

TNCI Conferencing Service Exhibit

1. INTRODUCTION

The terms and conditions of this TNCI Conferencing Service (“Conferencing Service” or “Service”) Exhibit shall be in addition to, and shall be read in conjunction with, TNCI’s Service Documents. In the event there is a conflict between the terms of this Service Exhibit and the Service Documents, the terms of this Service Exhibit shall govern for this Conferencing Service. Capitalized terms not defined in this Service Exhibit shall have the meaning ascribed in the other Service Documents.

2. SERVICES

The Conferencing Service allows Customer to communicate with multiple end users simultaneously through a shared connection.

3. SERVICE TERM

The term of this Service shall commence on the date on which the Customer signs the Letter of Agency and shall continue until expiration of the Service Term, or until earlier terminated in accordance with the Cancellation section herein or in accordance with the Service Documents.

4. BILLING & CHARGES

- a) The first month in which Conferencing Services are rendered may be prorated to factor in any partial month that may occur as the result of the date that usage is initiated. Customer will be billed for usage and NRCs in arrears; MRCs shall be billed in advance.
- b) Rates applicable to the Services are available at the Customer Portal located at www.tncii.com.
- c) A call is considered completed whether it is answered by either a live person or by voicemail systems, answering machines, private branch exchanges, or interexchange switching equipment. TNCI begins billing at call pickup.
- d) For Conferencing Service, call billing increments are rated as follows:

Initial Billing Increment (seconds)	Additional Billing Increments (seconds)
60	60

- e) Customer will be responsible for all applicable Service MRCs and NRCs for the duration of the Service Term.

5. CANCELLATION

To effect cancellation of Conferencing Service, Customer must notify TNCI in writing via fax at (800) 800-8874 or e-mail at customercare@tncii.com or regular mail to ATTN: Customer Care – Disconnects, TNCI, 2 Charlesgate West, Boston, MA 02215. Upon TNCI’s acknowledgement of the request, TNCI will then provide Customer with a confirmation for cancellation completion. Customer understands and acknowledges that TNCI may take up to five (5) business days to process a valid disconnection request. Charges may continue to accrue for Service(s) for a period of time following cancellation. Customer owes payment for all billed and unbilled amounts, including Charges that accrue following the date of cancellation.