

ANCILLIARY SERVICE CHARGES

The following charges are subject to change effective upon posting of a revised Ancillary Service Charges at www.masergy.com or other notice delivered to Customer. Any charges not specifically addressed herein will be determined on an Individual Case Basis (ICB).

I. ORDER EXPEDITE CHARGES

EXPEDITE CHARGES: Expedite charges apply when Customer requests the installation of a Service in a shorter period of time than Masergy’s or any applicable third-party provider’s standard installation intervals.

Service Type	Region	Expedite Fee
T1	Domestic U.S.	\$1,500 per Circuit
DS3 & Ethernet	Domestic U.S.	\$2,000 per Circuit
All Service Types	International	ICB
Managed Internet	Global	ICB
Telephone Number Port (Billing Telephone Number (BTN))	Global	\$250 per BTN

Expedites: An Expedited Service Order does not guarantee delivery on or before Customer’s requested service date. Masergy and any applicable third-party provider(s) will use reasonable efforts to meet the requested date. Acceptance or rejection of expedite requests is based upon the realistic ability to meet Customer’s requested service date.

II. ORDER CANCELLATION

Cancellation charges below apply to cancellation fees and do not reflect any additional cancellation or early termination fees which may apply under Customer’s Agreement.

- a. **Pre-Access Order:** Customer cancels a Service Order before Masergy orders the third-party access portion of the Service.
- b. **Post-Access Order:** Customer cancels a Service Order after Masergy orders the third-party access portion of the Service.

Cancellations requested after a circuit has been delivered to the location must be submitted to disconnect@masergy.com and may have cancellation/termination charges assessed pursuant to Customer’s Agreements. Telephone number port requests cannot be cancelled after completion; provided, however a telephone numbers may be returned to previous carrier that had ownership of the number within 24 hours of a number porting (a “Snapback”).

Service Type	Region	Cancellation Fee Pre-Access Order	Cancellation Fee Post-Access Order
T1/E1	Global	\$250 per Circuit	ICB
DS3, Ethernet & Managed Internet	Global	\$500 per Circuit	ICB
Telephone Number Port	Global	\$250 per BTN	ICB
Telephone Number Snapback	Global	N/A	\$350 per TN
Hosted UC or SIP Trunk Activation	Global	N/A	\$500 per Site



III. SUPPLEMENTAL ORDER (“Supp”)

A Supplemental Order or “Supp” is any change to a pending order that includes, but is not limited to, changes to requested dates, site contact information, order information, activation dates, or point of demarcation. Masergy understands that changes to pending orders may be required and will make every attempt to accommodate Customer’s request.

Supp charges apply when Customer requests a modification to the information contained in a fully executed or binding Service Order Form or the site information provided by Customer before completion of the Service installation.

Common Supp requests include, but are not limited to, the following:

- a. Change of circuit delivery or number port date;
- b. Customer’s building not ready for service;
- c. Local contact unavailable at time of dispatch;
- d. Change of circuit demarcation point or service address;
- e. Change of local site contact information;
- f. Delay of scheduled service activation; or
- g. Adding, removing or changing telephone numbers

Service Type	Location	SUPP Fee
T1, E1, DS3, Ethernet & Managed Internet	Global	\$500 per Circuit
Telephone Number Port*	Global	\$250 per BTN
Hosted UC or SIP Trunk Activation	Global	\$500 per Site

*Note: Telephone Number Port orders may be Supped a maximum of three times. After the third Supp, any subsequent Supp requests will result in Masergy cancelling and restarting the service order. Cancellation fees, as described in Section II, will apply.

IV. EMERGENCY CALL SERVICES

Customer is responsible for registering each individual phone/extension with the Masergy 9-1-1 service through the Masergy 9-1-1 Web interface. Customers that do not register their address with Masergy will be sent to the default emergency call center when 9-1-1 is dialed. In the event a call is made to 9-1-1 from an unregistered telephone number, Masergy will invoice Customer an emergency call completion fee of \$100.00.

V. DEMARCATION EXTENSIONS

Masergy will order all telco lines required for local access to the designated building point of demarcation unless otherwise agreed to by the Parties. Customer is responsible for the installation, maintenance, and warranty of circuit extension work or line extensions, and any charges associated with such circuit extension work or line extensions. If requested by Customer, Masergy will request the Local Exchange Carrier (LEC) or other third party provider to extend the circuit from the designated building point of demarcation to the extended delivery point; provided, however, that in some cases Masergy may not be able to provide the line extension. Customer may be billed separately by Masergy or by a third party for fees associated with facilities construction or line extensions, if applicable.

VI. SPECIAL CONSTRUCTION

In addition to non-recurring charges and recurring charges set forth in the Service Order Form (the “Non-Recurring Charges” and “Recurring Charges”, respectively), Customer is responsible for any additional charges required to complete the construction or provisioning of any local access facilities (Start-up Charge”), to be agreed to and invoiced upon Customer’s approval of such additional charges. Masergy is not responsible for any delay in Commencement Date caused by delays in approvals by Customer or third parties under Customer’s control.

VII. Miscellaneous charges for Managed Equipment

a) Professional services hourly rate. Should the Customer require the assistance of Masergy's Network Operation Center (NOC) personnel for supplementary support/changes, including but not limited engineering support, technical changes, network redesigning, or network readdressing, a professional services charge of \$250/hour will apply. A Customer specific scope of work will be created for such projects and will be signed by the Customer before work will begin on the project.

b) Vendor turn-away. If Masergy (including its designated supplier) is turned away from a site for any reason, unless due to a fault of Masergy (e.g., access denied, site not ready to receive service, etc.) then Customer will be charged for a "vendor turn away" of \$250.00 USD.

c) Cancellation. Customer will be invoiced a fee of \$250.00 USD per site in the event of a cancellation of router installation with less than one (1) business day notice. This cancellation fee is in lieu of the installation and implementation.

d) Expedite charges: Masergy requires a five (5) business day interval in the United States and a ten (10) business day interval in the rest of the world (ROW) from the time the installation request is processed to the installation of the Managed equipment. If Customer requests installations/implementations sooner, expedite charges are as follows:

- \$250— When a Service is scheduled for less than the minimum ten (10) business day interval for the ROW or less than five (5) business day interval for the United States.
- \$500— When a Service is scheduled for less than five (5) business days interval for ROW.
- \$1000—Next day installation (if available).

A Customer request for an expedited installation date is not a guarantee that the expedited installation will be approved. Any charges for an expedited due date will be assessed only if the expedite is approved.

e) Non-standard business hours installation. If a Customer requests Masergy to install or activate during non-standard business hours (Monday – Friday 08:00 A.M. to 5:00 P.M. local time), the following surcharges apply:

- Monday through Friday after 5:00 P.M through 8:00 A.M. next day local time and all day Saturday until midnight local time - \$250/hr
- Sunday & Holidays 12:00 A.M. to 8:00 A.M. next day local time - \$350/hr

A Customer request for a non-standard business hours installation is not a guarantee that the request will be approved. Any charges for a non-standard business hours installation will be assessed only if the expedite is approved.