

**ADDENDUM 2**  
**SPRINT MOBILE INTEGRATION PRODUCT ANNEX**

**1. PRODUCT DESCRIPTION**

**1.1 General.** Sprint Mobile Integration is powered by Cisco, Avaya or Tango Abrazo solutions and extends select features and functionality of Subscribing Entity's premise-based PBX(es) ("Communications Manager") to Subscribing Entity's Sprint Mobile Integration-enabled Sprint Phones ("Mobile Integration Phones"). Depending on Subscribing Entity's Sprint Mobile Integration design ("Design"), Sprint Mobile Integration may utilize multiple Communications Managers and a mixture of Cisco, Avaya or Tango Abrazo solutions.

**1.2 Integrated Features.** Sprint Mobile Integration includes the following features:

- A. One Phone Number.** Calls to a Subscribing Entity's Enterprise Phone number (the "Mobile Integration Phone Number") will ring simultaneously to the Subscribing Entity's Mobile Integration Phone if Subscribing Entity selects the simultaneous ring option.
- B. One Integrated Voicemail System.** Subscribing Entity may use one voicemail system based on Subscribing Entity's enterprise voicemail system for managing calls that ring to Subscribing Entity's Enterprise Phone or to Subscribing Entity's Mobile Integration Phones. Sprint voicemail is disabled on Mobile Integration Phones. Voicemail messages left on a Mobile Integration Phone or an Enterprise Phone are routed to Subscribing Entity's voicemail system. Sprint does not provide voicemail with Sprint Mobile Integration.
- C. Mid-Call Transfer.** Users of Mobile Integration Phones may seamlessly move live calls to and from their associated Enterprise Phones.
- D. Call Pick-Up.** Users of Mobile Integration Phones may answer live calls either on their Enterprise Phone or Mobile Integration Phone.
- E. Check In / Check Out.** Users of Mobile Integration Phones may disable or enable simultaneous ringing.
- F. Class of Control.** Users of Sprint Mobile Integration may have enterprise PBX restrictions applied to incoming or outgoing calls.
- G. Outbound Routing Diversity.** Users of Sprint Mobile Integration will have mobile to PSTN calls routed through the Nationwide Sprint Network.
- H. Wireless Only.** Users of Sprint Mobile Integration may have a mobile phone without an Enterprise Phone.

**1.3 PBX Features.** Sprint Mobile Integration includes the following PBX Features:

- A. Abbreviated Dialing.** Subscribing Entity may use abbreviated dialing directly from a Mobile Integration Phone to contact another individual on Subscribing Entity's Communications Manager or another Mobile Integration Phone within Subscribing Entity's enterprise. Abbreviated dialing typically uses the same dial pattern as abbreviated calls dialed from Subscribing Entity's Communications Manager (i.e., 4, 5, 6, 7 or 8 digits).
- B. Enterprise Phones.** Subscribing Entity may eliminate Enterprise Phones and still have Communications Manager functionality from Subscribing Entity's Mobile Integration Phones.

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**2. SUBSCRIBING ENTITY'S RESPONSIBILITIES**

**2.1 Equipment**

**A. Required Equipment.** In order to receive the benefits of Sprint Mobile Integration, Subscribing Entity must work with Sprint and the applicable Cisco, Avaya or Tango Networks professional services teams, or the professional services team of a Sprint-approved value added reseller, to install and configure the following required Subscribing Entity's premise based equipment:

- (1) For Sprint Mobile Integration with Cisco, a Cisco Unified Communications Manager release 6.1.2-1000-13 or a later 6.X release that is Sprint-qualified to operate with Sprint Mobile Integration and a Cisco Unified Border Element ("CUBE") that is Sprint-qualified to operate with Sprint Mobile Integration. Subscribing Entity's Sprint account team can provide qualification information prior to Subscribing Entity placing a TSR Order for Sprint Mobile Integration.
- (2) For Sprint Mobile Integration with Avaya, an Avaya Communication Manager 5.0 or higher and SIP Enablement Services 5.1. Subscribing Entity's Sprint Account team can provide qualification information prior to Subscribing Entity placing a TSR Order for Sprint Mobile Integration.
- (3) A SIP connection (cable) from Subscribing Entity's Cisco or Avaya equipment to the CUBE, if such connection is included in the Design.
- (4) For Sprint Mobile Integration with Tango Abrazo, one of the following Sprint-qualified IP PBXes, or another IP PBX that becomes Sprint-qualified in the future: Nortel SL-100; Nortel DMS-100; Nortel MCS5200 9.1; Nortel MCS5100 3.5; Nortel CS1000 4.5, 5.0 or 5.5; Nortel2000 SN09 or SN10; Cisco CM 4.1, 5.1, 6.1 or 7.0; Cisco UCME 7.1; Avaya CM 4.0 or 5.0; Alcatel OXE 7.1; Broadsoft Broadworks R14; Broadsoft (Sylantro) Synergy Release 4; Microsoft OCS R2 w/Exchange; Asterisk 1.2 or 1.4; or Mitel 3000. Subscribing Entity's Sprint account team can provide qualification information prior to Subscribing Entity placing a TSR Order for Sprint Mobile Integration.

**B. Equipment Location.** Any proposal by Subscribing Entity to place any of the equipment described in subsection A in a location outside of the United States must be approved in advance by Sprint, acting in its sole discretion.

**C. Wiring and Cabling.** Subscribing Entity's local area network (LAN) must be compatible with Sprint Mobile Integration. Subscribing Entity is solely responsible for all inside wiring, LAN switches or routers, and devices used in connection with Sprint Mobile Integration.

**2.2 Third Party Licenses.** If Subscribing Entity is using a Cisco Unified Communications Manager, then Subscribing Entity must obtain a Device License Unit. If Subscribing Entity is using an Avaya Communication Manager, then Subscribing Entity must obtain appropriate EC500 and Communication Manager licenses. Subscribing Entity must obtain an Abrazo E gateway software Right to Use (hardware optional) for the Abrazo E hardware to be located on Subscribing Entity's premise and the Abrazo C hardware to be located in Tango's data center.

**2.3 Data Access and Virtual Local Area Network (VLAN).** In order to use Sprint Mobile Integration, Subscribing Entity must purchase Sprint Global MPLS Service. Pricing for Sprint Global MPLS Service is not included in the monthly recurring charge for Sprint Mobile Integration. Sprint will accommodate the appropriate endpoint mapping for the integration of the Mobile Integration Phones with Subscribing Entity's Communications Manager. In addition, for Tango Abrazo implementations, Subscribing Entity must also purchase the Sprint Global MPLS VPN VAS Half-Tunnel service to facilitate the connection between the Abrazo E hardware and the Abrazo C hardware.

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- 2.4 Addressing.** Subscribing Entity must supply the Media Access Control addresses of the session initialization protocol (SIP) phones in service. Subscribing Entity also must supply public IP addresses for each gateway device. If a Subscribing Entity-managed router is placed in front of a Sprint managed SIP proxy device, Subscribing Entity must point the Simple Network Management Protocol (SNMP) community string of that router to a Sprint-provided IP address to enable Sprint to manage the SIP proxy device. Subscribing Entity-managed routers must enable "quality of service (Qos)" to prioritize voice traffic throughput.
- 2.5 Subscribing Entity's Premise Media Gateway or CUBE Location.** Subscribing Entity must provide Sprint with the location for each Subscribing Entity's Premise Media Gateway ("Media Gateway Location") and CUBE ("CUBE Location"). The Media Gateway Location, and if included in the Design, CUBE Location, must consist of a valid, verifiable street address and additional premises information. Any proposal by Subscribing Entity to position a Media Gateway Location outside the United States will be subject to approval by Sprint, acting in its sole discretion. Subscribing Entity must update the Media Gateway Location or CUBE Location with Sprint whenever Subscribing Entity changes the physical location of a Subscribing Entity's Premise Media Gateway or CUBE.
- 2.6 Help Desk.** Subscribing Entity must direct all support calls to Subscribing Entity's internal helpdesk or Technology Coordinator or his/her designee for triage. Sprint may refuse support calls from persons other than Subscribing Entity's designated Technology Coordinator or his/her designee.

**3. SPRINT RESPONSIBILITIES**

- 3.1 Implementation.** Sprint's implementation processes for each of Subscribing Entity's Communications Managers include:
- A. Network Assessment.** Sprint will perform a network assessment of Subscribing Entity's existing network and equipment and develop a design statement prior to installation.
  - B. Radio Frequency Assessment.** Sprint will perform a Radio Frequency ("RF") assessment prior to installation to ensure that each Subscribing Entity's location has adequate RF coverage to utilize Sprint Mobile Integration.
  - C. Wireline and Wireless Set Up and Call through Testing.** Sprint will set up the appropriate software and hardware configurable parameters at the point of the Subscribing Entity's enterprise where Sprint Mobile Integration has been installed and the infrastructure completed, and will provide functional testing to confirm the Service delivery aspects of Sprint Mobile Integration.
  - D. Training Materials.** Sprint will make a user guide available to Subscribing Entity's Technology Coordinator or his/her designee.
- 3.2 Service Maintenance.** In order to maintain the quality of Sprint Mobile Integration, Sprint will perform preventative maintenance and software updates to the network.
- A. "Scheduled Maintenance"** is performed for functions such as hardware and software upgrades and network optimization. Sprint will perform Scheduled Maintenance at times that are anticipated to minimize disruption of Subscribing Entity's service and activity. Sprint will use commercially reasonable efforts to provide advance notice of all Scheduled Maintenance.
  - B. "Demand Maintenance"** may occur as a result of unexpected events and is performed when Sprint Mobile Integration elements are in jeopardy. Sprint will perform Demand Maintenance at its discretion. Due to the nature of Demand Maintenance, prior notification may not be possible; however, Sprint will inform Subscribing Entity when maintenance is complete.

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- 3.3 Subscribing Entity Support.** Sprint will provide the following Subscribing Entity support in connection with Sprint Mobile Integration:
- A. Tier 1 Help Desk support for Subscribing Entity's Technology Coordinator or his/her designee;
  - B. Logging of the enterprise trouble ticket;
  - C. Basic troubleshooting;
  - D. Escalation with Sprint's vendors, if required; and
  - E. Fielding features and functionality questions from Subscribing Entity's Technology Coordinator or his/her designee.

**4. TERMINATION**

- 4.1. Third Party Support.** In addition to other rights of the Parties to terminate under the Agreement, Sprint may terminate Sprint Mobile Integration in whole or in part on 30 days' prior written notice if Sprint is unable to secure continued third-party support for Sprint Mobile Integration.
- 4.2. Second Line Calling.** For Sprint Mobile Integration with Cisco, the Mobile Integration Phone Number appears on the Enterprise Phone as a second line. Subscribing Entity is prohibited from originating calls from this second line. If Sprint determines that Subscribing Entity is originating calls from the second line, Sprint reserves the right to notify Subscribing Entity and terminate Sprint Mobile Integration.

**5. DEFINITIONS**

- 5.1. "Enterprise Phone"** means a user's enterprise desk phone or soft phone.
- 5.2. "Nationwide Sprint Network"** means the Sprint-owned or controlled CDMA/1xrtt wireless network, including network owned or controlled by Sprint Service Provider Affiliates, used by Sprint to provide Sprint Services.
- 5.3. "Nextel National Network"** means the Sprint-owned or controlled iDEN wireless network, including network owned or controlled by Nextel affiliates or partners, used by Sprint to provide Nextel Services.
- 5.4. "Nextel Services"** means wireless Services provided by Sprint on the Nextel National Network using iDEN technology.
- 5.5. "PSTN"** means the public switched telephone network.
- 5.6. "Sprint Service Provider Affiliate"** means an entity that has entered into an arrangement with Sprint to construct wireless network coverage, perform operational functions in defined geographic areas, and provide mobile wireless telecommunications products and services under the "Sprint" service marks or any other service marks subsequently used by Sprint.
- 5.7. "Sprint Phone"** means a wireless device activated on the Nationwide Sprint Network.
- 5.8. "Sprint Services"** means wireless Services provided by Sprint and authorized Sprint Service Provider Affiliates on the Nationwide Sprint Network using CDMA technology.
- 5.9. "User"** means the person that uses Products and/or Services.