**SERVICE SCHEDULE**

**Max Outbound and Inbound Calling**

This Max Outbound and Inbound Calling Service Schedule (“**Service Schedule**”) shall be governed by and subject to the applicable Master Service Agreement (“**MSA**”) between enter cUSTOMER name here (“**Customer**”) and Allstream Business Inc. and/or Allstream Business US, LLC(“**Allstream**”). If the Customer has not executed an MSA then this Service Schedule shall be governed by the terms and conditions of Allstream’s standard MSA as posted on www.allstream.com incorporated in this Service Schedule by this reference. Capitalized terms not defined in this Service Schedule will have the meaning ascribed to them in the MSA. Allstream and Customer may be referred to as a “Party”, and collectively as the “Parties.”

This Service Schedule contains detailed information relating to the provisioning of communications services (“**Services**”) as purchased by Customer from time to time by way of an Allstream approved Service Order.

1. **Outbound Calling**
   1. Allstream will be the exclusive provider of outbound calling for Max family of products.
   2. Max UC and Max SIP Business Line customers are expected to be standard retail or enterprise customers with call volumes corresponding to an average business user with conversational traffic. These services are not intended for customers with traffic intensive voice-specific applications such as fax servers or auto-dialers. See “Acceptable Use” section below for additional limitations.
   3. Max UC and Max SIP Business Line customers receive “unlimited outbound calling.”

For Canada-based customers, “unlimited outbound calling” includes outbound domestic Canada and outbound US lower 48 states traffic which is limited to 2500 minutes per Max UC seat or Max SIP Business Line. Any additional usage will be charged per minute at the rates in section 1.4. Additionally, included is unlimited calling between major metropolitan areas in Canada.

For US-based customers, “unlimited outbound calling” includes outbound domestic US lower 48 states and Canada traffic and is limited to 2500 minutes per Max UC seat or Max SIP Business Line. Any additional usage will be charged per minute at the rates in section 1.4.

* 1. Outbound calling exceeding 2500 minutes will be charged as follows:

-US-based customers: $0.01 $US per minute

-Canada-based customers: $0.015 $CAN per minute

* 1. Per minute rates for Extended Domestic (Hawaii, Alaska, Guam, Puerto Rico, US Virgin Islands & N Marianas) and International are available upon request and are subject to change.

1. **Toll Free Service**
   1. Toll free service is optionally available.
   2. Toll free per minute rates for Extended Domestic (Hawaii, Alaska, Guam, Puerto Rico, US Virgin Islands & N Marianas) are available upon request and are subject to change.
   3. International Toll Free Service and toll free features are optionally available. International rates are available upon request and are subject to change.
   4. Toll free calls that originate from a pay phone will be assessed a surcharge.
2. **Billing Increments**
   1. All usage, with the exception of International Toll Free, is billed in initial increments of 30 seconds and in 6 second increments thereafter. International Toll Free is billed in increments of 60 seconds.
3. **Acceptable Use**
   1. The following traffic limitations apply:
      1. Outbound and inbound calling rates are formulated using an assumed distribution between high and low cost regions in the US and in Canada. Canada high cost regions include, but are not limited to, the Northern Territories.
      2. Short duration calls have durations of less than 30 seconds. Customer’s outbound and inbound traffic, evaluated independently, are expected to have no more than 15% short duration calls.
   2. During any invoice period if there is a material deviation from the thresholds listed in section 4.1 above, Allstream may, upon 30 days’ notice to the Customer, discontinue Services or assess a higher per minute rate for all traffic, and/or higher Monthly Recurring Rates as applicable, until thresholds are met. When such material deviation occurs, Allstream reserves the right to back-bill at the higher rates to include the 30-day notice period.
   3. Customer agrees that the Services will not be used for the wholesale termination of local transit, extended area service or long distance traffic to the Public Switched Telephone Network (PSTN).
   4. Allstream Toll Fraud Policy is posted in the support pages of Allstream.com
   5. Automated use is prohibited such as auto dialer, fax server, etc. Other high volume applications are also prohibited.

1. **Operator Services and/or Directory Assistance**
   1. Customer shall be liable to pay all applicable Operator Services and/or Directory Assistance charges. Allstream may, in its sole discretion, change the rate specified for Operator Services and/or Directory Assistance upon providing the Customer with thirty (30) days prior written notice.

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