Annex 6 to Appendix D
Sprint MultiLine Services Product Annex

The following terms and conditions in this Sprint MultiLine Services Product Annex (“MultiLine Annex”), together with the DIR Contract DIR-TSO-3432 (“Agreement”), govern Sprint’s provision and Customer’s use of Sprint MultiLine. Capitalized terms not otherwise defined in this MultiLine Annex will have the meanings set forth in the Agreement.

1. SPRINT MULTILINE. Sprint MultiLine is a business grade voice and SMS text service that deploys additional U.S. domestic phone numbers on a Customer's Individual Device Holder's (as defined below) Smartphone device.

2. SPRINT MULTILINE FEATURES AND OPTIONS.

2.1. Sprint MultiLine Feature.

A. Sprint MultiLine deploys additional phone numbers on a wireless Smartphone via the Sprint MultiLine application (the “MultiLine App”). Up to five additional phone numbers can be deployed on any one wireless phone. The Sprint MultiLine Service requires each end user of Customer that Customer authorizes to use the Sprint MultiLine Service (each an “Individual Device Holder”) to (i) have a Sprint approved Smartphone, (ii) maintain a usage plan with any wireless telecommunications carrier, and (iii) download the MultiLine App. Individual Device Holders use their personal mobile device wireless telecommunications carrier network and service plan to facilitate voice calls and SMS text messages through the Sprint MultiLine Service and the Individual Device Holder may incur roaming, usage, and overage charges under their personal service plan. Sprint MultiLine is designed to be used primarily for domestic calling within the United States but U.S. International outbound dialing is available for an additional fee. Sprint will charge Customer list pricing on a per minute basis for International outbound dialing unless Customer purchases an International Outbound Calling plan with Sprint. Customer may use a new phone number or port an existing phone number for use with Sprint MultiLine.

2.2. Additional MultiLine Add-On Options.

A. Sprint MultiLine Mobile Recording. Customer may purchase Sprint MultiLine Mobile Recording which provides the ability to record voice calls and SMS text messages on individual Sprint MultiLine user phone numbers. Recordings will be stored for seven days on the Sprint MultiLine cloud platform. Customer will be given the ability to download recordings to a Customer site archive location, provided however that Sprint will have no liability for a failure related to the storage of voice recordings or SMS text messages. Customer will be fully responsible for complying with all laws related to recording voice calls or SMS text messages.

B. Sprint MultiLine Data Analytics. Customer may purchase Sprint MultiLine Data Analytics which is offered via a VPN connection that incorporates cellular data usage reporting related to designated third party applications on Individual Device Holder Smartphones via a dashboard report made available in the Sprint MultiLine portal.

3. CHARGES, FEES, CREDITS.

3.1. Monthly Recurring Charges. Sprint will bill Customer for MultiLine Services based on the MRC for the selected Sprint MultiLine Plans. Unless otherwise noted in the terms of the applicable Sprint MultiLine Plan, pricing for Sprint MultiLine reflects net pricing and no further promotions, special offers or other discounts will apply.

3.2. Domestic Usage Charges.

A. Voice Usage Charges. Sprint will not charge voice usage charges when calling to a U.S. domestic based number.

B. Text Usage Charges. Sprint will not charge text usage charges for text usage when texting to a U.S. domestic based number.

3.3. Long Distance Usage Charges. Customer may incur long distance charges (including international calling) or other charges for calls to 800, 866, 877, 888 and other toll-free numbers.

3.4. Individual Device Holder Charges. Individual Device Holders may incur roaming charges (including international roaming charges) on the Individual Device Holders personal wireless plan when using Sprint MultiLine outside of the in-network boundaries of such Individual Device Holder’s personal wireless plan with their wireless telecommunications carrier. Individual Device Holders may incur usage overage charges on the Individual Device Holder’s personal wireless plan when using Sprint MultiLine. Customer
will notify all Individual Device Holders of this possibility and Sprint will have no liability for any roaming charges, data usage or other overages incurred by the Individual Device Holder. Through the MultiLine App, Individual Device Holders may select the MultiLine Service to use their cellular voice network and use their allotted voice minutes under their personal wireless plan with their wireless telecommunications carrier, data minutes under their personal wireless plan with their wireless telecommunications carrier, or WiFi only. Individual Device Holders can avoid additional roaming and usage charges by selecting WiFi only.

3.5. **Additional Charges and Fees.** Sprint Multiline is a line of service and as such is subject to all taxes, fees, terms and conditions that commonly apply to a line of service.

4. **SPRINT OBLIGATIONS.**

4.1. Sprint will provide Customer with access to an administration portal of the Sprint MultiLine Service (a “Portal Access”).

4.2. Vendor will make a commercially reasonable effort ensure the security and confidentiality of the Portal and prevent unauthorized access to or use of the Sprint MultiLine Services.

4.3. Vendor will notify Customer promptly of any such unauthorized access to or use of the Sprint MultiLine Services Portal or if any unusual activity is observed on Portal.

5. **CUSTOMER OBLIGATIONS**

5.1. Customer will establish user identifications and passwords (“User ID”) for each Individual Device Holder to access the Sprint MultiLine Service as users under Customer's Portal Access. Each User ID will be issued to a specific Individual Device Holder, will be personal in nature to that Individual Device Holder, and may be used only by that Individual Device Holder.

5.2. Customer will designate an administrator of Customer’s Portal Access (the “Admin”) who will have authority to manage Customer's Portal Access. Customer may, with written notice to Sprint, change the Admin from time to time provided however that in the event of a dispute as to the correct Admin, Sprint may suspend Customer's Portal Access until such dispute is resolved.

5.3. Customer will ensure that all information about each Individual Device Holder provided to Sprint in connection with establishing each User ID is accurate and complete and will maintain that information as accurate and complete throughout the Term of this Agreement.

5.4. Customer is solely responsible for all use of the Sprint MultiLine Service by each Individual Device Holder and for compliance by each Individual Device Holder with the applicable terms and conditions of this Agreement.

5.5. Customer will make a commercially reasonable effort to ensure the security and confidentiality of each User ID and prevent unauthorized access to or use of the Sprint MultiLine Services through any User ID.

5.6. Customer will notify Sprint promptly of any such unauthorized access to or use of the Sprint MultiLine Services or if any User ID is lost, stolen, or otherwise compromised.

5.7. Customer acknowledges that Customer is and will remain fully responsible for all costs, fees, liabilities, or damages incurred through any lawful access to or use of the Sprint MultiLine Services through Customer's Portal Access or by any Individual Device Holder.

5.8. Customer is fully responsible for notifying Individual Device Holders that voice calls and SMS texts may be recorded and for obtaining consent from Individual Device Holders with respect to any call and/or SMS text recordings.

5.9. Customer also will notify Individual Device Holders that Customer will have the ability to view call details, including communications origination, destination and duration when such communication is made via the Sprint MultiLine Service.

6. **Limited License to Use.** Sprint hereby grants to Customer a personal, limited, non-exclusive, non-transferable right to install, execute, copy, access and use the MultiLine App which may be downloaded from the Apple App Store or the Google Play Store (as applicable) onto Customer’s Individual Device Holder’s Smartphone solely for use with the Sprint MultiLine Service. Customer may not modify, reproduce, perform, display, create derivative works from, republish, post, transmit, participate in the transfer or sale of, distribute, or in any way exploit any portion of any Sprint software without the prior written permission of Sprint. Customer is not granted any right to use any software on behalf of third parties or for time share or service bureau activities. No rights are granted to source code and Customer agrees not to reverse engineer, decompile, modify or enhance any software. Sprint may suspend, block or terminate Customer’s use of any software if Customer fails to comply with any applicable licensing requirement. Subject to the terms and conditions in the licensing requirements subsection of the Agreement, Sprint or its suppliers retain title and property rights to Sprint-provided software. Upon termination or
expiration of the Agreement or the applicable Service, any applicable software license will terminate and Customer will surrender and immediately return the Sprint-provided software to Sprint.

7. LIMITATION OF LIABILITY and INDEMNITY

7.1. Claims relating to or arising out of Customer’s use of the MultiLine Services on an Individual Device Holder’s Smartphone, including without limitation, claims related to or arising out of the following shall be handled pursuant to Contract DIR-TSO-3432:

A. Roaming, data usage, and other usage charges or overages incurred by an Individual Device Holder on such Individual Device Holder’s personal account;

B. Customer’s breach of its obligations in section 5; and

C. Customer’s recording of any communications using the Sprint MultiLine Service and Sprint’s storage (or failure to store) of any such voice or SMS text conversations.

8. EMERGENCY SERVICES

8.1. General. Sprint MultiLine will default to the native dialer on the Individual Device Holder’s mobile device and leverage the primary service network for Emergency Services. Customer understands that if an Individual Device Holder’s mobile device does not have cellular telephone service the Individual Device Holder may not be able to call 9-1-1 from the Sprint MultiLine Service. Emergency services communications made (or attempted to be made) using the Sprint MultiLine Service are subject to the 9-1-1 or Other Emergency Calls section of the Wireless Services Product Annex.

9. SERVICE LIMITATIONS.

9.1. Telephone Numbers and Portability. Customer may request to port a telephone number to and from Sprint for the Sprint MultiLine service. Sprint may, with reasonable prior notice and for commercial reasons such as fraud prevention, regulatory requirements and area code changes, change the telephone number assigned to the Sprint MultiLine Service. Customer does not have any right of possession or title to any telephone number, identification number, e-mail address or other identifier Sprint may assign to Customer’s Sprint MultiLine Service. Customer may not modify, change or transfer any of these identifiers except as Sprint allows or as allowed for by law. Sprint will comply with any FCC-issued regulations that require Sprint to allow Customer to “port” or transfer its assigned telephone numbers upon switching wireless service to another carrier. Before a telephone number previously used with another carrier can be used on the Sprint Networks, Customer must provide certain information about Customer’s account with the other carrier, and purchase or lease wireless Products from Sprint. Once the port is completed, Customer’s old device will no longer work. However, due to system limitations and issues outside Sprint’s control, some requests to port a telephone number from another carrier to Sprint, or from Sprint to another carrier, may not be successful. If a transfer to Sprint is not successful, Customer may cancel Sprint MultiLine Service without penalty.

9.2. Call Limitations. Sprint will not complete calls using the Sprint MultiLine Service to 900, 976 and similar numbers for pay-per-call services.

9.3. Wi-Fi Limitations. Customer and its Individual Device Holders are not permitted to use the Sprint MultiLine Service in countries where Wi-Fi calling is restricted or prohibited by law.

10. Mobile Recording Disclaimer. The Mobile Recording feature of Sprint MultiLine allows Customer to record individual telephone conversations and SMS text communications. The laws regarding the notice, notification, and consent requirements for recording communications vary from state to state. In some states, Customer is required to obtain consent from all parties to a recorded communication. Customer is solely responsible for complying with all federal, state, and local laws in any relevant jurisdiction when using this feature. Sprint expressly disclaims all liability with respect to Customer’s recording of telephone conversations and/or SMS text communications.

11. Definitions.

11.1. “Smartphone” for purposes of this MultiLine Product Annex, means an IOS (8.0+) or Android (4.4+) wireless phone, with an advanced operating system, that offers more advanced computing ability and connectivity than a traditional feature phone.