's secure, encrypted servers for a minimum of 30 day (longer per customer request). Recordings are accessible via provided dial-in number and passcode information. Recordings are available to download in the following formats: MP3, WAV, WMA and Real Media file formats.
14	The Contractor will provide the capability for participants to call in and listen to a replay of a previously held conference by dialing a pre-assigned number and numeric passcode.	E	Y	A	All recordings are saved on CenturyLink's encrypted servers for up to 30 days (longer upon customer request). The meeting host will be provided a dedicated dial-in number (different than the conference bridge) and passcode information that they may share with meeting participants to archive and replay a previously recorded conference.

**6. Video Conferencing**



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
14	The Contractor must have the capability to provide between 2 – 90 simultaneously connected video conferencing sites.	M	N	E	Centurylink is only bidding on audio and web conferencing.
14	The Contractor must provide the capability to broadcast a video conference live to an audience over the Internet.	M	N	E	
14	The Contractor must provide the capability to pass control between multiple presenters.	M	N	E	
14	The Contractor must provide the capability for a two or more site video conference.	M	N	E	
14	The Contractor must have the capability to integrate into an audio conferencing system.	M	N	E	
15	The Contractor will provide Video Conferencing on a subscription basis that provides "On Demand" service which allows a video conference to start within seconds without a reservation.	E	N	E	
15	The Contractor must provide the capability for the interconnection of video endpoints using different transport protocols (ISDN or H.323 IP).	M	N	E	



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
15	The Contractor must adhere to the following International Telecommunication Union Standards (ITU): H.320 - for calls made through a Wide Area Network (WAN), H.323 – for calls made through a Local Area Network (LAN), H.324 – for transmissions over regular analog phone lines.	M	N	E	
15	The Contractor must provide the capability for participants with dissimilar video equipment speeds to participate in the same video conference.	M	N	E	
15	The Contractor must provide technology that supports high-definition (HD) videoconferencing (with resolution rates equal to or greater than 1,280 x 720 pixels).	M	N	E	
15	The Contractor must offer desktop video conferencing systems, equipment and software.	M	N	E	
15	The Contractor must provide the capability for the terminal or endpoint to support a minimum of H.261 QCIF audio.	M	N	E	



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
15	The Contractor must provide the capability for users to systematically connect to a secure video bridge.	M	N	E	
15	The Contractor must provide AMD Global Telemedicine medical devices and equipment.	M	N	E	
15	The Contractor must offer but not limited to the following Telemedicine equipment: Exam Cameras, Cardiology equipment, and Patient Otoscope equipment.	M	N	E	
16	The Contractor must provide the capability to interface between Polycom compatible video conferencing equipment and AMD Global Telemedicine medical equipment.	M	N	E	
16	The Contractor must provide the capability for the Telemedicine equipment to be portable.	M	N	E	
16	The Contractor must provide the Telemedicine equipment, such as video units, to be secured and out of reach from unauthorized access.	M	N	E	



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
16	The Contractor must provide Telemedicine equipment that is able to be cleaned with hospital sanitizers and chemicals.	M	N	E	
<b>7. Web Conferencing</b>					
16	The Contractor must provide the capability of handling an unlimited number of web conferencing participants concurrently.	E	Y	A	All proposed web conferencing services have the scalability to ensure seamless conferencing services for an unlimited number of concurrent participants.
16	The Contractor must provide the capability to share an application (single program or window) on participants' computer or the entire desktop. Participants will see what is occurring in near real time, including mouse movements and keyboard typing.	M	Y	A	All web conferencing services support application, document and desktop sharing capabilities.
16	The Contractor must provide the capability to allow multiple participants to mark and edit common documents or slides resulting in a final published document.	M	Y	A	A meeting host can promote any participant(s) to share documents, information or mark and edit documents that are being shared. The participant need only be promoted to presenter status by the meeting host.



A Req · No.	B Requirement	C Mandatory(M) Expected (E) Optional (O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
16	The Contractor must provide the capability to facilitate participant collaboration, such as, agenda tool to keep track of the points to be covered, a note-taking applet to keep meeting minutes, or a complete brainstorming facility to collect and manage ideas and input from many participants.	M	Y	A	All web conferencing services support whiteboard and annotation capabilities.
16	The Contractor must provide the capability for meeting participants to draw on a shared canvas using standard drawing tools (e.g. line, box and text).	M	Y	A	All web conferencing services support whiteboard and annotation capabilities.
16	The Contractor must provide the capability to allow the Host to remotely control a participant desktop or application.	M	Y	A	The host of the web conferencing service has the ultimate control of the meeting and can take control of any desktop, application or document that is being shared.
17	The Contractor must provide the capability to promote any attendee to be the presenter or allow any participant to control the presentation computer by controlling the mouse and keyboard.	M	Y	A	The host can promote any participant and give them presenter privileges to share information and take control of information that is being shared on screen.
17	The Contractor must provide the capability to send participants files during the conference.	M	Y	A	Files can be sent to the participants via share pods or sharing capabilities within the meeting room and then downloaded to the meeting participants computer.



A Req No.	B Requirement	C Mandatory(M) Expected(E) Optional(O)	D Req. Respo nse (Yes / No)	E Respon se (A, B, C, D,E)	F Comments
17	The Contractor must provide the capability to communicate directly between host and a participant.	M	Y	A	All proposed web conferencing services support text chatting either private or public for all participants to see. The host has the control to disable chat capabilities.
17	The Contractor must provide the capability for users to view and participate with any operating system or browser.	M	Y	A	Adobe Connect and CenturyLink Web Conferencing Service support virtually any web browser and require only Flash. WebEx supports virtually any web browser and requires a one-time Active-X download.
17	The Contractor will provide meeting rooms that are always available at the same URL and that don't require meetings to be scheduled.	O	Y	A	Adobe Connect and CenturyLink Web Conferencing Services support persistent URLs and meeting rooms.
17	The Contractor will provide the capability to navigate through conferencing content.	E	Y	A	Yes. The meeting host can navigate through a web conference and has full control to share information, documents, their desktop and applications. The host can also promote any participant to presenter status to share content. Additionally, all proposed web conferencing services support web touring capabilities.
17	The Contractor will provide the capability to view conference content in full screen mode.	E	Y	A	Adobe Connect allows you to size your screen area for optimal viewing with a new meeting interface that rescales intelligently for any screen size or resolution. Presenters can size their own version of the presenter-only area individually without affecting the view of other presenters. WebEx provides a "Full Screen" icon that displays a full screen view of a desktop or document. The Full Screen toggle option on the CenturyLink Web Conferencing Service provides web tools which allow you widen the meeting area of the web conference on your screen. Clicking on the toggle button will cause the side menu area to be hidden. To restore the side menu area, click on the Full Screen button in the web tools again
17	The Contractor must provide the capability to integrate into an audio conferencing system.	E	Y	A	All proposed web conferencing services integrate with CenturyLink's audio conferencing services.



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
17	The Contractor must provide the capability for a one-way web conference from the Host to the participants with limited audience interaction, but may include polling and question & answer sessions.	M	Y	A	Audio controls allow the host to mute all lines and the host may also disable chat to facilitate a lecture-style web conference.
<b>8. Reporting</b>					
17	The Contractor must provide the capability to produce both standard pre-defined reports and customizable reports.	M	Y	A	
18	The Contractor must provide the capability to generate and send management reports to pre-defined user lists.	E	Y	A	CenturyLink provides a web-based reporting portal where SOM can set up their defined reporting requirements and set up their platform to generate reports to the level of detail required. Additionally, SOM can determine those SOM personnel that will have administrative rights to manage reporting and distribution.
18	The Contractor must provide the capability to generate Usage and Performance issue reports regarding system health and Problem and Outage reports on a monthly basis.	M	Y	A	CenturyLink will support Trouble Ticket Analysis and provide monthly SLA reporting to SOM.
18	The Contractor must provide to the SOM Monthly Repair Ticket Summary.	M	Y	A	Trouble Ticket Report Analysis can be accessed via CenturyLink's provided web-based reporting tool.





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Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
18	The Contractor must provide on a monthly basis a report detailing the number of service calls.	M	Y	A	CenturyLink will provide SOM with a monthly management report.
18	The Contractor must provide on a monthly or annual basis additional customized reports as requested by the State.	M	Y	A	CenturyLink's support team will provide monthly analysis reporting, quarterly management reporting and will provide support with additional, ad-hoc reporting as needed.
18	The Contractor must provide monthly product and services procurement reports.	M	Y	A	
<b>9. Training</b>					
18	The Contractor must assist in the transfer of knowledge to State personnel.	E	Yes	A	CenturyLink will ensure that all State of Michigan end-users are fully trained and are provided all applicable collateral to ensure seamless utilization of services.



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D,E)	Comments
18	The Contractor must provide knowledge transfer and or training for all conferencing technologies. (i.e. instructor led courses, online courses, video conference training, streaming video training/recorded playback, onsite hands on training and documentation)	E	Y	A	<p>CenturyLink will devise training based on the State of Michigan's needs. It can be a mix of online or on site sessions, usually provided for small groups. We will also provide all end-users with all applicable user guides, training manuals and marketing collateral that may be used in collaboration with web conferencing services. CenturyLink's training programs may consist of the following:</p> <ul style="list-style-type: none"> <li>• Virtual training sessions conducted via the web. This provides the conferencing user the opportunity to join a meeting without leaving the office. In addition to reviewing the training content, they will be participating in a web conference and experiencing the benefits of this service.</li> <li>• Daily Seminars. We will offer daily public seminars providing information for those conferencing users interested in learning more about other business solutions.</li> <li>• Aside from hands on training, CenturyLink will offer demonstrations of other services to those that may benefit from other applications. Discussions are tailored to the specific applications that are required by the user and the content will be relevant and interesting to the participants. The client's Account Development Manager will schedule all demonstrations.</li> <li>• User Guides. User guides and product literature are provided to assist conferencing users in the adoption of conferencing services.</li> <li>• On Site Training. As requested, on-site training will be conducted for conferencing services. Content will be developed based on the user/user group's requirements.</li> </ul> <p>Additionally, CenturyLink provides an online Conferencing Resource Center that is accessible 24x7x365. The CenturyLink Conferencing Resource Center provides immediate access to video tutorials and demonstrations, brochures and whitepapers, online help and customer support, and answers to customers' frequently asked questions:</p> <p><a href="http://www.CenturyLink.com/us/en/conferencing/resources/">http://www.CenturyLink.com/us/en/conferencing/resources/</a></p>



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
18	The Contractor must provide On-line access to training and user guides	M	Y	A	<p>CenturyLink will devise training based on the State of Michigan's needs. It can be a mix of online or on site sessions, usually provided for small groups. We will also provide all end-users with all applicable user guides, training manuals and marketing collateral that may be used in collaboration with web conferencing services. CenturyLink's training programs may consist of the following:</p> <ul style="list-style-type: none"> <li>• Virtual training sessions conducted via the web. This provides the conferencing user the opportunity to join a meeting without leaving the office. In addition to reviewing the training content, they will be participating in a web conference and experiencing the benefits of this service.</li> <li>• Daily Seminars. We will offer daily public seminars providing information for those conferencing users interested in learning more about other business solutions.</li> <li>• Aside from hands on training, CenturyLink will offer demonstrations of other services to those that may benefit from other applications. Discussions are tailored to the specific applications that are required by the user and the content will be relevant and interesting to the participants. The client's Account Development Manager will schedule all demonstrations.</li> <li>• User Guides. User guides and product literature are provided to assist conferencing users in the adoption of conferencing services.</li> <li>• On Site Training. As requested, on-site training will be conducted for conferencing services. Content will be developed based on the user/user group's requirements.</li> </ul> <p>Additionally, CenturyLink provides an online Conferencing Resource Center that is accessible 24x7x365. The CenturyLink Conferencing Resource Center provides immediate access to video tutorials and demonstrations, brochures and whitepapers, online help and customer support, and answers to customers' frequently asked questions:</p> <p><a href="http://www.CenturyLink.com/us/en/conferencing/resources/">http://www.CenturyLink.com/us/en/conferencing/resources/</a></p>

**10. Service Level Agreements**



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
18	The Contractor must be capable of providing on-site warranty services directly and coordinate these services between the SOM and the manufacturer or reseller.	M	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
19	The Contractor's problem resolution must include but not be limited to the following: initiate trouble tickets with appropriate provider(s), track all trouble tickets and provide updates to the SOM, maintain service escalation for all service providers, record history and resolution of all trouble tickets, analyze trouble tickets for trends and chronic problems.	M	Y	A	
19	The Contractor must provide a 2-hour response via telephone, remote access, or on-site to the SOM dependent on the criticality	M	Y	A	



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
19	The Contractor must provide a 4-hour on-site response from initial contact if the problem cannot be resolved by telephone or remote access dependent on the criticality.	M	Y	A	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.
19	The contractor must provide proof of the manufacturer's support and commitment to the products being proposed as well as advanced replacement parts, software, on-going software support, updates and enhancements (e.g. manufacturer's assurance of support should the contractor abandon the product line).	E	N	E	
19	The contractor will describe the procedures for exchange warranty or warranty after the on-site warranties expire.	E	N	E	Non-applicable as CenturyLink is proposing hosted, on-demand services. No hardware, software or equipment will be installed on the State of Michigan's premises. Services will be utilized via the customer's existing telephone lines and web browsers. In implementing conferencing services, CenturyLink will be provisioning all SOM end-users with dedicated dial-in numbers, web URLs and passcodes.



A	B	C	D	E	F
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response (Yes / No)	Response (A, B, C, D, E)	Comments
19	The Contractor must adhere to the Enterprise IT Security Policies and Procedures set forth by the Department of Technology, Management & Budget (DTMB).	M	Y	A	
19	The Contractor must answer calls to the Technical Support Line within 5 minutes.	M	Y	A	



**Qwest Communications  
Company, LLC D/B/A  
Centurylink QCC  
State of Michigan / Link Michigan  
NSP-33954**



**CONFERENCING SERVICE EXHIBIT**

**1. General.** CenturyLink QCC will provide Conferencing Service ("Service") under the terms of the Agreement, RSS, ISS, and this Service Exhibit.

**2. Service.**

**2.1 Description.** This Service enables customers to conduct telephone conferences with multiple parties in multiple locations. Service includes Reservationless, Passcode, Operator Assisted, Event, and CenturyLink Web Conferencing. Customer has access to CenturyLink's Service and support 24 hours a day 7 days a week. CenturyLink provides Service both domestically and internationally from select equipment locations.

**2.2 Types.**

**(a) Reservationless.** On-demand audio conferencing product that is available to moderators and participants 24 hours a day, 7 days a week, and 365 days a year, without a reservation. Moderators are provided a dedicated dial-in number and passcodes. Moderators open and close their own calls. Reservationless service is limited to 300 participant lines.

**(b) Reservationless GlobalMeet Audio.** For international moderators or domestic calls with international participants requiring Reservationless services that include local access numbers (LDD) and international toll free (ITF) numbers in countries around the globe. GlobalMeet Reservationless service is limited to 300 participant lines. LoCall numbers are non-geographic numbers within a country. LoCall numbers can be dialed from any location within a country, including fixed and mobile lines.

**(c) CenturyLink Web Conferencing.** An online meeting service that enables real-time interaction and sharing of data over the Web by moderators and participants during a conference. CenturyLink Web Conferencing is integrated with Reservationless Audio, and can also be used as a stand-alone product. CenturyLink Web Conferencing is limited to 125 participant lines.

**(d) Passcode.** A moderator must reserve a Passcode audio conference. The call is opened automatically when the moderator enters the passcode. Passcode service is limited to 300 participant lines.

**(e) Operator Assisted.** A moderator must reserve an Operator Assisted audio conference. The call is opened by an operator. The operator then leaves the conference and is available upon request by touch tone command. Recommended capacity is up to 50 lines. Larger capacity is possible, though not recommended because all lines in conference are live/not muted.

**(f) Event Auditorium.** An audio call that must be reserved and requires passcode entry. After passcode is entered, the participant is placed into conference. The call is monitored by an operator who attends the entire conference. All participant lines are muted. Audio Q&A is available and managed by the operator. Event Auditorium is limited to 4,000 participants.

**(g) Event.** An audio call that must be reserved. Participants are answered by a live operator. The call is monitored by an operator who attends the entire conference. Call capacity may be thousands of participants. All participant lines are muted. Audio Q&A is available and managed by the operator.

**(h) Bridge.** Equipment that mixes multiple audio inputs and feeds back composite audio to each station after removing the individual station's input. This equipment may also be called a mix-minus audio system.

**(i) Transport.** The long distance portion of the call.

**2.3 Access Descriptions.** CenturyLink provides a number of domestic and international access arrangements to bridging services. Access to/from bridging equipment located in the 48 contiguous U.S. states. Access locations include all U.S. states and territories and Canada.

**(a) Toll** – A moderator or participant may access any call by dialing the assigned toll number. The moderator or participant will incur any applicable transport charges.



**(b) Toll-free** - A moderator or participant may access a call where toll-free access is available. The moderator will incur the applicable toll-free charges. Toll-free access is available from the United States, the U.S. territories, and Canada.

**(c) Local Access** - In-Country Local Access is a non-North American toll number assigned to a specific country and bridge intended to provide local access to participants within the specific country. Some countries may not accept new orders and some may not accept portability orders.

**(d) ITFS** - A toll-free number dialed from a particular country, and terminating in the United States. Each country uses a unique number. ITFS is available in international locations. Some countries may not accept new orders and some may not accept portability orders.

**(e) Dial-out** - An operator or the moderator dials a moderator or participant from the bridge. The moderator will be charged appropriate domestic or international dial-out rates.

**(f) Dial-me** - A moderator or participant dials himself or herself from CenturyLink Web Conferencing. The moderator will be charged the appropriate domestic or international dial-out rates.

**2.4 Optional Features.** Optional Features are available on request and require an additional fee.

**(a) Reservationless, GlobalMeet and Passcode Optional Features:**

**(i) Audio Recording** – The moderator presses touchtone telephone commands to begin recording the call. The moderator presses touchtone commands again to stop recording the call. Additional line in conference per minute charge applies. The recording is provided as a .wav or mp3 file that can be downloaded and hosted by Customer or as a CD sent via normal delivery (U.S. mail) to mailing address for the account holder.

**(ii) Remote Replay** – The digital audio recording of a conference can be made available for playback 24 hours a day, 7 days a week, for as long as scheduled. Playback results in a per minute charge for each participant that accesses the recording.

**(iii) Transcription** - Conferences can be transcribed for participants in written format and delivered via email or CD.

**(iv) Custom Greetings** - Custom recordings in lieu of the generic greeting that participants hear when connecting to the conferencing service. Custom recordings may include but not limited to the company name or custom prompts. Available on Reservationless but not GlobalMeet.

**(v) Dedicated Toll & Toll Free Access Numbers** – Toll and toll free access numbers that are dedicated to Customer, and not shared with other companies. Dedicated numbers are available on Reservationless but not on GlobalMeet.

**(b) Web Conferencing Optional Features:**

**(i) Web Recording** – A synchronized presentation with audio, public chat, Web tours, application sharing, and annotations included. Web Recording is provided as a Windows Media or Real Audio format file that can be downloaded and hosted by Customer or as a CD sent via normal delivery (U.S. mail) to mailing address for the account holder.

**(ii) Archive Hosting of Replay** – Hosted Replay for 30 days; unlimited playbacks allowed. Can be viewed from within the account and have a forward option and password protection option.

**(iii) Hosting Renewal Option** – Archive hosting may be extended for an additional 30, 60, 90, 180, or 360 days.

**(iv) SSL Encryption** – Secure Socket Layer encryption may be added to a Web account for a monthly fee.

**(c) Operator Assisted Optional Features:**

**(i) Audio Recording** – The operator records the call. Additional line in conference, per minute charge applies. The recording is provided as a .wav or mp3 file that can be downloaded and hosted by Customer or as a CD sent via normal delivery (U.S. mail) to mailing address for the account holder.

**(ii) Remote Replay** – The digital audio recording of a conference can be made available for playback, 24 hours a day, 7 days a week, for as long as required. Playback results in a per minute charge for each participant that accesses the recording.

**(iii) No Show Fee** – A per-line charge for lines that were reserved but not used. Allows for leeway of 10% of total reserved ports/“no-shows” per call. No Shows are calculated as follows: Reserved Ports (minus) Maximum Concurrent Participant Ports (minus) Contracted Leeway (i.e.; free unused ports) = Billable Unused Participant Ports (“No Shows”).

**(iv) Participant List** – A list of the names of the participants that attended the conference call.

**(v) Operator Dial-out** – Allows the operator to access an outside line to call a new participant and either place the participant into the conference or disconnect the participant.





- (d) Event Optional Features include the Operator Assisted Optional Features in addition to the following:
- (i) **Event Auditorium:**
    - a. **Click and Join** – Online entry into Auditorium conferencing (captures participant list).
    - b. **Remote Replay Custom IVR** – The set up charge for the first menu on an interactive voice response system for a participant to hear a replay. There are additional charges for additional menus.
    - c. **Easy Invite / Easy ID** - A process by which Customer uploads a list of meeting participants along with pin codes in Excel format for use in sending out meeting invitations and tracking call attendance.
    - d. **Communication Line** – An additional operator is on a private line with a representative of the moderator. The operator and representative can communicate about the number of participants, what participants to let in the call, and other details of the call. Additional Communication Lines may be added as required.
    - e. **Host Controls** - Web based moderator controls that allow the moderator to:
      - i. Send private instructions to the operator or other support team members.
      - ii. View who has joined the audio portion of an event call.
      - iii. Screen and prioritize the queue during question and answer sessions.
      - iv. View immediate tabulations of surveys conducted during the call.
    - f. **Basic RSVP Set Up** (Web-based) - The set up of a web system that allows participants to register for Event and Investor Relations calls asking a standard set of questions. It includes creation of participant confirmation emails, and question ordering and the use of Customer logo on the website.
    - g. **Basic RSVP** (up to 10 questions) - The use of the Basic RSVP system when a participant registers for an Event or Investor Relations call.
    - h. **Enhanced RSVP** (up to 20 questions) - The use of the Enhanced or Custom RSVP system when a participant registers for an Event or Investor Relations call
    - i. **Phone RSVP support** (in addition to Basic or Enhanced) - The ability for a participant to register for an Event or Investor Relations call using the telephone. Must be used in conjunction with Basic or Enhanced RSVP per-use fee.
    - j. **RSVP Reports** (CenturyLink provided) - A report containing the registration information of participants using RSVP services
    - k. **Real Time RSVP Reporting** (Web-based) - A web system to view the registration information of participants using RSVP services
    - l. **Broadcast E-Mail** – The ability to email participants before or after the call
    - m. **Broadcast Fax** – The ability to fax participants before or after the call.
    - n. **Broadcast Voice** – The ability to call participants with a recorded message before or after the call.
    - o. **Dedicated Dial-in Numbers** – Toll and toll free access numbers that are dedicated to Customer, and not shared with other companies.
    - p. **Polling Merge Report** (CenturyLink provided) - Merging responses from a polling session during the Event or Investor Relations call with the participant information
    - q. **File Hosting** – Unlimited downloads of the Polling Merge and / or Real Time RSVP reports
    - r. **Translations** – Conference can be translated into most foreign languages with 24-hour advance notice
    - s. **Transcription** - Conferences can be transcribed for participants in written format and delivered via email or CD.
    - t. **Operator Stand-by** - An additional operator who provides assistance for lost callers and/or participant assistance for callers entering incorrect passcodes.



- u. **Presentation Management** - Specialist coordinates rehearsals and provides presentation coaching and feedback.
- v. **A la Carte Event Production Services** – Any additional training or rehearsal sessions needed in conjunction with preparation for an Event Call.
- w. **Creative Services** - To design physical collateral for Customers to enhance an Event call.
- x. **Product Fulfillment** - A per packet charge for producing a collection of presentation materials associated with a conference Event.
- y. **Assembly/Modification** - A per page charge for the collating and altering of the fulfillment packet associated with a conference Event.
- z. **Event Basic Reports** - Basic Event Reports is the pricing for a basic utilization report that captures all of the participants that dial into the replay.

**aa. Event Production**

- i. Event Monitor Package - (60 minute event) – Up to 45 minute pre-conference, up to one hour for client side web issues, total of 1 ¼ hours assistance
- ii. Event Assistance Package - (60 minute event) – Pre-meeting with client to gather call flow details, technology, provisioning, up to one hour pre-conference to review the structure of the event, one hour event support, total of 3 hours assistance
- iii. Event Production Package - (60 minute event) – Planning session and timeline management, scheduling of platform instruction/training, scheduling of rehearsal, scripting and program coordination, slide load, and assistance for building audience interactivity.
- iv. Event Production Plus Package - (60 minute event) – Includes event production package provided within a 24 hour timeframe, total of 6 hours assistance within a 24 hour timeframe
- v. Event Extension – Additional component associated with Event Production services for calls lasting longer than 60 minutes.
- vi. Event Content – Event consultants assist with materials that will be utilized as part of an event conference.
- vii. Expedite Fee – a fee charged for Event Production orders provided outside of the 15 days notice to schedule
- viii. After-hours Support - Weekdays After 9pm and before 9am EST, weekends & holidays
- ix. Event Reschedule Before Rehearsal – a customer charge if the event is rescheduled prior to the rehearsal.
- x. Event Reschedule After Rehearsal - a customer charge if the event is rescheduled after the rehearsal.
- xi. Event Cancel Before Rehearsal – a customer charge if the event is cancelled prior to the rehearsal.
- xii. Event Cancel After Rehearsal - a customer charge if the event is cancelled after the rehearsal.
- xiii. Event Recording Support – a scheduled session with customer participants and speakers intended to record a session for future use. Includes assembly of the call, editing and coordination with Audio Production.
- xiv. Event Media Manager – an assigned Event Consultant assists during an Event call with coordination of other vendors, if used, streaming, recording, and web applications.

(ii) Event Audio Optional Features include Event Auditorium Optional Features in addition to the following:

- a. **Pre-Recording Session** – A call may be recorded ahead of time and then be played into the live conference for participants. Speakers may attend the live call to answer questions during Q&A.
- b. **Custom Hold Music** – Customer may choose music to be heard by the participants while they wait on hold for the conference to begin.

**3. Charges.** As applicable, Customer will pay the rates, Net Rates, and all other charges set forth in the Pricing Attachment, RSS, ISS, or Order Form. Customer will be charged for Service when Customer uses the Service. The rates do not include costs associated with local access.

**4. Pricing.**

Reservationless Audio Conferencing	
Function	Net Rate per Function
RESERVATIONLESS AND GLOBALMEET DIAL IN TOLL FREE DOMESTIC	\$0.0180 per minute per participant



RESERVATIONLESS DIAL OUT / DIAL ME DOMESTIC	
RESERVATIONLESS AUDIO RECORDING	
RESERVATIONLESS AUDIO RECORDING REPLAY	
Reservationless and GlobalMeet Dial In Toll	\$0.0180 per minute per participant
Reservationless Dial Out / Dial me International	\$0.018 plus specific country long distance rate per minute per participant
<b>Reservationless GlobalMeet</b>	
Reservationless GlobalMeet Local Access from: Canada-Montreal	\$0.07 per minute per participant (bridging fee only)
Reservationless GlobalMeet Local Access from: France-Paris, LoCall; Germany- Frankfurt, Munich, LoCall; United Kingdom-Belfast, Edinburgh, London, Reading, LoCall	\$0.10 per minute per participant (bridging fee only)
Reservationless GlobalMeet Local Access from: Austria-Vienna; Belgium-Brussels; Denmark-Copenhagen; Finland-Helsinki; Ireland-Dublin, LoCall; Italy-Milan, Rome; Japan-Tokyo; Netherlands-Amsterdam; Norway-Oslo; Poland-Warsaw; Singapore; Spain-Barcelona, Madrid; Sweden-Stockholm; Switzerland-Geneva, Zurich	\$0.15 per minute per participant (bridging fee only)
Reservationless GlobalMeet Local Access from: Australia-Melbourne, Sydney; Brazil-Rio de Janeiro, San Paulo; Bulgaria-Sophia; Czech Republic-Prague; China-Hong Kong; H Estonia-Tallinn; Hungary-Budapest; Israel-Tel Aviv	\$0.22 per minute per participant (bridging fee only)
Reservationless GlobalMeet Local Access from: Latvia-Riga; Lithuania-Vilnius; Luxembourg; New Zealand-Auckland; Portugal-Lisbon; Romania-Bucharest; Slovakia-Bratislava; Slovenia-Ljubljana; South Korea-Seoul	\$0.25 per minute per participant (bridging fee only)
Reservationless GlobalMeet Local Access from: Malaysia-Kuala Lumpur; Mexico-Mexico City; Russia-Moscow	\$0.30 per minute per participant (bridging fee only)
Reservationless GlobalMeet Local Access from: India-Mumbai	\$0.35 per minute per participant (bridging fee only)
Reservationless GlobalMeet Local Access from: Bahrain-Manama; China-Beijing; South Africa-Johannesburg; Taiwan-Taipei	\$0.45 per minute per participant (bridging fee only)
Reservationless GlobalMeet Local Access from: China-LoCall; Greece-Athens	\$0.55 per minute per participant (bridging fee only)
Reservationless GlobalMeet ITFS Access from: France, Germany, Luxembourg, United Kingdom	\$0.15 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from: Australia, Malaysia, Singapore, Denmark, Italy, New Zealand, Poland,	\$0.20 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from: Estonia, Finland, Hong Kong, Israel, Switzerland	\$0.25 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from: Austria, Russia, Belgium, Bulgaria, Greece, Netherlands, Hungary, South Korea, Sweden	\$0.30 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from: Mexico, Slovakia, Bahrain, Japan, Portugal, Norway, Slovenia	\$0.45 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from: Argentina, Czech Republic, Panama, South Africa, China, Latvia, Cyprus, India, Spain, Taiwan, Thailand, Uruguay	\$0.55 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from: Colombia, Costa Rica, Iceland, Indonesia, Lithuania, Philippines, Turkey, Venezuela	\$0.75 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from: Chile, Croatia, Ireland, Peru, Ukraine, Vietnam	\$0.90 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from: Saudi Arabia	\$1.40 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from: Romania	\$2.00 per minute per participant (includes long distance and bridging fees)
<b>Reservationless and Passcode Additional Services</b>	
Audio Recording mp3, wav or CD	\$50.00 per file
Additional CD's	\$150.00 per CD (up to 75 minutes)
CD Split	\$15.00 per split (editing charge for recordings over 75 minutes)
Transcription – 2 day turnaround	\$55.00 per quarter hour
Transcription – 24 hour turnaround	\$75.00 per quarter hour
Custom Greeting – not available with Reservationless GlobalMeet; only available with dedicated toll and toll free numbers.	\$150.00 per greeting
Dedicated Toll and Toll Free Access Numbers	\$150.00 per month
<b>CenturyLink Web Conferencing</b>	
WEB CONFERENCING	\$0.035 per minute per participant
Unlimited Web Conferencing	\$20 per license per month



Desktop Video	Included in the Web Conferencing per minute charge
<b>CenturyLink Web Additional Services</b>	
Archive Hosting of a Replay - 30 days	\$25.00 per archive, hosted for 30 days, unlimited playbacks
Hosting Renewal – additional 30 days	\$35.00 per archive, hosted for additional 30 days, unlimited playbacks
Hosting Renewal – additional 60 days	\$50.00 per archive, hosted for additional 60 days, unlimited playbacks
Hosting Renewal – additional 90 days	\$75.00 per archive, hosted for additional 90 days, unlimited playbacks
Hosting Renewal – additional 180 days	\$150.00 per archive, hosted for additional 180 days, unlimited playbacks
Hosting Renewal – additional 360 days	\$200.00 per archive, hosted for additional 360 days, unlimited playbacks
Hosting Renewal – unlimited	\$250.00 per archive, unlimited hosting, unlimited playbacks
SSL Encryption of Archive	\$100.00 per month
Moderator Call Detail Report	No charge
<b>Passcode Conferencing</b>	
Maximum number of participants permitted on a reserved pass code conference is 300. Passcode is used when registration is required to join an automated call, or when a one-time-use passcode is desired.	
Passcode Toll Free Dial In	\$0.03 per minute per participant
Passcode Dial Out (North America)	
Passcode Toll Dial In	\$0.03 per minute per participant
Passcode Dial Out (International)	\$0.03 plus the International RSS long distance rate per minute per participant for each country
<b>Operator Assisted Audio Conferencing</b>	
An operator is not dedicated to the conference. Operator Assistance is available on demand by pressing *0 on your telephone key pad. Q&A is not available on Operator Assisted calls.	
Operator Assisted Toll Free Dial In	\$0.15 per minute per participant
Remote Replay Access (telephone only, also applies to Replay of Event & Event Auditorium calls)	
Operator Assisted Toll Dial In	\$0.1530 per minute per participant
Operator Assisted Dial Out (North America)	\$0.1150 per minute per participant
Operator Assisted Dial Out (International)	\$0.1150 plus specific country long distance rate per minute per participant
<b>Operator Assisted Conferencing Additional Services</b>	
Operator Assisted Services also apply to Event and Event Auditorium calls. Participant lists are not available with Event Auditorium.	
Audio-only Recording – 3-5 day delivery (Formats Available: CD, WAV, MP3)	\$100.00 per file
Audio-only Recording Rush 24 hour electronic delivery (Formats Available: WAV, MP3)	\$200.00 per file
Audio File Editing – 5 business day turnaround	\$70.00 per ¼ hour
Audio File Editing – 3 business day turnaround	\$105.00 per ¼ hour
Audio File Editing – 2 business day turnaround	\$140.00 per ¼ hour
Audio File Editing – Studio CD mastering	\$105.00 premaster cd
Audio Production rush charge	\$70.00 per rush
Participant List 1-2 fields per participant	\$1.00 per participant
Participant List 3-5 fields per participant	\$1.50 per participant
Participant List 6+ fields per participant	\$2.00 per participant
No Show Fee / Unused Lines	\$15.00 per line after leeway of 10% of total reserved lines
<b>Event Auditorium</b>	
Auditorium service requires passcode entry. At least one operator is dedicated to the Event throughout its duration. Operator-managed Q&A is included in Auditorium service	
Event Auditorium Toll Free Dial In	\$0.12 per minute per participant
Event Auditorium Dial Out (North America)	
Event Auditorium Toll Dial In	\$0.11 per minute per participant
Event Auditorium Remote Replay	See Operator Assisted Remote Replay



Event Auditorium Dial Out (International)	\$0.12 plus specific country long distance rate per minute per participant
<b>Event Audio</b>	
At least one operator is dedicated to the Event Audio throughout its duration to aid in the production of the conference. Operator-managed Q&A is included in Event service.	
EVENT AUDIO TOLL FREE DIAL IN Event Audio Dial Out (North America)	\$0.155 per minute per participant
Event Audio Toll Dial In	\$0.14 per minute per participant
Event Audio Remote Replay	See Operator Assisted Remote Replay
Event Audio Dial Out (International)	\$0.15 plus specific country long distance rate per minute per participant
Event Audio ITFS access from: Australia, Austria, Belgium, Brazil, Bulgaria, Chile, Denmark, Estonia, France, Germany, Hong Kong, Hungary, Israel, Luxembourg, Malaysia, Monaco, Netherlands, New Zealand, Poland, Singapore, South Korea, Switzerland, United Kingdom	\$0.80 per minute per participant (in addition to the Event Audio Toll Dial In charge)
Event Audio ITFS access from: Argentina, Czech Republic, Greece, India, Indonesia, Japan, Latvia, Mexico, Norway, Portugal, Russia, Slovakia, Slovenia, Spain, Sweden, Uruguay	\$0.95 per minute per participant (in addition to the Event Audio Toll Dial In charge)
Event Audio ITFS access from: China, Columbia, Costa Rica, Ireland, Italy, Lithuania, Panama, Philippines, South Africa, Taiwan, Thailand, Trinidad & Tobago, Venezuela	\$1.30 per minute per participant (in addition to the Event Audio Toll Dial In charge)
<b>Event Included Services</b>	
Click and Join	Included with Event Auditorium
Web Registration and Reporting	Included with Event Auditorium
Managed Question & Answer Sessions	Included with Event Auditorium and Event Audio
Polling	Included with Event Auditorium and Event Audio
<b>Event Additional Services</b>	
Remote Replay Custom IVR	\$400.00 first menu
Remote Replay Custom IVR additional menus	\$150.00 per each additional menu
Easy Invite / Easy ID	\$150.00 per call
Communication Line	\$20.00 for first communication line
Additional Communication Line	\$50.00 per additional communication line
Host Controls	\$200.00 per call
RSVP Set Up	\$120.00 per set up
Basic RSVP up to 10 questions	\$ 10.00 per RSVP
Enhanced RSVP up to 20 questions	\$15.00 per RSVP
Phone RSVP	No charge – must be used in conjunction with basic or enhanced RSVP
RSVP Reports provided by CenturyLink	\$20.00 per report
Web-based RSVP Reports	\$100.00 per set up
Broadcast Email	\$0.05 per email
Broadcast Fax	\$0.10 per page
Broadcast Fax or Email Rush (24 hours notice)	\$70.00 per order
Broadcast Voice	\$0.05 per message
Polling Merge report provided by CenturyLink	\$ 80.00 per report
RSVP File Hosting	\$250.00 per file
Translation	\$75.00 per quarter hour
Transcription 3 hour turn around	\$150.00 per quarter hour
Transcription 6 hour turn around	\$100.00 per quarter hour
Transcription 24-48 hour turn around	\$70.00 per quarter hour
Translated Transcription	\$0.40 per word
Pre-Recording Session (Event Audio only) 3-5 days	\$1,000.00 per Event
Pre-Recording Session (Event Audio only) 1-2 days	\$1,500.00 per Event
Pre-Recording Session (Event Audio only) 6-24 hours	\$2,000.00 per Event
Pre-Recording Archival Fee – Storage of audio recording beyond 45 days	\$100.00 per month
Custom Hold Music (Event Audio only)	\$100.00 per call
<b>Event Production Package</b>	
Event Monitor - (60 minute event)	\$950.00 per call
Event Assistance - (60 minute event)	\$1,600.00 per call
Event Production - (60 minute event)	\$3,350.00 per call
Event Production Plus - (60 minute event)	\$4,800.00 per call
Event Extension	\$175.00 per 30 minutes
Event Content	\$2,075.00 per call



Operator Stand-by (order at reservation time)	\$150.00 per call
Presentation Management	\$130.00 per ¼ hour
A la Carte Event Production Services (One hour minimum)	\$130.00 per ¼ hour
Creative Services - Design physical collateral	\$50.00 per ¼ hour
Product Fulfillment	\$7.00 per packet
Product Fulfillment Rush charge	\$105 per unit
Assembly/Modification	\$2.25 per page
Black & white photocopies	\$0.20 per page
Color photocopies	\$1.40 per page
Product Fulfillment Shipping/Handling Standard	\$12.00 per unit
Product Fulfillment Shipping/Handling Two Day	\$22.50 per unit
Product Fulfillment Shipping/Handling Priority	\$30.00 per unit
Event Basic Reports	\$45.00 per report
Event Data CD	\$200 per CD
Event CD Split/Editing	\$20.00 per split (editing charge for recordings over 75 minutes)
<b>Event Production with Web Services Package</b>	
Event Monitor Package - (60 minute event) – Up to 45 minute pre-conference, up to one hour for client side web issues, total of 1 ¾ hours assistance	\$950.00 per call
Event Assistance Package - (60 minute event) – Pre-meeting with client to gather call flow details, technology, provisioning, up to one hour pre-conference to review the structure of the event, one hour event support, total of 3 hours assistance	\$1,600.00 per call
Event Production Package - (60 minute event) – Planning session and timeline management, scheduling of platform instruction/training, scheduling of rehearsal, scripting and program coordination, slide load, and assistance for building audience interactivity.	\$3,350.00 per call
Event Production Plus Package - (60 minute event) – Includes event production package provided within a 24 hour timeframe, total of 6 hours assistance within a 24 hour timeframe	\$4,800.00 per call
Event Extension – Additional component associated with Event Production services for calls lasting longer than 60 minutes.	\$175.00 per 30 minutes
Event Content – Event consultants assist with materials that will be utilized as part of an event conference.	\$2,075.00 per call
A la Carte Event Production Services – (1 hour minimum)	\$130.00 per 15 minutes
Expedite Fee	\$1,400.00
After-hours Support (Weekdays After 9pm and before 9am EST, weekends & holidays)	\$350.00
Event Reschedule Before Rehearsal	\$420.00
Event Reschedule After Rehearsal	\$2,000.00
Event Cancel Before Rehearsal	\$490.00
Event Cancel After Rehearsal	\$2,000.00
Event Recording Support	\$700.00
Event Media Manager	\$490.00





**ON24 WEB CONFERENCING SERVICE ATTACHMENT (“Attachment”)**

This Attachment is subject in all respects to the Agreement, including the Conferencing Service Exhibit. Capitalized terms not defined in this Attachment are defined in the Agreement. By purchasing ON24 Web Conferencing service (“ON24”), Customer agrees to all of the non-negotiable, vendor flow-through conditions contained in this Attachment. In the event of a conflict, the Agreement will prevail over the terms of this Attachment and Service Exhibit.

**1. Service Description:** ON24 is a webcasting service, which provides live and archived audio and video streaming. PowerPoint slides and other special features may be added to the webcast.

**Live Audio & Video Streaming** – Designed to communicate directly to thousands of people live via audio streaming and/or video streaming. Reservations are made in blocks of 500 participants for 60 minutes. Additional space may be reserved in blocks of 250 participants. Additional time may be reserved in blocks of 15 minutes.

**Online Presentation** – Online presentation of a PowerPoint file.

**Replay** – Online Presentation, audio and/or video streams include three months of archiving for later replay. Replay may be extended.

**On-Demand Streaming** – Provide immediate access to participants, allowing them to view videos at their leisure.

**Event Services** – Webcast experts help plan and design the event.

**Podcasts** – Provide an MP3 or MP4 to participants that they can download directly to their iPod or media player.

**Custom Branding** – Customize the color, fonts, layout, and overall branding of the event. Custom branding includes the web interface, registration page/lobby, and emails.

**Event Registration** – Collect information on participants prior to and during the event, or series of events.

**Flash Clips** – Stream pre-recorded audio, graphics, or screen grabs from within the live interface.

**Campaign Tracking** – Track where participants are registering for events through multiple URL's and marketing avenues.

**Event Security** – Restrict access to unwanted participants by utilizing a password, or block a URL, domain name on users email, or an IP address.

**Webcast Rush Fee** - applied when an ON24 Audio type service is requested less than 2 weeks in advance of the event. The fee is applied to ON24 Video type services when the request is made less than 3 weeks in advance of the event.

**2. Modifications and Releases:** New releases of ON24 may from time to time be prepared and installed to the Webcasting platform that add, enhance, or change the features and services of the Webcasting platform. Customers may use, if they choose, any new features and services added to the Webcasting platform. Customer will not be charged for comparable features, but additional charges may be applicable for new features and services. CenturyLink reserves the right to withdraw, suspend, or discontinue any functionality or feature of the Webcasting platform. CenturyLink may introduce new products that are not part of the current Webcasting platform.

**3. Submissions:** CenturyLink and/or its suppliers alone will own all rights, title, and interest, including all related Intellectual Property, to any suggestions, ideas, feedback, improvements, recommendations, or other information created, conceived, or reduced to practice, by or on behalf of Customer, any viewer or any subscriber to a Webcast event relating to the Webcasting platform (“Submissions”). “Intellectual Property” means any unpatented inventions, patent applications, patents, extensions, supplementary protection certificates, design rights, copyrights, trademarks, service marks, trade names, trade dress, domain rights, mask work rights, know-how, technology, business processes, Web event concepts, Web event experiences, and other trade secret rights, and all other intellectual property rights, derivatives thereof, and any forms of protection of a similar nature anywhere in the world.

**4. Charges:** Customer will pay CenturyLink the rates and charges set forth below.

<b>ON24</b>	
<i>Up to 500 participants for 60 minutes. All events with 2,000+ participants require approval before pricing will be valid. These events also include 3 months of archiving for replays.</i>	
<b>Audio Streaming</b>	
Audio Streaming	\$400.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive



Additional Participants – Each additional 250 listeners	\$225.00 per 250 additional participants
Each Additional 15 Minutes	\$150.00 per additional 15 minutes
Audio Replay Extension	\$75.00 per 30 days
<b>Online Presentation</b>	
Online Presentation	\$750.00 per hour of live broadcasting for up to 500 participants plus three months of archive hosting with unlimited access to archive. Additional Participants are not available with Online Presentation only. 500 participants is the maximum.
Each Additional 15 Minutes	\$300.00 per additional 15 minutes
Replay Extension	\$110.00 per 30 days
<b>Online Presentation with Audio Streaming</b>	
Online Presentation with Audio Streaming	\$1500.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive
Additional Participants – Each additional 250 viewers	\$250.00 per 250 additional participants
Each Additional 15 Minutes	\$500.00 per additional 15 minutes
Replay Extension	\$110.00 per 30 days
<b>Video Streaming</b>	
Video Streaming	\$1,750.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive
Additional Participants – Each additional 250 viewers	\$295.00 per 250 additional participants
Each Additional 15 Minutes	\$500.00 per additional 15 minutes
Video Replay Extension	\$110.00 per 30 days
<b>Video Streaming with Online Presentation</b>	
Video Streaming with Online Presentation	\$3500.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive
Additional Participants – Each additional 250 viewers	\$325.00 per 250 additional participants
Each Additional 15 Minutes	\$885.00 per additional 15 minutes
Video Replay Extension	\$150.00 per 30 days
<b>On-Demand Video Streaming</b>	
On-Demand Video Streaming	\$2000.00 per event
Each Additional 15 Minutes	\$450.00 per additional 15 minutes
Video Replay Extension	\$110.00 per 30 days
<b>On-Demand Video Streaming with Online Presentation</b>	
On-Demand Video Streaming with Online Presentation	\$3500.00 per event
Each Additional 15 Minutes	\$515.00 per additional 15 minutes
Video Replay Extension	\$150.00 per 30 days
<b>Included with ON24 Service</b>	
Online Presentation Archive (Recording)	<b>Included with</b> Live Online Presentation
Audio Streaming Archive (Recording)	<b>Included with</b> Live Audio Streaming
Online Presentation with Audio Streaming Archive (Recording)	<b>Included with</b> Live Online Presentation with Audio Streaming
Download Slides	<b>Included with</b> Online Presentations. <i>Not available for Audio Streaming only events</i>
Web Q&A	<b>Included with</b> Online Presentation. <i>Not available for Audio Streaming only events</i>
Polling	<b>Included with</b> Online Presentation. <i>Not available for Audio Streaming only events</i>
URL (Live Web Site) Push	<b>Included with</b> Online Presentation. <i>Not available for Audio Streaming only events</i>
<b>Additional ON24 Features</b>	
Audio Webcast – CD	\$375.00 per CD
Video Webcast - CD	\$450.00 per CD





Audio File / Podcast	\$225.00 per podcast
Video File / Podcast	\$450.00 per podcast
Single File Archive (screen capture of webcast w/audio) MP4, SWF, or WMA	\$710.00
Automated Registration	\$400.00 per event
Multi-Event Registration	\$1,100.00 per series
Pay-Per-View – Single Event	\$1,100.00 per event
Pay-Per-View – Extension	\$150.00 per 30 days (3 months of archiving is included in a Single Event)
Flash Clips – Long	\$375.00 per clip
Flash Clips - Short	\$225.00 per clip
Surveys	\$625.00 per survey per event <i>Not available for Audio Streaming only events</i>
Custom Registration Page	\$625.00 per event - <i>includes custom fields, confirmation email and one reminder per registered participant</i>
Media Campaign Tracking	\$450.00 per event
Event Security	\$750.00 per event
Custom Branding	\$2,200.00 per event
Webcast Rush Fee	\$350 per event
Pricing does not include on-site AV production or any audio or video conference bridging costs.	



**ADOBE CONNECT WEB CONFERENCING SERVICE ATTACHMENT (“Attachment”)**

This Attachment is subject in all respects to the Agreement, including the Conferencing Service Exhibit. Capitalized terms not defined in this Attachment are defined in the Agreement. By purchasing Adobe Connect Web Conferencing, Customer agrees to the non-negotiable, online Adobe Connect End User License Agreement terms and conditions for Adobe Connect Hosted [http://www.adobe.com/products/eulas/pdfs/Connect\\_Pro\\_Hosted\\_TOS\\_20090724\\_1050.pdf](http://www.adobe.com/products/eulas/pdfs/Connect_Pro_Hosted_TOS_20090724_1050.pdf). In the event of a conflict, the terms of this Attachment and the Adobe Connect End User License Agreements will prevail over the terms of the Agreement and Service Exhibit.

**1. Service Description.** Adobe Connect is a Web conferencing service providing access to private online meeting rooms using just a Web browser and Adobe Flash® Player. It provides real-time interaction and sharing of data over the Web by moderators and participants during a conference. Adobe Connect is available in an Adobe Connect Hosted environment. Hosted Access allows customers to publish their presentations from the Adobe Connect Hosted system. Fees for additional feature licenses may apply.

**2. Service Term/Renewal:** All Adobe Connect service requires a 12-month commitment. Service will commence upon a service commencement date and continue for 12 months thereafter, with 12-month renewal terms continuing indefinitely thereafter. Either party may terminate this Attachment at the end of a term by providing written notice to the other party of such termination at least 90 days prior to the end of such term. If Customer cancels Adobe Connect for Convenience during a term, Customer will pay CenturyLink a Cancellation Charge equal to 100% of the Adobe Connect charges that Customer would have paid to CenturyLink for the remainder of the current term, because CenturyLink’s vendor does not allow CenturyLink to cancel Service during a term and CenturyLink would be required to reimburse its vendor for the entire term. Customer must follow the Service termination notice process as outlined in the Agreement.

**3. Charges:** Customer will pay CenturyLink the rates and charges set forth below.

<b>Adobe Connect Pricing Component</b>	<b>Standard List Price</b>
Per Minute (total of 250 connections across all meetings)	ICB
<i>Concurrent user – Hosted</i>	ICB
<i>Named Organizer – Hosted</i>	ICB
<i>Seminar Room - Hosted, Monthly(200 seats minimum)</i>	ICB
<i>Seminar Room - Hosted, Annual (200 seats minimum)</i>	ICB
<i>Burst Paks (5K minute increments, only applies to Named Organizer or Concurrent licenses, must be prepaid)</i>	ICB
<i>Training Concurrent Learner - Hosted</i>	ICB
<i>Presenter Author License, Hosted</i>	ICB
<i>Presenter License – Hosted Stand Alone</i>	ICB
<i>Events Module - Hosted (unlimited usage)</i>	ICB

**UNLIMITED WEB CONFERENCING SERVICE ATTACHMENT ("Attachment")**

This Attachment is subject in all respects to the Agreement, including the Conferencing Service Exhibit. Capitalized terms not defined in this Attachment are defined in the Agreement. By purchasing Unlimited Web Conferencing Service, Customer agrees to all of the non-negotiable, vendor flow-through conditions contained in this Attachment. In the event of a conflict, the Agreement will prevail over the terms of this Attachment and Service Exhibit. The use of "CenturyLink" in Sections 2-7 of this Attachment will mean CenturyLink or one or more of its suppliers.

**1. Service Description.** Unlimited Web Conferencing is an online meeting service enabling real-time interaction and sharing of data over the Web by moderators and participants during a conference. Unlimited Web Conferencing can be integrated with Reservationless Audio. Unlimited Web Conferencing is limited to 125 participant lines. The monthly fee includes unlimited Web usage per license each month. One license is required per user. The Reservationless audio portion of the call is an additional cost.

**2. Intellectual Property; Marketing; Images and Links.** Customer is being granted a limited, non-exclusive, non-transferable, non-sublicensable revocable right to use Unlimited Web Conferencing, and any software associated with the Unlimited Web Conferencing, solely for online meetings and web conferencing and collaboration. All other rights are reserved by CenturyLink, and Customer agrees that it shall not remove, obscure or alter any proprietary rights notices (including copyright and trademark notices) which may be affixed to or contained within the Unlimited Web Conferencing. Customer acknowledges and agrees that all third-party information (such as data files, written text, computer software, music, audio files or other sounds, photographs, videos or other images) which Customer may have access to as part of, or through the use of the Unlimited Web Conferencing is the sole responsibility of the individual or entity from which such content originated ("Third-Party Content"). Such Third-Party Content may be protected by intellectual property rights that are owned by the sponsors or advertisers who provides such Third-Party Content to CenturyLink (or by other individuals or entities on their behalf). Customer may not modify, rent, lease, loan, sell, distribute or create derivative works based on this Third-Party Content (either in whole or in part). CenturyLink reserves the right (but shall have no obligation) to pre-screen, review, flag, filter, modify, refuse or remove any or all Third-Party Content from the Unlimited Web Conferencing. CenturyLink may also provide tools (but has no obligation) to filter out explicit content, and Customer understands that by using the Unlimited Web Conferencing, you may be exposed to Third-Party Content that Customer may find offensive, indecent or objectionable. Customer uses the Unlimited Web Conferencing at Customer's own risk. Customer understands that by using the Unlimited Web Conferencing with a webcam or other photographic or video device and/or a microphone, Customer will transmit images and audio to users. Customer hereby releases, discharges and agrees to hold harmless CenturyLink, its officers, directors, employees, affiliates and its suppliers from and against any and all claims and demands, including but not limited to, any claims for copyright infringement, defamation, invasion of privacy or right of publicity, arising out of or in connection with any use of the images and/or audio. The Unlimited Web Conferencing may include links to other web sites ("Linked Sites"). Customer acknowledges and agrees that such links are provided for convenience only and do not reflect any endorsement by CenturyLink with respect to the providers of the Linked Sites or the quality, reliability or any other characteristic or feature of the Linked Sites. CenturyLink is not responsible in any manner (including without limitation with respect to any loss, damage or injury Customer may suffer) for any matter associated with the Linked Sites, including without limitation, the content provided on or through the Linked Sites or Customer's reliance thereon. **CENTURYLINK MAKES NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO ANY LINKED SITES: CUSTOMER'S USE OF ANY LINKED SITES IS SUBJECT TO THE TERMS AND CONDITIONS APPLICABLE TO THAT SITE AND SOLELY AT CUSTOMER'S OWN RISK.**

**3. Feedback.** CenturyLink welcomes feedback regarding many areas of CenturyLink's services, including without limitation Unlimited Web Conferencing, and all related web sites. Any ideas, suggestions, comments and/or other feedback either CenturyLink or Customer provides to CenturyLink ("Feedback") shall be deemed to be non-confidential and CenturyLink shall be free to use such information on an unrestricted basis. CenturyLink and Customer should only provide specific Feedback on CenturyLink's existing Unlimited Web Conferencing and should not include any ideas that CenturyLink's policy will not permit it to accept or consider. CenturyLink or any of its employees do not accept or consider unsolicited ideas of any kind, including ideas for new or improved services, products or technologies, enhancements or new service names. The following terms shall apply to submissions of all Feedback: Each of CenturyLink and Customer agrees that: (1) all submissions and their contents will automatically become the property of CenturyLink, without any compensation; (2) CenturyLink may freely and irrevocably use, disclose, reproduce, license, sublicense, distribute or redistribute and otherwise commercialize the submissions and their contents for any purpose and in any way throughout the world, without royalty; (3) there is no obligation for CenturyLink to review the submission; and (4) there is no obligation to keep any submissions confidential. For the avoidance of doubt, neither CenturyLink nor Customer will submit any Feedback to CenturyLink that (1) either CenturyLink or Customer has reason to believe is subject to any patent, copyright, or other intellectual property claim or right of any third party; or (2) that is subject to license terms that seek to require any CenturyLink product incorporating or derived from any Feedback, or other CenturyLink intellectual property, to be licensed to or otherwise shared with any third party.

**4. Named Users, Content and Conduct/Use.**

**4.1** To use the Unlimited Web Conferencing, Customer must be 18 years or older, if an individual, and must complete the sign-up/registration process, which includes, without limitation, providing a valid email address, agreeing to be bound by CenturyLink's required terms applicable to the use of the Unlimited Web Conferencing and meeting such other requirements as CenturyLink directs. Customer agrees to maintain and update its registration information as required to keep it current, complete and accurate. If CenturyLink discovers that any of Customer's registration information is inaccurate, incomplete or not current, CenturyLink may suspend and/or terminate Customer's right to access and receive the Unlimited Web Conferencing. CenturyLink further retains the right to reject a registration application in its sole discretion and without a requirement to provide a reason.



**4.2** Only Named Users may schedule conferences using the Unlimited Web Conferencing, and there may be only one user/employee assigned to any Named User licenses to be used in connection with the Unlimited Web Conferencing. For the avoidance of doubt, Named User licenses cannot be shared among multiple individuals and separate Named User licenses must be purchased for each individual. Named Users may only include up to the total number of Maximum Meeting Participants in any single conference. For the purposes of this provision and the Unlimited Web Conferencing, a "Named User" is an individual designated and identified by the Customer as an organizer/administrator who is authorized to schedule conferences using the Unlimited Web Conferencing and "Maximum Meeting Participants" means the maximum number of meeting participants, including the Named User, that may be in a conference using the Unlimited Web Conferencing at the same time as designated by CenturyLink. Only one conference using the Unlimited Web Conferencing may occur at any given time (i.e. no concurrent meetings) per licensed Named User. Named Users may not combine with other Named Users or otherwise expand a conference using the Unlimited Web Conferencing scheduled by a Named User to allow more than the Maximum Meeting Participants. For each conference using the Unlimited Web Conferencing scheduled by a Named User, the Named User must (1) initiate or schedule the conference; (2) host the conference by entering as a presenter; and (3) act as an organizer of the conference through use of their organizer identification. Customer is at all times responsible for monitoring and maintaining the use of the Named User licenses within the forgoing parameters, and the Customer shall indemnify CenturyLink in the event a claim is brought or damages are incurred due to Customer's misuse of the Named User license. A Named User designation may not be transferred to another Customer employee except upon (a) termination of the Named User's employment with Customer, or (b) in all other instances, CenturyLink's express prior written approval.

**4.3** Customer acknowledges that CenturyLink has no control over the content of information transmitted by Customer through the Unlimited Web Conferencing (whether visual, written or audible) and that CenturyLink does not examine the use to which Customer puts the Unlimited Web Conferencing or the nature of the information Customer or Customer's users send or receive. Customer acknowledges and agrees that CenturyLink shall have no liability for the deletion or failure to store any information, content or data transmitted using the Unlimited Web Conferencing. Further, Customer expressly agrees: (i) to comply with all applicable foreign, federal, state/provincial and local laws relating to use of the Unlimited Web Conferencing under this Agreement (including without limitation, export and control laws and regulations); (ii) not to upload, post, email or otherwise transmit content through use of the Unlimited Web Conferencing that (1) infringes any third-party intellectual property or other proprietary rights or rights of publicity or privacy; (2) is unlawful, threatening, abusive, harassing, tortuous, libelous, defamatory, deceptive, fraudulent, invasive of another's privacy, vulgar, obscene, hateful or discriminatory or otherwise contains objectionable material of any kind or nature; (3) violates any law, statute, ordinance or regulation (including without limitation the laws and regulations governing export control, unfair competition, anti-discrimination or false advertising); (4) is profane, indecent, obscene, harmful to minors or child pornographic; (5) contains any viruses, Trojan horses, worms, time bombs, cancelbots, corrupted files or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or personal information or property of another; (6) that includes any unsolicited or unauthorized advertising or marketing; or (7) is materially false, misleading or inaccurate or that Customer does not have the right to transmit under any law or under contractual or fiduciary relationships; (iii) not to: (1) impersonate any person or entity, falsely or otherwise misrepresent your affiliation with a person or entity, or forge headers or otherwise manipulate identifiers in order to disguise the origin of any content uploaded, posted, emailed or otherwise transmitted; (2) harvest or otherwise collect information about others, including e-mail addresses, without their consent; (3) 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 Unlimited Web Conferencing any directory of other users or usage information or any portion thereof other than in the context of Customer's use of the Unlimited Web Conferencing; (4) reproduce, duplicate, copy, sell, trade or resell the Unlimited Web Conferencing for any purpose, including Customer may not act as a service bureau for the Unlimited Web Conferencing or rent, lease, grant a security interest in, or otherwise transfer any rights in the use of the Unlimited Web Conferencing; (5) use or exploit any portion of the Unlimited Web Conferencing to provide commercial Unlimited Web Conferencing to third parties or otherwise generate income from the Unlimited Web Conferencing or use the services for the development, production or marketing of a service or product substantially similar to the Unlimited Web Conferencing; (6) interfere with, damage, disable, overburden, impair or disrupt hardware, software or networks connected to the Unlimited Web Conferencing, or any other users of the Unlimited Web Conferencing, or violate the regulations, policies or procedures of any networks; (7) attempt to gain unauthorized access to the Unlimited Web Conferencing, other accounts, computer systems or networks connected to the Unlimited Web Conferencing, through password mining or any other means; (8) reverse engineer, modify, decompile, disassemble, translate or otherwise attempt to derive source code from any part of the Unlimited Web Conferencing or associated software; or (9) use the Unlimited Web Conferencing for illegal purposes (including without limitation, gambling or betting); and (iv) Customer is solely responsible for any and all activities that may occur under Customer's account and to maintain the confidentiality and security of its Host ID, access numbers, keys and passwords/passcodes. Customer agrees to notify CenturyLink immediately if there has been an unauthorized use of its Host ID and/or any access numbers, keys and/or passwords/passcodes or any other breach of security, and Customer shall be liable for fraudulent charges until such time as Customer has notified CenturyLink to suspend any compromised Host IDs, access numbers, keys and/or passwords/passcodes. Customer acknowledges that CenturyLink may from time to time monitor for quality assurance and fraud detection and may further gather system data. Further, and notwithstanding confidentiality provisions herein, CenturyLink may disclose information about Customer's use of Unlimited Web Conferencing to satisfy any law, regulation, government agency request, court order, search warrant, subpoena or other legal process.

**5. Recordings.** Use of conference recording or taping any use of the Unlimited Web Conferencing may subject Customer to laws or regulations. Customer acknowledges and agrees that: (i) Customer may not record or tape any Web, video or telephone conversation in connection with the Unlimited Web Conferencing unless Customer is in compliance with all laws relating to the recording of communications and protecting the privacy of communication for all parties to the conversation. CenturyLink has not and is not expected to provide Customer with any analysis, interpretation or advice regarding Customer's compliance with the above, and



Customer is solely responsible and obligated to provide any required notifications to participants prior to commencement of conferences.

**6. No Emergency Calls. UNLIMITED WEB CONFERENCING IS NOT A TRADITIONAL TELEPHONE SERVICE, AND THE UNLIMITED WEB CONFERENCING IS NOT INTENDED TO SUPPORT OR CARRY ANY EMERGENCY CALLS TO ANY EMERGENCY SERVICES OF ANY KIND. CUSTOMER NEEDS TO MAKE ADDITIONAL ARRANGEMENTS IN ORDER TO ACCESS EMERGENCY SERVICES.**

**7. Contact. CUSTOMER HEREBY GRANTS CENTURYLINK CONSENT TO CONTACT ALL OF CUSTOMER’S INDIVIDUAL ACCOUNT HOLDERS AND MODERATORS TO COMMUNICATE INFORMATION REGARDING SERVICE ISSUES AND SERVICE CONFIRMATIONS (INCLUDING WITHOUT LIMITATION, ENHANCEMENTS, END-OF-LIFE, MODIFICATIONS AND/OR OTHER FEATURE CHANGES).**

**8. Term/Renewal/Cancellation:** Either party may cancel Unlimited Web Conferencing by providing written notice to the other under the terms of the Agreement. If Customer cancels Unlimited Web Conferencing, Customer will be responsible for all charges incurred up to the point of cancellation and charges will not be prorated for the month Unlimited Web Conferencing is canceled. Customer must follow the Service termination notice process as outlined in the Agreement.

**9. Charges:** Customer will pay CenturyLink the rates and charges set forth below. Charges will commence within five days of receipt of the order for Unlimited Web Conferencing. Customer may later add licenses via the order process and those additional licenses will be subject to the terms of this Attachment except that Customer will pay CenturyLink the then-current charges for the additional licenses.

Service	Number of Licenses	Monthly Charge per License
Unlimited Web Conferencing	Unlimited	\$20