EARTHLINK COMPLETE™ VOICE HOSTED CONTACT CENTER SUPPLEMENTAL TERMS & CONDITIONS

The following EarthLink Complete™ Voice Hosted Contact Center Supplemental Terms and Conditions ("**Hosted Contact Center T&Cs**") are in addition to and supplement the terms and conditions set forth in the Agreement for Service or Master Service Agreement and applicable Customer Experience Guide between EarthLink ("**EarthLink**") and Customer dated concurrently herewith ("**Agreement**"). By its use of the Services, Customer agrees to amend and/or supplement the Agreement as set forth herein. For purposes of this Hosted Contact Center T&Cs, "EarthLink" means EarthLink, LLC and its related entities that is/are certified to provide the Service(s) in the applicable state(s). Except to the extent set forth herein, or in any other agreement mutually agreed to between the parties, all of the terms and conditions set forth in the Agreement shall remain in full force and effect. Capitalized terms used herein but not otherwise defined shall have the same meaning assigned to such terms in the Agreement. In the event of any conflict between the terms set forth in this Hosted Contact Center T&Cs, the Agreement, and any other agreement executed between the parties, the terms of this Hosted Contact Center T&Cs shall prevail.

1. **EarthLink Complete Voice Hosted Contact Center**. Hosted Contact Center ("**Service**") is a network-based voice service offering that allows a Customer to distribute different types of interactions such as voice calls, faxes, or emails to a group of users with routing rules to optimize the handling of the interaction based on the Customer's needs. EarthLink packages Hosted Contact Center with a co-terminous EarthLink Complete Voice service bundle at each location. Hosted Contact Center is not available as a stand-alone service. Hosted Contact Center provides Customers with the following functionality: (a) queuing, including the ability to hold calls or stack interactions based on the order they come in or priority of caller; (b) reporting; and (c) recording. Depending on the agent option purchased by the Customer, the Service can be prefaced with an Auto Attendant or an IVR to provide the caller input in routing the call. Refer to Appendix A for a full feature list.

2. Customer acknowledges and understands that it may only out pulse telephone numbers associated with Customer's EarthLink voice account. The Service may require access to Customer data in order to utilize some features within the Service. Customer warrants it has the right to provide such data to EarthLink.

3. **Pricing**. Hosted Contact Center has three (3) agent options: standard; premium; and platinum. The standard option includes a base set of features. The premium and platinum options include additional interaction types and more customization relating to Customer's solution. Refer to Appendix A for a full feature list. Customers have the ability to increase and decrease agents through the Hosted Contact Center portal and will be billed based on the greatest number of agents provisioned during each billing cycle. Taxes and surcharges will be assessed based on the same methodology applied to voice services.

4. All three agent options include thirty (30) days of call recording storage. Additional call recording storage is available for an additional charge. Customer understands that, because all of Customer's calls may not traverse the Hosted Contact Center platform, the calls indicated on Customer's invoice may not be consistent with the calls recorded on the Hosted Contact Center platform. In addition, Customer acknowledges and understands that it may be required to notify and obtain consent to activating the call recording feature(s) of Hosted Contact Center. Customer shall, at all times, use Hosted Contact Center in accordance with applicable laws and regulations, including, but not limited to, applicable law relating to recording of telephone conversations.

5. The Service Level Agreement ("**SLA**") for Hosted Contact Center shall be the applicable voice service SLA found at http://www.earthlinkbusiness.com/about-us/legal/sla.xea. Customer understands and acknowledges that the Hosted Contact Center standard configuration supports a predetermined maximum number of concurrent calls and that by exceeding that predetermined configuration Customer may experience quality of service issues or degradation in Service resulting from oversubscription of voice services on the circuit. Customer further understands that the SLA will not be applicable to an oversubscribed configuration and EarthLink will not be liable for service limitations or impairments resulting from an oversubscribed configuration.

6. The Hosted Contact Center agent functionality requires a desktop application to be downloaded to the user's PC. This application is not supported in Mac environments. The Hosted Contact Center supervisor functionality is supported on a web browser and does not require download to the user's desktop. There are minimum requirements relating to browsers and operating systems.

7. EarthLink reserves the right to modify Hosted Contact Center features at any time and from time-to-time provided, however, that no modifications shall reduce the level of service offered, materially impact Customer's use of Hosted Contact Center or increase the MRC associated with Hosted Contact Center during the Service Term.

 © 2015 EarthLink, LLC All Rights Reserved

8. **IMPORTANT INFORMATION REGARDING ACCESS TO 911 AND EMERGENCY SERVICES. IF 911 IS DIALED FROM THE CALL CENTER AGENT AND THE ORIGINATING NUMBER IS NOT AN EARTHLINK PROVIDED NUMBER, THE CALL MAY NOT BE ROUTED TO THE APPROPRIATE PUBLIC SAFETY ANSWERING POINT. THIS INFORMATION IS PROVIDED IN CONJUNCTION WITH THE EARTHLINK 911 NOTICE AND DISCLOSURE WHICH CUSTOMER MUST READ AND SIGN.**

9. **Termination.** Notwithstanding anything contained in the Agreement to the contrary, EarthLink reserves the right to terminate the Service by providing Customer not less than one hundred and twenty (120) days prior written notice thereof in the event of a determination by EarthLink that the rules, regulations or policies of the Federal Communications Commission, state public utility commission or similar regulatory body, or any applicable federal, state or local governmental agency or entity render the Service to be unlawful, unprofitable, impractical or undesirable. In the event that Customer cancels the Service following its execution of the Agreement by Customer but prior to the Service Commencement Date, or terminates the Service prior to the end of the Service Term (or if EarthLink terminates the Agreement as a result of a material default by the Customer), Customer shall be charged a Cancellation Fee or Early Termination Fee, as applicable, as provided in the Agreement. EarthLink reserves the right to terminate the Service(s) in accordance with the terms and conditions of the Agreement immediately and without advance notice if EarthLink, in its sole discretion, believes that any of the above restrictions on use have been violated.

 © 2015 EarthLink, LLC All Rights Reserved

APPENDIX A

EarthLink Complete Voice Hosted Contact Center Features and Functionalities

Media Channels

Media Channels	Standard	Premium	Platinum	Description of Service
Voice	x	x	x	Calls routed to predetermined number or set of numbers that are offered to a group of agents.
Email		x	x	Queues emails that come into a specific email address that is then forwarded to the Hosted Contact Center platform.
Web Chat		x	x	Queues interactions that come through customer website, and queued for agents to handle as the interactions come in. If customer is subscribing to this, then a link is provided by EarthLink to the customer to be posted to customer's website.
Voicemail		x	x	Once the caller is in the queue, if a voicemail option is available and caller leaves a voicemail this can be queued for an agent to take action on.
Fax		x	x	Web-based server (customers) on fax to email. Queue email as configured email as faxes get sent to. Handled similar to email. Please note faxes are not stored on the hosted contact center platform.
Queued Call Backs		x	x	Choose to have call back when agent is available. Keeps caller's priority. Option in queue. Please note that this does not tell the caller how long their wait time is.
Twitter		x	x	Come in same as email and is queued for next available agent. Used to track and includes Link for customer to respond on Twitter. Essentially customer sets up email notifications themselves in Twitter and then that email is set up as a queue for agents.
Facebook		x	x	Come in same as email and is queued for next available agent. Used to track and includes Link for customer to respond on Facebook. Essentially customer sets up email notifications themselves in Facebook and then that email is set up as a queue for agents.

 © 2015 EarthLink, LLC All Rights Reserved

Supervisor Functionality

Supervisor Functionality	Standard	Premium	Platinum	Description of Service
Summary Screens	x	x	x	High level overview of the queue to provide health of the contact center.
Configurable Graphical Alerts	x	x	x	Through the dashboard supervisors are easily able to assess and take action on any issues that may be occurring throughout the contact center.
Coaching - Monitor	x	x	x	Allows supervisors to listen in on interactions of agents to insure agent is providing the appropriate customer experience. Especially helpful for agents in training.
Coaching - Whisper	x	x	x	Allows supervisors to help an agent through an interaction with a customer. Especially helpful for complex or high profile customers, and agents in training.
Coaching - Barge-In	x	x	x	Beyond Monitor and Whisper we support the ability to supervisors to insert themselves into the interaction with a customer.
Configurable Email Alerts		x	x	Manage alerts to go out to email addresses per queue based on predetermined metrics, i.e. calls hoping too long in a queue or too many calls in a queue.

 © 2015 EarthLink, LLC All Rights Reserved

Call Routing Options

Call Routing Options	Standard	Premium	Platinum	Description of Service
Call Router	x	x	x	Telephone number set up based on a predetermined set of rules based on a schedule set up in CommPortal.
Auto Attendant	x	x	x	Automated message that provides callers up to 9 options to route them to the appropriate resource.
DNIS		x	x	IVR option which routes calls based on the number dialed.
Skills Based		x	x	IVR option which routes calls to the agent best equipped to handle the interaction or skill set. For example, Spanish versus English.
Geo Routing		x	x	IVR option which routes calls based on the number the caller is dialing from.
Type of Day		x	x	IVR option which routes calls based on the type of day, i.e. Monday versus Saturday.
Time of Day		x	x	IVR option which routes calls based on time of day, i.e. 8 am EST versus 9 pm EST.
Uniform Call Distribution		x	x	IVR option which routes calls evenly across all agents.
Overflow		x	x	IVR option which overflows calls to a 10 digit number if all agents are busy.

 © 2015 EarthLink, LLC All Rights Reserved

Interactive Voice Response (IVR) Functionality

IVR Functionality	Standard	Premium	Platinum
DTMF Recognition		x	x
Speech Recognition			x
Text-to-Speech			x
Bulletins		x	x
IVR Survey		x	x
Test Sandbox		x	x

 © 2015 EarthLink, LLC All Rights Reserved

Work Force Management

Work Force Management	Standard	Premium	Platinum	Description of Service
Forecasting			x	Ability to look at history and determine # of agents required to support traffic patterns. Requires significant # of interactions daily to truly provide intelligent forecasting.
Scheduling			x	Scheduling is manual. Provides customers the ability to make the decisions on scheduling.
Optimization			x	Determine service levels for each queue and the number of agents required to meet that level of call completion. For example how many agents must be scheduled from 8 am - 5pm in order to complete at least 70% of the interactions offered to the contact center.
Adherence			x	Real-time monitor as the agents are schedule to do what they are supposed to be doing. Real-time view of who is adherent and who is not. To take action against it immediately. Important when agents are supposed to be going on break versus answering calls versus completing training.
Vacation Automation			x	Part of scheduling. Gives ability to provide agents a certain allotment of vacation time. As agents book vacation it will show them how much they time they have used and how much they have left. OR go into queue to see how many people you can have off on any given day within that queue. Allows agents to go in and book a day off and only can book if allotment has not been used up.
Shift-Trade Marketplace			x	Ability for agents to shift trades. Allows agents to put out to the team or to make a specific trade with a specific individual. Has to be like to like skill, so that agent capabilities are consistent. Can be either auto approved or manual approval.

Customer Relationship Management (CRM) Integration

Only available with Premium and Platinum agent types. Standard CRM Integration is included in either of these agent types, listed in matrix above. If customer is operating a CRM system that is not listed above it may require custom integration which will incur an additional charge to integrate the Hosted Contact Center solution.

 © 2015 EarthLink, LLC All Rights Reserved

Standard functionality includes screen pop by Caller ID or user input into IVR, i.e. Account ID or Ticket Number. Additionally basic screen pop via HTTP push is available, which may work for browser based CRM environments.

CRM Integration	Standard	Premium	Platinum
Salesforce.com		x	x
Oracle		x	x
SugarCRM		x	x
NetSuite		x	x
Microsoft CRM		x	x
Remedy		x	x
ServiceDesk		x	x
Service Now		x	x

 © 2015 EarthLink, LLC All Rights Reserved