SERVICE ATTACHMENT 1
TO THE
MASTER SERVICE AGREEMENT

AUDIO CONFERENCING SERVICES

This is a Service Attachment to the Master Service Agreement dated March __, 2010, Agreement," between The Department of Administrative Services ("DAS") on behalf of the State of Ohio, and InterCall, Inc ("InterCall").

WHEREAS, DAS desires to include additional Service Provider services and the corresponding general provisions thereof; and

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

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

1. The Addition of Service Attachment 1 – Audio Conferencing Services

2. All other terms and conditions of the Master Service Agreement not otherwise supplemented and/or amended shall remain unchanged and in full force and effect.

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

INTERCALL, INC.

Signature

Martin Dunne
Printed Name

EVP Direct Sales
Title

16 March 2010
Date

58-1942497
Federal Tax ID

STATE OF OHIO,
DEPARTMENT OF ADMINISTRATIVE SERVICES

Signature

H Samuel Orth III
Printed Name

State CTO, Asst. Director
Title

3.21.10
Effective Date

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The Service Attachment provides the Subscribing Entity(s) with the ability to purchase audio conferencing services and related products which are offered by InterCall, Inc. ("InterCall Services") and its third party suppliers ("Third Party Services") (the InterCall Services and Third Party Services are referred to collectively as the "Services").

Additional Information regarding these services has been included in an appendix located at the end of this document:

- Appendix A: Feature Descriptions

1. Description of Service

This section provides an overview of the audio conferencing service options

- **ResPlus Toll & Toll Free:** Reservationless-Plus (ResPlus) offers customers audio conferencing service 24 hours a day, 7 days a week, without the need to make a reservation or utilize an Operator. Holding a conference is a simple as dialing a permanent number and entering a Conference Code.
- **Operator Assisted Toll & Toll Free:** Operator Assisted is a reservation-based service that offers customers audio conferencing service 24 hours a day, 7 days a week, with the personal assistance of an operator and support personnel who manage high-touch features.

2. Standard Service Features

This section provides an outline of the standard audio conferencing service features

ResPlus Toll & Toll Free
Operator Assisted Toll & Toll Free

SCHEDULE YOUR CONFERENCE

- Online Reservations
- Toll Free Reservations
- Event Registration
- Project Accounting Codes

BROADCAST AND RECORD YOUR CONFERENCE

- Voice Broadcast
- Fax/Email Broadcast
- Web Conferencing
- Streaming

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- Encore
- CD
- Transcription
- Podcasting

ENTER YOUR CONFERENCE

- International
- Dial Out (domestic)
- Lecture Mode
- Direct Entry
- Music Entry
- Entry/Exit Tones
- Name Announce
- Roll Call
- Leader First/Last

ADMINISTER YOUR CONFERENCE

- Subconference
- Communication Line
- Promotional Tape
- Consecutive Interpretation
- Simultaneous Interpretation
- Voice Talent
- Custom Script
- Encore Emporium
- Encore Digital Recording Studio
- Group Mute/Unmute
- Self Mute/Unmute

GATHER DATA FOR YOUR CONFERENCE

- Leader-View
- Polling
- Question & Answer Session
- Participant Report (formerly Facts Complete)
- Encore Plus
- Encore Emporium
- Encore Reports (includes three pieces of information for 250 participants or less)

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SECURE YOUR CONFERENCE

- Conference Lock
- Passcode/Password
- Approved Participant List

3. Add On Features

Not applicable

4. Fee Structure

This section provides the following pricing information:

- A pricing table for InterCall Audio Conferencing Services
- Schedule your Conference Pricing Table
- Broadcast and Record your Conference Pricing Table
- Enter your Conference Pricing Table
- Administer your Conference Pricing Table
- Gather Data for your Conference Pricing Table
- Secure your Conference Pricing Table

The following table provides information for InterCall Audio Services:

Service Type	Fee
ResPlus Toll & Toll Free	$.036
Operator Assisted Toll & Toll Free	$.074

Schedule your Conference Pricing Table:

Service Type	Fee
Online Reservations	No charge
Toll Free Reservations	No charge
Event Registration	Contact your Meeting Consultant
Project Accounting Codes	No charge

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Broadcast and Record your Conference Pricing Table:

Service Type	Fee
Voice Broadcast	$.45 per recipient (domestic)
Fax/Email Broadcast	$.45/page faxed, $.35/email
Web Conferencing	Contact your Meeting Consultant
Streaming	Volume dependent
Encore	Contact your Meeting Consultant
CD	$65
Transcription	$60/15 minutes, delivery in 48 hours (business day)
	$70/15 minutes, delivery in 24 hours (business day)
	$85/15 minutes, delivery in 12 hours (business day)
	$105/15 minutes, delivery in 3 hours (business day)*
	*48 hour advance notice is required Question and Answer Session Only: Additional $25
	Fax Delivery: Additional $40
Podcasting	$65 per audio file*
*Domestic Standard Shipping and Handling	$15/address
Domestic Priority Shipping and Handling	$25/address
International Shipping and Handling	$50/ address

Enter your Conference Pricing Table:

Service Type	Fee
International	Contact your Meeting Consultant
Dial Out (domestic)	No charge
Lecture Mode	No charge
Direct Entry	No charge
Music Entry	No charge
Entry/Exit Tones	No charge
Name Announce	No charge
Roll Call	No charge
Leader First/Last	No charge

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Administer your Conference Pricing Table:

Service Type	**Fee**
Subconference	No charge
Communication Line	No charge
Promotional Tape	$100
Consecutive Interpretation	$5.00 per minute (Japanese language)
	$3.50 per minute (other languages), 30 minute minimum
Simultaneous Interpretation	$8.00 per minute (Japanese language)
	$6.50 per minute (other languages), 60 minute minimum
Voice Talent	$275
Custom Script	No charge
Encore Emporium	$125 set-up fee plus usage
Encore Digital Recording Studio	Usage only
Group Mute/Unmute	No charge
Self Mute/Unmute	No charge

Gather Data for your Conference Pricing Table:

Service Type	**Fee**
Leader-View	$250 per conference
Polling	No charge
Question & Answer Session	No charge
Participant Report	(formerly Facts Complete) Standard: $.50/participant or $25 minimum
	Enhanced: $1.00/participant or $40 minimum
	Premium: $1.25/participant or $75 minimum
Encore Plus	$125 set-up fee plus usage
Encore Emporium	No charge
Encore Reports	$75*

*Includes three pieces of information for 250 participants or less

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Secure your Conference Pricing Table:

Service Type	Fee
Conference Lock	No charge
Passcode/Password	No charge
Approved Participant List	$2.50 per participant

UNLESS INDICATED OTHERWISE, SERVICES ARE CHARGED BY MULTIPLYING ALL INBOUND OR OUTBOUND LEGS OF ALL CONFERENCES BY THE APPLICABLE PER MINUTE RATE; SERVICE FEATURES, FEES OR SURCHARGES NOT LISTED HEREIN, INCLUDING CONFERENCE LEGS TO OR FROM A LOCATION OUTSIDE THE CONTIGUOUS U.S. WILL BE CHARGED AT INTERCALL'S STANDARD RATES; CUSTOMER MAY OBTAIN INTERCALL'S STANDARD RATES THROUGH CUSTOMER'S WEB ACCOUNT OR THROUGH CUSTOMER'S SALES OR ACCOUNT REPRESENTATIVE; SUBJECT TO THE TERMS OF THIS AGREEMENT, ANY RATES INDICATED IN THE RATE INFORMATION OF THIS AGREEMENT WILL REMAIN IN EFFECT FOR THE TERM OF THIS AGREEMENT.

5. **Coverage Maps**

   Not applicable

6. **Equipment Discounts**

   Not applicable

7. **Additional Service Information**

   Not applicable

8. **Service Specific Terms and Conditions**

   License. Subject to State's compliance with the terms and conditions of this Agreement, InterCall hereby grants State and its invitee participants a non-exclusive license during the Term as set forth in Section 6 of the Agreement to use the Services. Except as specifically set forth herein, InterCall or its suppliers retain all right, title, and interest, including all intellectual property rights, relating to or embodied in the Services, including without limitation all technology, telephone numbers provided by the Service Provider, web addresses given to the State by the Service Provider, software, or systems relating to the Services. State agrees not to reverse engineer, decompile, disassemble, translate, or attempt to learn the source code of any software related to the Services. Use of Third Party Services such as Microsoft Live Meeting and WebEx is subject to the license agreement of such provider. Other than using the Services for conferences or meetings in which State is an active participant, State may not resell the Services or otherwise generate income from the Services.

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Responsibility for Customer's Accounts. State is responsible for maintaining the confidentiality of State's accounts, owner numbers, conference codes, passwords and personal identification numbers used in conjunction with the Services and for all uses of the Services in association with State's accounts whether or not authorized by State. State agrees to immediately notify InterCall of any unauthorized use of State's account of which State becomes aware.

Responsibility for Content of Communication. State is the sole owner and is solely responsible for all content provided to InterCall and the content of all communications (visual, written or audible) using State's accounts. State shall comply with all laws, rules and regulations while using the Services; shall not transmit any communication that violates any law, rule, or regulation; shall not violate any third party rights in using the Services; and shall not use the Services in any way that damages InterCall's property or interferes with or disrupts InterCall's system or other users. Although InterCall is not responsible for any such communications, InterCall may suspend any such communications of which InterCall is made aware. Use of the conference recording feature or taping any use of the Services by State may subject State to laws or regulations and State is solely responsible for and obligated to provide any required notification to participants prior to commencement of said conference. State acknowledges and agrees that InterCall has not and is not expected to provide State with any analysis, interpretation or advice regarding State's compliance with the above and does not control State's content nor guarantee the accuracy, integrity, security or quality of State's content.

Message Delivery Services. If State uses Services to send fax, email, phone, text, SMS, or other messages ("Messages") to any recipients (the "Recipients") as a condition for using such Services, State represents and warrants: (a) that it will not make any automated outdials to induce the purchase of goods or services or to solicit a charitable contribution; and (b) it has the legal right to send all Messages to the Recipients (including obtaining any required consents from the Recipients) and the content, timing and purpose of all Messages, campaigns and programs are in compliance with all applicable laws, rules and regulations; and (c) that State is the sender of all Messages and InterCall is merely acting at State's direction as the broadcaster of the Messages.

Confidentiality. Subject to Ohio Revised Code Section 149.43, confidential Information shall mean information that derives economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use ("Confidential Information"). Confidential Information includes, without limitation,; business strategies; marketing plans; industry and competitive information; technology;; employee information; and financial information but shall not include any information (i) independently developed by a party, (ii) generally available to the public other than by a party's breach of this Agreement, (iii) already known by a party at time of disclosure to that party, or (iv) rightfully received from a third party without restriction on disclosure or an obligation of confidentiality running directly or indirectly to the other party.

Each party to this Agreement agrees to use commercially reasonable efforts to protect against unauthorized disclosure all Confidential Information of the other party. The parties agree that all

Confidential Information shall be disclosed only to those affiliates, employees, suppliers and advisors on a need-to-know basis and who agree to be bound by confidentiality terms and conditions at least as stringent as those herein. Upon termination of this Agreement, each party shall, upon request, promptly return or destroy the other party's Confidential Information except as may be required for backup, disaster recovery or business continuity and in such case the obligations hereunder shall survive until such Confidential Information is destroyed. Nothing shall prevent or prohibit the receiving party from providing access to Confidential Information as may be required by law, rule or regulation provided that the receiving party gives as much notice as is reasonably practical and provides reasonable assistance to the disclosing party in challenging the disclosure so required by law, rule or regulation.

Government Agencies. Use of the Services by the United States Government or other governmental agencies shall be as "restricted computer software" or "limited rights data" as set forth in 48 CFR 52.227-14, or as "commercial computer software" or "commercial computer software documentation" under DFARS 252.227-7202, or under such other similar applicable terms and conditions to prevent the transfer of rights in and to the technology to the government or such agency other than under normal commercial licensing terms and conditions. Contractor/manufacturer is InterCall, Inc., 8420 W. Bryn Mawr Ave., Suite 400, Chicago, IL 60631.

Limited Warranty. EXCEPT AS OTHERWISE PROVIDED HEREIN, STATE UNDERSTANDS AND AGREES THAT THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE"; AND INTERCALL AND ITS SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED.

The State acknowledges that InterCall is an independent contractor, and no agency, partnership, joint venture, employee-employer or franchisor-franchisee relationship is intended or created by this Agreement. This Agreement is for the sole benefit of the State and its Subscribing Entities and InterCall and its affiliates and is not intended to, nor shall it be construed to, create any right or confer any benefit on any other party.

9. Taxes, Surcharges and Governmental Fees

- Pursuant to the provisions provided in Section 3.3 of the Agreement, in addition to the rates for the Services, individual Subscribing Entities shall pay all applicable fees, duties, tolls, administrative assessments, surcharges, or taxes now or hereafter attributable to the Services and included on each Subscribing Entity's invoice.

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10. Cost Recovery Fee Data Requirements

The Cost Recovery Fee shall be calculated and paid to the State per Section 13 of the Agreement. In addition, reports shall be prepared and sent to the Contract Manager per Section 13 of the Agreement.

11. Reporting Requirements

- InterCall shall provide usage reports based upon Division of Government (Executive, Judicial, Legislative and Appointed) pursuant to its Online Reports product, as provided herein:
- OVERVIEW
- InterCall's Online Report Tool, accessed through InterCall Online or www.intercall.com or, is an online application that allows access to customized data on the volume of business with InterCall. DAS will be able to access either account specific or Division of Government conferencing data.
- Standard Reports
    - There are 22 standard reports currently available as shown in Exhibit 1 at the end of this document
    - Each report can be viewed online and downloaded to a CSV file that the user can save on their desktop for easier sorting, managing and saving. Reports are available at https://reports.intercall.com/onlinereports.

12. SLA Requirements

Service Level Guarantee and Credits. If InterCall fails to meet the same Service Level (as defined in Section 10.2, herein below) in three consecutive months or four months within any twelve month period, then DAS may terminate this Agreement upon thirty (30) days written notice to InterCall without liability, other than payment for Services rendered prior to the effective date of termination. In the event that InterCall does not achieve a Service Level in a month, upon DAS's written request, as the sole and exclusive remedy for any such failure in addition to the termination rights set forth herein, InterCall will credit each Subscribing Entity the amount of any call disrupted by InterCall's failure to achieve the Service Level. All claims must be made in writing to InterCall within thirty (30) days of the occurrence of the event giving rise to the claim or shall be waived.

InterCall Service Level Agreement and Quality Plan. InterCall will provide the InterCall Services in accordance with the following service levels (the "Service Levels"). Service Levels are measured on a monthly basis for all locations. The measurements herein are based on InterCall items InterCall can control and therefore do not include: (i) the acts or omissions of Customer's employees, agents, contractors, or vendors, or anyone gaining access to the Services by means of Customer's passwords or equipment; (ii) scheduled maintenance; or (iii) a failure of the Internet and/or carrier defects affecting the Services. InterCall's tracking and reporting flexibility gives the Customer a clear picture every month as to InterCall achieving its Service Levels. InterCall constantly monitors Service Levels and provides internal incentives to both its reservations and call execution personnel based on performance.

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Service Levels - Availability

SERVICE PLATFORM	SERVICE LEVEL	DEFINITION	MEASUREMENT
Reservationless Platform	99.9%	Availability of the Reservationless platform through the dial-up network.	Automated continuous periodic access attempts to audio conference bridge.
Operator Assisted Platform	99.9%	Availability of the Operator Assisted platform through the dial-up network.	Automated continuous periodic access attempts to audio conference bridge.
Document/Web Conference Platform	99.9%	Availability of the document conferencing platform through the Internet.	Automated continuous server health and status monitoring.

ACCURACY

Accuracy is defined as the number of Information Tickets created by InterCall divided by the number of calls. Information Tickets are defined as internal InterCall records written for any call that is less than 100% perfect.

- Accuracy goal is 98% in Reservations
- Accuracy goal is 98% in Event Services/Call Execution

OPERATOR ASSISTED CALL EXECUTION

This is a measure of the time taken to add conference participants to operator assisted conference calls. The measurement will be based on the percentage of participant calls answered in a particular time.

1) Reservations - 80% of participant calls answered in 20 seconds or less.
2) InterCall will meet the following call execution objectives 80% of the time:
   a) Standard (calls that require InterCall to retrieve either no information or only first and last name)
      i) Up to 100 participants – 20 seconds
      ii) 101 to 500 participants – 45 seconds
      iii) 500+ participants – 60 seconds
      iv) For each **additional** 500 participants – 60 seconds
   b) Event (calls that require InterCall to retrieve first and last name, phone number and two additional pieces of information)
      i) Up to 100 participants - 60 second
      ii) 101 to 500 participants – 75 seconds
      iii) 500+ participants – 90 seconds
      iv) For each **additional** 500 participants – 90 seconds
   c) Premium (calls that require InterCall to retrieve first and last name, phone number and 4 additional pieces of information)
      i) Up to 100 participants – 90 seconds
      ii) 101 to 500 participants – 105 seconds

iii) 500+ participants – 120 seconds
iv) For each **additional** 500 participants – 120 seconds

**Note that for each call type defined above, the remaining 20% of callers could hold for a maximum of 1 minute for Standard calls, 3 minutes for Enhanced calls, and 5 minutes for Premium calls.

Overview

InterCall's equipment and processes are among the most technologically advanced in the industry, but it is InterCall's people who implement our outstanding quality plan and are our most valuable resource. InterCall's Quality Plan is designed to allow InterCall to achieve excellence and consistently surpass our self-prescribed lofty standards. InterCall's reputation for quality of service and excellence in customer service is a direct reflection of the InterCall Quality Plan and the level of commitment our operations staff has in exceeding our clients' expectations. Furthermore, InterCall's call centers are organized into zones that match operator skills to specific call requirements. These operators receive ongoing training by management to learn new skills as well as hone current communication skills.

Fundamentals

The InterCall Quality Plan is based on the Phil Crosby quality process and is focused on the following areas:

- Quality Auditing - Teams and Zones in all areas of operations are audited on a weekly basis.
- Prevention - InterCall utilizes the Philip Crosby Quality Process for error prevention. All teams maintain an "Out of the Box Program" for error resolution and prevention.
- Performance Reporting - The Quality Department provides daily and weekly reports for InterCall's performance

Quality Plan Detail

InterCall's Call Execution area is managed by a team of supervisors who monitor the status of every conference call. InterCall's Account Team acts as a liaison between end users and InterCall's operation center. Every conference call is logged into InterCall's in-house reservation system. Any ticket that is entered into that system is emailed to the appropriate Account Team.

InterCall's Quality Department tracks Customer-affecting and non-affecting troubles. All issues related to billing are escalated to the billing/accounts receivable department.

InterCall's Change Management Team is responsible for the escalation process in changing management policies and procedures.

InterCall's Customer Service Department is designed to anticipate and resolve the Customer's concerns involving all areas of InterCall's business, e.g. implementation, reservations, billing, training, bridge/switch technology, and all of the InterCall products.

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Information Tickets The Quality Assurance Department processes Information Tickets in the following manner:

- An Information Ticket is written by the operator for anything less than a perfect call and entered into the system.
- A Quality Specialist queries all trouble tickets and contacts every client with an affected call.
- For all major call affecting problems, the Account Manager is notified immediately when an "Information Ticket" is entered into the system.
- Any disconnect problem that is repetitive or call affecting is immediately escalated to the Telecom Department for research and remediation.
- The Quality Assurance Department analyzes all information tickets to look for patterns/causes and implements immediate improvements to eliminate future problems.
- Senior Leadership is notified of any ongoing problems or trends. All major accounts are monitored on a weekly basis for patterns/causes and non-conformities so that controllable circumstances can be resolved.
- The Quality Assurance Director compiles and analyzes reports that are given to the Vice President of Marketing and Strategic Business Development. This report includes service level, accuracy, staffing, and hold times for call execution and reservations, as well as quality improvement suggestions for the previous week.
- InterCall maintains strong relationships with phone carriers including 24 x 7 availability and escalation contacts.
- All technical, phone related problems are immediately forwarded to InterCall's phone company, or to the appropriate national long distance provider, where they are resolved.

13. Billing Conversion Plan

InterCall shall transition existing State of Ohio user accounts to the new billing and reporting system set forth in this Agreement. The table provided in Section 12.2, below, sets forth and identifies the existing State organizations utilizing the Services, their respective account numbers, and the Division of Government (Executive, Judicial, Legislative, Appointed) for the organization. InterCall shall transition the existing State of Ohio user accounts to within thirty days of execution of this Agreement.

Identification of Existing State of Ohio User Accounts

Organization Name	Account Number	Division of Government
Ohio Dental Board	287652	EXECUTIVE
Ohio Department of Alcohol and Drug Addiction	426126	EXECUTIVE
Ohio Consumer's Counsel	428765	EXECUTIVE
Ohio Dept of Development	432476	EXECUTIVE
Ohio Housing Finance Agency	436152	EXECUTIVE
Ohio Department of Public Safety	448181	EXECUTIVE

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Homeland Security	495046	EXECUTIVE
Bureau of Motor Vehicles	514897	EXECUTIVE
Emergency Management Agency	514913	EXECUTIVE
Emergency Medical Services	514920	EXECUTIVE
Office of Criminal Justice Services	514935	EXECUTIVE
Ohio Investigative Unit	514937	EXECUTIVE
Ohio Sate Highway Patrol	514944	EXECUTIVE
Dept of Aging	522379	EXECUTIVE

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APPENDIX A
FEATURE DESCRIPTIONS

Feature	Description
ResPlus Toll & Toll Free	Reservationless-Plus (ResPlus) offers customers audio conferencing service 24 hours a day, 7 days a week, without the need to make a reservation or utilize an Operator. Holding a conference is a simple as dialing a permanent number and entering a Conference Code.
Operator Assisted Toll & Toll Free	Operator Assisted is a reservation-based service that offers customers audio conferencing service 24 hours a day, 7 days a week, with the personal assistance of an operator and support personnel who manage high-touch features.

SCHEDULE YOUR CONFERENCE

Online Reservations	https://www.intercallonline.com./main.portal?skinName=ic_Online
Toll Free Reservations	800-374-2441
Event Registration	Participants register for an event by dialing a unique toll-free number and responding to information requested by the InterCall representative on behalf of the customer. Information is built in an Access database.
Project Accounting Codes	Become more efficient when charging back for billable hours by using PAC Codes. They are ideal for attorneys, consultants and other professionals who track projects by cost center. Every time you make a reservation, we can capture your expense center, department or location, and the information will appear on your monthly invoice.

BROADCAST AND RECORD YOUR CONFERENCE

Voice Broadcast	Information is simultaneously distributed to Participants via voice.
Fax/Email Broadcast	Information is simultaneously distributed to Participants via e-mail or fax.
Web Conferencing	Keep your guests involved in your event with one of InterCall's web conferencing products. Web conferencing allows you to show a slide presentation, take guests on a virtual web tour, share applications and documents with them – all via their Internet-connected PCs.
Streaming	Provides live broadcast of the conference over the Internet and/or archive of the conference for later replay via the Internet. Broadcast your call over the Internet and invite a wider "listen-only" audience to your event. Archive the event and we'll provide you a link that can be posted to your

	website or emailed to those who missed the call "live". Audio only and audio with slides options are available.
Encore	Conference is digitally recorded for future replay. Replay is available by dialing a toll or toll-free Encore number. Increasing your event's reach, Encore digitally records your call for those who were unable to attend it live or would like to listen again. Encore is accessible via toll, toll-free and ITFS for easy, 24/7 access.
CD	Conference is recorded to CD and sent to the call Leader.
Transcription	Receive a professional transcription of what was said during the Event. Transcription is perfect for identifying sound bytes and quotes for post-event press releases.
Podcasting	Podcasting is a media offering available in conjunction with an Operator Assisted call. It gives customers the option of accessing and maintaining their audio files via Podcast. A Podcast is a broadcast that can be downloaded from the Internet to a personal audio player (iPod) and/or aggregator (iTunes or Juice).

ENTER YOUR CONFERENCE

International	International Conferencing provides a variety of access options for joining international participants to calls that are hosted in the U.S. Once joined to the conference, international participants have same customer experience as domestic participants
Dial Out (domestic)	Ten minutes prior to call start time, Operators call Participants from a list provided during reservations and join them to the conference.
Lecture Mode	Participants lines are muted.
Direct Entry	Participants are placed directly into the conference and may communicate with each other prior to the Leader joining.
Music Entry	Participants are placed on music hold until the Leader joins the conference.
Entry/Exit Tones	Tone plays when each Participant joins or leaves the conference.
Name Announce	Operator announces each Participant's name as they are joined to the conference.
Roll Call	Operator recites the names of Participants who are in the conference. Roll Call is executed after the Leader joins the call.
Leader First	Leader is joined to the conference before any Participants.
Leader Last	Leader is joined to the conference after all Participants have joined, at the request of the Leader, or at the conference's scheduled start time.

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ADMINISTER YOUR CONFERENCE

Subconference	Pre-selected Participants and/or Leader can talk together in a sub-conference without Participants in the main conference hearing them. May b used prior to the conference starting, or during the conference as break out sessions.
Communication Line	Leader communicates privately with the Operator and/or additional personnel outside of the main conference in a separate communication line.
Promotional Tape	Leader provides a promotional tape to InterCall, which is played for Participants prior to joining the conference.
Consecutive Interpretation---	No longer offered
Simultaneous Interpretation	No longer on groupware…no longer offered
Voice Talent	In addition to professionally servicing your event's execution, these screened and trained Meeting Facilitators will provide voice-over quality talent on your call. This option pairs especially well with media-facing events or calls hosting your firm's upper management.
Custom Script	Custom Scripting may be provided by the customer to replace or augment any script available during the conference.
Encore Emporium	Dedicated toll-free number routes Participants to a menu and script customized by the customer. A menu of options is available via touch-tone commands.
Encore Digital Recording Studio	Communication is digitally recorded directly into Encore for future replay without having or recording a conference call. (Reservation is required.)
Group Mute/Unmute	Silence all participants' lines by pressing a keypad command on your telephone. Group mute/unmute helps reduce background noise and limits interruptions during your conference.
Self Mute/Unmute	Allow participants to silence their own lines by pressing a keypad command on their telephones. Self mute/unmute reduces background noise from cell phones, speaker phones, etc.

GATHER DATA FOR YOUR CONFERENCE

Leader-View	Real-time Participant information is displayed to the Leader via a Web application while the conference is in progress. View participant information and Q&A queue lists via the Internet. With this secure, real-time tool, you'll be able to see when key guests arrive and prioritize who gets to ask the next question.

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Polling	Leader can survey Participants by asking pre-determined questions, which Participants may answer by "voting" with a specific number on the telephone keypad. Results are sent to the Leader after the call.
Question & Answer Session	Operator facilitates a Question and Answer session by recognizing and un-muting Participants one at a time so they may ask a question in conference.
Participant Report	Participant list with call information is sent to the Leader after the conference. Call information includes participant names, line times, and up to 4 additional pieces of information specified by the leader. Your participants' names, "on-the-line" times, phone numbers and up to four other pieces of information you select are captured as they dial into your Event. This list is faxed or emailed to you for your reference; you'll know who heard your message, who missed it and with whom to follow up.
Encore Plus	Responses are captured from voting or polling specified in an Encore playback.
Encore Emporium	Dedicated toll-free number routes participants to a menu and script customized by the customer. A menu of options is available via touch-tone commands
Encore Reports	Participant information is requested and recorded prior to or after the Encore replay, then sent to the Leader as a transcribed record generally at the end of the replay period. Information about the guests who access your Event's Encore recording is captured and reported to you so you'll know more about your call's extended audience.

SECURE YOUR CONFERENCE

Conference Lock	Lock prevents additional Participants from joining
Passcode/Password	Participants are required to provide a valid password in order to join the conference. Leader specifies the password during the reservation.
Approved Participant List	Only the participants on your list will gain admission to the conference call.

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EXHIBIT 1
STANDARD REPORTS

REPORT NAME	DESCRIPTION
Current Month Conferences	Identifies by account and owner all completed conference calls that have taken place since the last billing cycle. (Updated Daily)
Current Month Usage	Identifies by account by owner by conference all participants that have joined calls since the last bill cycle. (Updated Daily)
Current Month Features	Identifies by account by owner and by conference call all chargeable features since the last monthly billing cycle. (Updated Daily)
Monthly Conferences	Identifies by account and owner all completed conference calls that took place in the last bill cycle. (Updated Monthly)
Prior Month Usage	Identifies by account by owner by conference all participants that joined calls during the last bill cycle. (Updated Monthly)
Monthly Owner Features	Prior month features quantity and charges. (Updated Monthly)
Invoice Totals by Account-Most Recent	Identifies by account all invoice totals for the most recent monthly bill cycle with totals by minute and leg charge, features, debits, credits, late fees and taxes. (Updated Monthly)
Account Invoices YTD	Reports calls, legs, minutes and charges for a rolling thirteen months at the Account level. (Updated Monthly)
Prior Months Invoice Total by Owner	Identifies by leader all estimated monthly totals for the most recent billing cycle. (Updated Monthly)
YTD Invoice Totals by Leader	Reports calls, legs, minutes and charges for a rolling thirteen months at the Individual Owner level. (Updated Monthly)
Account Minutes by Product	Reports a minute breakdown by product at the Account level. (Updated Monthly)
Account Minute Charge by Product	Reports a minute charge breakdown by product at the Account level. (Updated Monthly)
Monthly Minutes by Product	Reports a minute breakdown by product at the individual Owner level. (Updated Monthly)
Monthly Charges by Product	Reports a minute charge breakdown by product at the individual Owner level. (Updated Monthly)
Web Conferencing Usage YTD	Shows web conferencing usage by product at the individual Owner level for the previous thirteen months. (Updated Monthly)
Owner Contact Details	Provides contact information for all Owners set-up in InterCall's CRM system. (Updated Monthly)
Comprehensive Owner Details and History	Identifies all Owners with their contact information and summarized transaction history. (Updated Monthly)
Billing Owners	Reports a list of all Owners that have billed in the last three months. (Updated Monthly)
Implemented but Never Used	Identifies all Owners who are implemented into InterCall's system but have never utilized any of InterCall's conferencing services. (Updated Monthly)
Sixty Day Owners	Report which owners have not made a call in sixty days from the last bill cycle. (Updated Monthly)
Feature Code Description	List descriptions of InterCall's Features and their corresponding codes.
Reservationless-Plus Subscribers **	Lists all Owners who are setup with InterCall's Reservationless-Plus service. (Updated Monthly)