

Addendum A

SPC Special Pricing Offer and Support

Special Offer for SPC Participants Who Are Existing Call One Customers

All existing SPC participants with Call One POTs lines will enjoy a reduction in price from \$23.00 to \$19.90, and unlimited local usage on those POTs lines, effective the month after Call One is awarded the SPC RFP for 2019.

Existing SPC participants with Call One POTs lines and/or PRI services are offered a special incentive to convert and upgrade their services to Call One UC and SIP Trunking.

- SPC participants that convert their POTs and/or PRI services to Call One UC and SIP Trunking will receive a 10% discount from the list price for these services.
- SPC participants that convert their POTs and/or PRI services to Call One UC and SIP Trunking will also receive a special price of \$17.00 per month for remaining POTs lines.*
- These remaining POTs lines will also enjoy unlimited local usage.

*Note: This incentive applies only for remaining POTs lines that cannot technically be supported on the Call One UC or SIP Trunking products, such as alarm or elevator lines.

Call One Support for SPC Participant Customers

Call One is adding dedicated Sales and Sales Engineering resources to serve its SPC participant customers and SPC participants who have yet to become Call One customers:

- Additional focus on converting and upgrading existing association customers from POTs and PRI to Call One UC and SIP Trunking are being added.
- Additional focus on selling Call One network, UC, security, and managed solutions to SPC participants who are not yet Call One customer.

Call One has dedicated Account Relationship Managers for every SPC participant customer to provide customer service, move/add/change, contract renewals, upgrades, and migrations.

Call One has a U.S. based Technical Support team that operates 7 days a week, 24 hours a day. This team provides proactive notification of network challenges, managed all internal and vendor trouble tickets, cares for changes to routing configurations and security policies, and provides frequent communications to customers regarding the status of all issues and work.