



ENHANCED TOLL FREE

1. DESCRIPTION - Enhanced Toll Free Service. PAETEC Preferred Advantage® Enhanced Toll Free Service is a suite of individual features providing advanced toll free routing, interactive voice, and information analysis/reporting, Web-based control, and invoice presentation options. Each feature is available independently, but combined create customized applications providing such business functions as Integrated Voice Response (“IVR”), marketing analysis, communication flow management, automated and dynamic toll free redundancy/recovery, and hosted call control. Charges include a per-minute rate, payphone surcharge for calls originating from a payphone, and may include non-recurring, monthly recurring, and per use charges depending on configuration of features and package purchased.

Extended and Canada Termination. Enhanced Toll Free numbers can terminate to any 10-digit phone number in the North American dialing plan including Canada, Puerto Rico, Guam, and CNMI. However, the business billing address for which services are rendered must be within the contiguous U.S.

Bill To Termination. To assign billing records to a termination bill code for an account other than the account on which the Enhanced Toll Free number resides, Customer must execute a “Bill to Term Agreement.”

2. BILLING START. Billing for Enhanced Toll Free Service will start no later than three business days after completion of PAETEC application testing, which verifies that the application performs correctly based on the approved and signed call flow diagram. Customer may continue testing the application or request additional changes to the application thereafter, however billing for any non-recurring and/or monthly recurring charges may have already commenced.

3. SERVICE SUSPENSION AND MAINTENANCE. PAETEC may perform scheduled network maintenance during a maintenance window of 12:00 a.m. CST to 6:00 a.m. CST. PAETEC may also perform unscheduled network maintenance that may result in a brief service interruption. PAETEC will give advance notification of unscheduled interruptions whenever reasonably possible. Any PAETEC liability resulting from an unscheduled Service interruption will be determined in accordance with the governing Agreement.