

## APPENDIX C PRICING INDEX

DIR-TSO-4271 CenturyLink Communications,  
LLC Technology Based Conferencing Services

### AUDIOCONFERENCING SERVICES

#### GlobalMeet Audio Conferencing

Reservationless can be used anytime, on-demand with up to 300 connections per call. The service is automatically integrated with CenturyLink Web, if desired. There are no set up fees, no non-usage fees and no call minimum fees.

Name of Service	Unit Type	Customer Price
Reservationless Dial In Toll Free Domestic	per minute per participant	\$0.0153
Reservationless Dial Out /Dial me Domestic	per minute per participant	\$0.0153
Reservationless Audio Recording	per minute per participant	\$0.0153
Reservationless Audio Recording Replay	per minute per participant	\$0.0153
Reservationless Dial In Toll	per minute per participant	\$0.0153
Reservationless Softphone / VOIP	per minute per participant	\$0.0153
Reservationless Dial Out /Dial me International	per minute per participant (plus the DIR-TEX-AN-NG-CTSA-004 contracted International long distance rate per minute per participant for each country)	\$0.0153
GM-LA Zone1 Reservationless Local Access from: Canada-Montreal	per minute per participant (does not include LD)	\$0.0428
GM-LA Zone2 Reservationless Local Access from: France-Paris, LoCall; Germany- Frankfurt, Munich, LoCall; United Kingdom-Belfast, Edinburgh, London, Reading, LoCall	per minute per participant (does not include LD)	\$0.0112
GM-LA Zone3 Reservationless Local Access from: Austria-Vienna; Belgium-Brussels; Denmark-Copenhagen; Finland-Helsinki; Ireland-Dublin, LoCall; Italy-Milan, Rome; Japan-Osaka, Tokyo; Netherlands-Amsterdam; Norway-Oslo; Poland-Warsaw; Singapore; Spain-Barcelona, Madrid; Sweden-Stockholm; Switzerland-Geneva, Zurich	per minute per participant (does not include LD)	\$0.0112
GM-LA Zone4 Reservationless Local Access from: Australia-Melbourne, Sydney; Brazil-Rio de Janeiro, San Paulo; Bulgaria-Sophia; Czech Republic-Prague; China - Hong Kong; Estonia-Tallinn; Hungary-Budapest; Israel-Tel Aviv	per minute per participant (does not include LD)	\$0.1346
GM-LA Zone5 Reservationless Local Access from: Argentina-Buenos Aires; Chile-Santiago; Latvia-Riga; Lithuania-Vilnius; Luxembourg; New Zealand-Auckland; Panama-Panama City; Portugal-Lisbon; Romania-Bucharest; Slovakia-Bratislava; Slovenia-Ljubljana; South Korea-Seoul	per minute per participant (does not include LD)	\$0.1530
GM-LA Zone6 Reservationless Local Access from: Malaysia-Kuala Lumpur; Mexico-Mexico City; Russia-Moscow	per minute per participant (does not include LD)	\$0.1836
GM-LA Zone7 Reservationless Local Access from: India - Mumbai	per minute per participant (does not include LD)	\$0.2142
GM-LA Zone8 Reservationless Local Access from: Bahrain-Manama; China-Beijing; China - Shanghai; South Africa-Johannesburg; Taiwan-Taipei	per minute per participant (does not include LD)	\$0.2754
GM-LA Zone9 Reservationless Local Access from: China-LoCall; Casablanca - Morocco, Greece-Athens	per minute per participant (does not include LD)	\$0.3366
GM-ITFS Zone1 Reservationless ITFS Access from: France, Germany, Luxembourg, United Kingdom	per minute per participant (includes long distance and bridging fees)	\$0.0918

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GM-ITFS Zone2 Reservationless ITFS Access from: Australia, Malaysia, Singapore, Denmark, Ireland, Italy, New Zealand, Poland, Spain	per minute per participant (includes long distance and bridging fees)	\$0.0143
GM-ITFS Zone3 Reservationless ITFS Access from: Estonia, Finland, Hong Kong, Israel, Monaco, Switzerland	per minute per participant (includes long distance and bridging fees)	\$0.1530
GM-ITFS Zone4 Reservationless ITFS Access from: Austria, Russia, Belgium, Bulgaria, Greece, Netherlands, Hungary, South Korea, Sweden	per minute per participant (includes long distance and bridging fees)	\$0.1836
GM-ITFS Zone5 Reservationless ITFS Access from: Brazil, Mexico, Slovakia, Bahrain, Japan, Portugal, Norway, Slovenia	per minute per participant (includes long distance and bridging fees)	\$0.2754
GM-ITFS Zone6 Reservationless ITFS Access from: Argentina, Czech Republic, Panama, South Africa, China, Latvia, Cyprus, India, Taiwan, Thailand, Trinidad & Tobago, Uruguay	per minute per participant (includes long distance and bridging fees)	\$0.3366
GM-ITFS Zone7 Reservationless ITFS Access from: Colombia, Costa Rica, Dominican Republic, Iceland, Indonesia, Lithuania, Philippines, Turkey, Venezuela	per minute per participant (includes long distance and bridging fees)	\$0.4590
GM-ITFS Zone8 Reservationless ITFS Access from: Chile, Croatia, Egypt, Morocco, Peru, Ukraine, Vietnam	per minute per participant (includes long distance and bridging fees)	\$0.5508
GM-ITFS Zone9 Reservationless ITFS Access from: Omar, Qatar, Saudi Arabia, United Arab Emirates	per minute per participant (includes long distance and bridging fees)	\$0.8568
GM-ITFS Zone10 Reservationless ITFS Access from: Romania	per minute per participant (includes long distance and bridging fees)	\$1.2240

**GlobalMeet Audio for Lync**

GlobalMeet Audio for Lync adds dial-in audio conferencing to Lync Online. Meet with up to 300 audio participants with full audio conference controls. International access through Reservationless ITFS and Local pricing.

Audio for Lync - Dial In Toll Free Domestic	per minute per participant	\$0.0204
Audio for Lync - Dial Out /Dial me Domestic	per minute per participant	\$0.0204
Audio for Lync - Audio Recording	per minute per participant	\$0.0204
Audio for Lync - Audio Recording Replay	per minute per participant	\$0.0204
Audio for Lync - Dial In Toll	per minute per participant	\$0.0204
Audio for Lync - Softphone / VOIP	per minute per participant	\$0.0204
Audio for Lync - Dial Out /Dial me International	per minute per participant (plus the DIR-TEX-AN-NG-CTSA-004 contracted International long distance rate per minute per participant for each country)	\$0.0204

**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	per minute per participant	\$0.0255
Passcode Dial Out (North America)	per minute per participant	\$0.1224
Passcode Toll Dial In	per minute per participant	\$0.0255

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Passcode Dial Out (International)	per minute per participant (plus the DIR-TEX-AN-NG-CTSA-004 contracted International long distance rate per minute per participant for each country)	\$0.1224
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**Related Services**

**Reservationless and Passcode Additional Services (Not available with Lync)**

Audio Recording mp3, wav, CD, or 1 <sup>st</sup> download	per file (does not apply when using a CenturyLink unlimited web license to record the call)	\$51.00
Hosting Renewal – additional 30 days	per archive, hosted for additional 30 days, unlimited playbacks	\$15.61
Hosting Renewal – additional 180 days	per archive, hosted for additional 180 days, unlimited playbacks	\$102.00
Hosting Renewal – additional 360 days	per archive, hosted for additional 360 days, unlimited playbacks	\$153.00
Additional CD's	per CD (up to 75 minutes)	\$86.70
CD Split	per split (editing charge for recordings over 75 minutes)	\$7.14
Transcription – 2 day turnaround	per quarter hour	\$35.70
Transcription – 24 hour turnaround	per quarter hour	\$56.10
Custom Greeting (not available with Reservationless GlobalMeet, only available with dedicated toll and toll free numbers)	per greeting	\$153.00
Dedicated Toll and Toll Free Access Numbers (not available with Reservationless GlobalMeet) Minimum 100k minutes per month	per month	\$153.00
Post Conference Detail Report- automatically e-mailed to moderator	No charge	n/a
Outlook Toolbar Integration, Host Controls and Mobile Apps	No charge	n/a
24/7 Support with a live Help Desk Representative	No Charge	n/a
Training	No Charge	n/a

**Operator Assisted Audio Conferencing**

<p style="color: red;">Scheduled call with up to 50 audio lines per call. An operator is not dedicated to the conference. Operator Assistance is available on demand by pressing *0 on your telephone key pad. Q&amp;A is not available on Operator Assisted calls.</p>		
Operator Assisted Toll Free Dial In	per minute per participant	\$0.1020
Remote Replay Access (telephone only)	per minute per participant	\$0.1020
Operator Assisted Toll Dial In	per minute per participant	\$0.0969
Operator Assisted Dial Out (North America)	per minute per participant	\$0.1224
Operator Assisted Dial Out (International)	per minute per participant (plus the DIR-TEX-AN-NG-CTSA-004 contracted International long distance rate per minute per participant for each country)	\$0.1224

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**Event Auditorium**

Scheduled call with up to 4000+ audio lines per call. Participants enter a passcode to join the call and are placed on music hold until start time. 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	per minute per participant	\$0.1040
Event Auditorium Dial Out (North America)	per minute per participant	\$0.1040
Event Auditorium Toll Dial In	per minute per participant	\$0.1020
Event Auditorium Dial Out (International)	per minute per participant (plus the DIR-TEX-AN-NG-CTSA-004 contracted International long distance rate per minute per participant for each country)	\$0.1040

**Event Audio**

Scheduled call with up to 4000+ audio lines per call. Operators greet participants as they enter and then place them on music hold until start time. – 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	per minute per participant	\$0.1326
Event Audio Dial Out (North America)	per minute per participant	\$0.1632
Event Audio Toll Dial In	per minute per participant	\$0.1326
Event Audio Dial Out (International)	per minute per participant (plus the DIR-TEX-AN-NG-CTSA-004 contracted International long distance rate per minute per participant for each country)	\$0.1632

**Event Included Services**

Managed Question & Answer Sessions		
Polling		

**International Toll Free (ITFS) for Operator Assist, Event & Event Auditorium Country**

EA-ITFS Zone1 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	per minute per participant (in addition to the corresponding Operator Assist, Event Auditorium, or Event Audio Toll Dial In charge)	\$0.5712
EA-ITFS Zone2 Event Audio ITFS access from: Argentina, Czech Republic, Greece, India, Indonesia, Japan, Latvia, Mexico, Norway, Portugal, Russia, Slovakia, Slovenia, Spain, Sweden, Uruguay	per minute per participant (in addition to the corresponding Operator Assist, Event Auditorium, or Event Audio Toll Dial In charge)	\$0.6783

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EA-ITFS Zone3 Event Audio ITFS access from: China, Columbia, Costa Rica, Ireland, Italy, Lithuania, Panama, Philippines, South Africa, Taiwan, Thailand, Trinidad & Tobago, Venezuela	per minute per participant (in addition to the corresponding Operator Assist, Event Auditorium, or Event Audio Toll Dial In charge)	\$0.9282
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**International Local Access - Operator Assist**

	per minute per participant	\$0.3264
<b>Zone1 Canada – Montreal, Toronto</b>		
Zone2 Singapore; Spain - Barcelona, Madrid; Belgium – Brussels, Liege; Germany - Frankfurt, Munich; France – Paris; Italy – Milan, Rome; United Kingdom - Belfast, Edinburgh, London, Reading	per minute per participant	\$0.3468
Zone3 Hong Kong; Israel - Tel Aviv; Luxembourg; Austria – Graz, Vienna; Australia - Brisbane, Melbourne, Sydney; Switzerland - Geneva, Zurich; Denmark – Copenhagen; Finland – Helsinki; Hungary – Budapest; Ireland – Dublin; Japan – Tokyo; Malaysia - Kuala Lumpur; Netherlands – Amsterdam; Norway – Oslo; New Zealand – Auckland; Poland – Warsaw; Portugal – Lisbon; Sweden - Stockholm	per minute per participant	\$0.3876
Zone4 Bulgaria – Sofia; Brazil – Rio De Janeiro, San Paulo; Czech Republic– Prague; Estonia – Tallinn; Lithuania – Vilnius; Latvia – Riga; Romania – Bucharest; Slovenia – Ljubljana; Slovakia - Bratislava	per minute per participant	\$0.4794
Zone5 Bahrain – Manama; China – Beijing; India - Bangalore, Mumbai, Delhi; Mexico - Mexico City; Russia – Moscow; Taiwan – Taipei; South Africa - Johannesburg	per minute per participant	\$0.6324

**International Local Access – Event Auditorium**

Zone1 Canada – Montreal, Toronto	\$0.43 per minute per participant	\$0.3366
Zone2 Singapore; Spain - Barcelona, Madrid; Belgium – Brussels, Liege; Germany - Frankfurt, Munich; France – Paris; Italy – Milan, Rome; United Kingdom - Belfast, Edinburgh, London, Reading	\$0.44 per minute per participant	\$0.3570
Zone4 Zone3 Hong Kong; Israel - Tel Aviv; Luxembourg; Austria – Graz, Vienna; Australia - Brisbane, Melbourne, Sydney; Switzerland - Geneva, Zurich; Denmark – Copenhagen; Finland – Helsinki; Hungary – Budapest; Ireland – Dublin; Japan – Tokyo; Malaysia - Kuala Lumpur; Netherlands – Amsterdam; Norway – Oslo; New Zealand – Auckland; Poland – Warsaw; Portugal – Lisbon; Sweden - Stockholm	\$0.48 per minute per participant	\$0.4080
Zone4 Bulgaria – Sofia; Brazil – Rio De Janeiro, San Paulo; Czech Republic – Prague; Estonia – Tallinn; Lithuania – Vilnius; Latvia – Riga; Romania – Bucharest; Slovenia – Ljubljana; Slovakia - Bratislava	\$0.56 per minute per participant	\$0.4794
Zone5 Bahrain – Manama; China – Beijing; India - Bangalore, Mumbai, Delhi; Mexico - Mexico City; Russia – Moscow; Taiwan – Taipei; South Africa - Johannesburg	\$0.69 per minute per participant	\$0.6324

**International Local Access – Event Audio**

Zone1 Canada – Montreal, Toronto	\$0.51 per minute per participant	\$0.3641
Zone2 Singapore; Spain - Barcelona, Madrid; Belgium – Brussels, Liege; Germany - Frankfurt, Munich; France – Paris; Italy – Milan, Rome; United Kingdom - Belfast, Edinburgh, London, Reading	\$0.52 per minute per participant	\$0.3713

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Zone3 Hong Kong; Israel - Tel Aviv; Luxembourg; Austria – Graz, Vienna; Australia - Brisbane, Melbourne, Sydney; Switzerland - Geneva, Zurich; Denmark – Copenhagen; Finland – Helsinki; Hungary – Budapest; Ireland – Dublin; Japan – Tokyo; Malaysia - Kuala Lumpur; Netherlands – Amsterdam; Norway – Oslo; New Zealand – Auckland; Poland – Warsaw; Portugal – Lisbon; Sweden - Stockholm	\$0.56 per minute per participant	\$0.4284
Zone4 Bulgaria – Sofia; Brazil – Rio De Janeiro, San Paulo; Czech Republic – Prague; Estonia – Tallinn; Lithuania – Vilnius; Latvia – Riga; Romania – Bucharest; Slovenia – Ljubljana; Slovakia - Bratislava	\$0.64 per minute per participant	\$0.5508
Zone5 Bahrain – Manama; China – Beijing; India - Bangalore, Mumbai, Delhi; Mexico - Mexico City; Russia – Moscow; Taiwan – Taipei; South Africa – Johannesburg	\$0.77 per minute per participant	\$0.6630
<b>Operator Assist, Event Audio and Event Auditorium Additional Services</b>		
Broadcast Email	per email	\$0.51
Broadcast Fax	per page	\$0.10
Broadcast Fax or Email Rush (24 hours notice)	per order	\$64.26
Broadcast Voice	per message	\$0.05
Dedicated Dial-in Number	per number, per month	\$128.52
Pre-Recording Session (Event Audio only) 3-5 days notice (standard)	per Event	\$918.00
Pre-Recording Session (Event Audio only) 1-2 days notice (rush)	per Event	\$1,377.00
Pre-Recording Session (Event Audio only) 6-24 hours notice (Immediate)	per Event	\$1,836.00
Pre-Recording Archival Fee – Storage of audio recording beyond 45 days	per month	\$91.80
RSVP Set Up	per set up	\$110.16
Basic RSVP up to 10 questions	per RSVP	\$9.18
Enhanced RSVP up to 20 questions	per RSVP	\$13.77
Phone RSVP	No charge – must be used in conjunction with basic or enhanced RSVP	n/a
RSVP Reports provided by CenturyLink	per report	\$18.36
Web-based RSVP Reports	per set up	\$91.80
Polling Merge report provided by CenturyLink	per report	\$73.44
RSVP File Hosting	per file	\$229.50
No Show Fee	per line after leeway of 10% of total reserved lines	\$5.10
Name on Entry (Event Auditorium only) – can capture name, company, phone, number sitting in, etc. Restrictions apply based on number of guests	per participant	\$2.75
Operator Stand-by (order at reservation time)	per call	\$137.70
Communication Line	for 1st communication line	\$15.61
Additional Communication Line	per additional communication line	\$45.90
Host Controls	per call	\$153.00
Custom Hold Music (Event Audio only)	per call	\$91.80
Remote Replay Custom IVR	first menu	\$367.20
Remote Replay Custom IVR additional menus	per each additional menu	\$137.70
Translation	per quarter hour	\$53.55
Transcription 3 hour	per quarter hour	\$107.10
Transcription 6 hour	per quarter hour	\$71.40

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Transcription 24-48 hour	per quarter hour	\$49.98
Translated Transcription	per word	\$0.29
Event Basic Reports (attendance report from MS LiveMeeting)	per report	\$41.31
Audio-only Recording 3-5 day delivery (Formats Available: CD, WAV, MP3)	per file	\$91.80
MP3) In addition to 3-5 day delivery charge	per file	\$183.60
Audio File Editing – 5 business day turnaround	per ¼ hour	\$64.26
Audio File Editing – 3 business day turnaround	per ¼ hour	\$96.39
Audio File Editing – 2 business day turnaround	per ¼ hour	\$128.52
Audio File Editing – Studio CD mastering	per mastered CD	\$96.39
Audio Production Editing rush charge (needs approval)	per rush	\$64.26
Event Data CD (for audio files that cannot be downloaded from FTP Server)	per CD	\$183.60
Event CD Split/Editing (for audio files that cannot be downloaded from FTP Server)	per split (editing charge for recordings over 75 minutes)	\$18.36

**Attendance Reports**

Participant lists are not available with Event Auditorium.

Participant List 1-2 fields per participant	per participant	\$0.56
Participant List 3-5 fields per participant	per participant	\$0.92
Participant List 6+ fields per participant	per participant	\$1.22

**Event Production Services**

These services only apply when “Event Production Services” are used. These do not apply to scheduled calls (operator assisted, auditorium or event).

Event Content – Event consultants assist with materials that will be utilized as part of an event conference.	per call	\$2,116.50
A la Carte Event Production Services – (1 hour minimum)	per 15 minutes	\$93.64
Expedite Fee - Event Production orders with less than 15 days notice	per incident	\$1,285.20
After-hours Support (Weekdays After 8 pm and before 8 am EST)	per incident	\$321.30
Event Reschedule Before Rehearsal	per incident	\$385.56
Event Reschedule After Rehearsal	per incident	\$1,836.00
Event Cancel Before Rehearsal	per incident	\$449.82
Event Cancel After Rehearsal	per incident	\$1,836.00

**Maintenance and Support**

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**Training**

Computer Based Training	n/a	n/a
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**Telecommunications Fees**

Federal Universal Service Fund (FUSF)	Usage Based	
Federal Regulatory Recovery (Federal Telecom Relay Service)	Usage Based	
Federal Property Tax Recovery	Usage Based	
State of TX USF	Usage Based	
State of TX PUC	Usage Based	
Local PUC	Usage Based	
Local District	Usage Based	