

Service Attachment 6
Conferencing Service
to the Master Service Agreement

This is a Service Attachment "Service Attachment" to the Master Service Agreement "Agreement" dated September 29, 2011,, between the Department of Administrative Services on behalf of the State of Ohio ("the State"), and **Qwest Communications Company, LLC D/B/A CenturyLink QCC**, Attention: Corporate Counsel, 1801 California Street, Suite 900, Denver, Colorado 80202.

WHEREAS, DAS desire to include additional Vendor services and the corresponding general provisions thereof; and

WHEREAS, the above named parties desire to execute this Service Attachment to said Agreement;

WHEREAS, the State desires to have one Service Exhibit from which the purchase of Conferencing Service can be purchased.

NOW THEREFORE, in accordance with the Agreement, and in consideration of the conditions and covenants contained herein, the Parties mutually agree as follows:

IN WITNESS WHEREOF, the Parties have executed this Attachment which shall be effective on the date signed by the State.

**CENTURYLINK
COMMUNICATIONS COMPANY,
LLC d/b/a
CENTURYLINK QCC**

Susan Baker

Signature

Susan Baker

Printed Name

Manager – Offer Management

Title

3/7/2013

Date

**STATE OF OHIO, DEPARTMENT
OF ADMINISTRATIVE
SERVICES**

Robert Blair/srd

Signature

Robert Blair/srd

Printed Name

DAS Director/
Assistant Director/State CIO

Title

3/22/13

Effective Date

04-6141739

Federal Tax ID

1. Service Description

1.1 Audio & Web Conferencing: This Service enables Subscribing Entities to conduct telephone conferences with multiple parties in multiple locations. Service includes Reservationless, Passcode, Operator Assisted, Event, and CenturyLink Web Conferencing. Subscribing Entities have 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.

1.2 Service Types.

(a) Reservationless. On-demand audio conferencing product that is available to moderators and participants 24 hours a day, 7 days a week, 365 days a year, without a reservation. Moderators are provided a dedicated dial-in

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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.

1.3 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. Rates are outlined in the pricing attachment under Reservationless GlobalMeet.

(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.

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(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.

1.4 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 Subscribing Entity 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

(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:**

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(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. **Operator Stand-by** - An additional operator who provides assistance for lost callers and/or participant assistance for callers entering incorrect passcodes.
- e. **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.
- f. **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.
- g. **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.
- h. **Basic RSVP** (up to 10 questions) - The use of the Basic RSVP system when a participant registers for an Event or Investor Relations call.
- i. **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
- j. **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.
- k. **RSVP Reports** (CenturyLink provided) - A report containing the registration information of participants using RSVP services
- l. **Real Time RSVP Reporting** (Web-based) - A web system to view the registration information of participants using RSVP services
- m. **Broadcast E-Mail** – The ability to email participants before or after the call
- n. **Polling Merge Report** (CenturyLink provided) - Merging responses from a polling session during the Event or Investor Relations call with the participant information
- o. **File Hosting** – Unlimited downloads of the Polling Merge and / or Real Time RSVP reports
- p. **Translations** – Conference can be translated into most foreign languages with 24-hour advance notice
- q. **Transcription** - Conferences can be transcribed for participants in written format and delivered via email or CD.

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(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** – Subscribing Entity may choose music to be heard by the participants while they wait on hold for the conference to begin.

2. Term.

The Term of this Exhibit will begin on the Effective Date of the Agreement and will expire at the end of the current biennium, June 30, 2013. The Service and any associated features do not have a Cancellation Charge; however, Subscribing Entity will continue to be responsible for the remaining usage charges incurred but not yet billed if Service is terminated. The State may renew the Service Attachment for the next biennium by issuing written notice to the Service Provider of the decision to do so. Renewals will be initiated by the State at least thirty (30) days prior to the expiration of the then current Term. This expiration and renewal procedure will also apply to any subsequent biennium.

3. Charges.

As applicable, Subscribing Entity will pay the rates, Net Rates, and all other charges set forth in the Pricing Exhibit, RSS, ISS, or Order. Subscribing Entity will be charged for Service when Subscribing Entity uses the Service. The rates do not include costs associated with local access.

4. Additional.

Capitalized Terms not defined herein are defined in the Agreement. CenturyLink will provide Conferencing Service (“Service”) under the Terms of the Agreement, RSS, ISS and this Service Attachment.

“Net Rate” is in lieu of all other rates, discounts, and promotions.

“Pricing Exhibit” means a document containing rates specific to the Service and is incorporated by reference and made a part of this Service Attachment.

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PRICING EXHIBIT

Reservationless Audio Conferencing	
Function	Net Rate per Function
RESERVATIONLESS AND GLOBALMEET DIAL IN TOLL FREE DOMESTIC	\$0.035 per minute per participant
RESERVATIONLESS DIAL OUT / DIAL ME DOMESTIC	
RESERVATIONLESS AUDIO RECORDING	
RESERVATIONLESS AUDIO RECORDING REPLAY	
RESERVATIONLESS AND GLOBALMEET DIAL IN TOLL	\$0.035 per minute per participant
Reservationless Dial Out / Dial me International	\$0.22 plus specific country long distance rate per minute per participant Insert the rates for the countries the customer wants to see
Reservationless GlobalMeet	
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:	\$0.90 per minute per participant

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Chile, Croatia, Ireland, Peru, Ukraine, Vietnam	(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)
Reservationless and Passcode Additional Services	
Audio Recording mp3, wav or CD	\$100.00 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
CenturyLink Web Conferencing	
Web Conferencing Unlimited Web Conferencing	\$0.05 per minute per participant \$25 per license per month
Desktop Video	Included in the Web Conferencing per minute charge
CenturyLink Web Additional Services	
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
Passcode Conferencing	
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	\$0.08 per minute per participant
Passcode Dial Out (North America)	
Passcode Toll Dial In	\$0.07 per minute per participant
Passcode Dial Out (International)	\$0.08 plus the International RSS long distance rate per minute per participant for each country
Operator Assisted Audio Conferencing	
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	\$0.1150 per minute per participant

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REMOTE REPLAY ACCESS (TELEPHONE ONLY, ALSO APPLIES TO REPLAY OF EVENT & EVENT AUDITORIUM CALLS)	
OPERATOR ASSISTED TOLL DIAL IN	\$0.1053 per minute per participant
Operator Assisted Dial Out (North America)	\$0.16 per minute per participant
Operator Assisted Dial Out (International)	\$0.16 plus specific country long distance rate per minute per participant
Operator Assisted Conferencing Additional Services	
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
Event Auditorium	
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	\$0.20 per minute per participant
Event Auditorium Dial Out (North America)	
Event Auditorium Toll Dial In	\$0.22 per minute per participant
Event Auditorium Remote Replay	See Operator Assisted Remote Replay
Event Auditorium Dial Out (International)	\$0.24 plus specific country long distance rate per minute per participant
Event Audio	
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	\$0.31 per minute per participant
Event Audio Dial Out (North America)	
Event Audio Toll Dial In	\$0.30 per minute per participant
Event Audio Remote Replay	See Operator Assisted Remote Replay
Event Audio Dial Out (International)	\$0.31 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)
Event Included Services	
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

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	and Event Audio
Event Additional Services	
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