

# CITY CLERK ORIGINAL

C-7800  
11/15/2011



## Carrier Service Order

CSO Number 336562-AZSTATE

Product ordered QCC Audio Conferencing

Term 60 Months

Quantity Ordered 1  
(Additional Order Detail must be attached)

Total Monthly Recurring Charge \$0.0240 per minute

Total Non-recurring Charge \$0.00

This CSO (Carrier Service Order) is a supplement to the Telecommunications Carrier Services Agreement ADSP011-000402 ("Underlying Agreement") with the State of Arizona (Qwest Content ID: 336562) between City of Glendale and **CENTURYLINK d/b/a Qwest Communications Company, LLC** for the provisions of service. Pricing for this CSO is based on 3037 AZ QCC AUDIO CONFERENCING 05.13.11 A4 as found in Attachment 3, titled Prices and Pricing, in the Underlying Agreement<sup>1</sup>. This supplement is effective on the date service becomes functional ("Effective Date"). The customer represents and certifies that it controls, is controlled by, or is in common control with the Underlying Agreement as noted above.

Customer: City of Glendale

**CENTURYLINK d/b/a  
Qwest Communications Company, LLC**  
acting on behalf of itself and as agent for its affiliates

Customer Signature [Signature]  
Date 10.25.2011  
Printed Name CHARLES MURPHY  
Printed Title CITO  
Phone Number [Redacted]  
Address [Redacted]

Centurylink Signature [Signature]  
Date 10/21/11  
Printed Name Kimberly Marona  
Printed Title GES Manager  
Phone Number [Redacted]  
Address 20 E Thomas Rd 17<sup>th</sup> Floor  
Phoenix, AZ 85012

E-rate SPIN Number: 143001157

Approved as to form:

**ATTEST:**

[Signature]  
City Clerk

[Signature]  
Craig Tindall  
City Attorney

<sup>1</sup> Rates based on State of Arizona Telecommunications Carrier Services Agreement ADSP011-000402. To verify eligibility, please visit [http://www.spo.az.gov/Cooperative\\_Procurement/SPC/default.asp](http://www.spo.az.gov/Cooperative_Procurement/SPC/default.asp)



Reservationless GlobalMeet ITFS Access from:							
Mexico, Slovakia, Bahrain, Japan, Portugal, Norway, Slovenia		\$0.45 per minute per participant (includes long distance and bridging fees)			\$0.45 per minute per participant (includes long distance and bridging fees)		\$0.45 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from:							
Argentina, Czech Republic, Panama, South Africa, China, Latvia, Cyprus, India, Spain, Thailand		\$0.55 per minute per participant (includes long distance and bridging fees)			\$0.55 per minute per participant (includes long distance and bridging fees)		\$0.55 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from:							
Colombia, Iceland, Indonesia, Lithuania, Venezuela		\$0.75 per minute per participant (includes long distance and bridging fees)			\$0.75 per minute per participant (includes long distance and bridging fees)		\$0.75 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from:							
Chile, Croatia, Ireland, Peru		\$0.90 per minute per participant (includes long distance and bridging fees)					
Reservationless GlobalMeet ITFS Access from:							
United Arab Emirates		\$1.40 per minute per participant (includes long distance and bridging fees)			\$1.40 per minute per participant (includes long distance and bridging fees)		\$1.40 per minute per participant (includes long distance and bridging fees)
Reservationless GlobalMeet ITFS Access from:							
Romania		\$2.00 per minute per participant (includes long distance and bridging fees)			\$2.00 per minute per participant (includes long distance and bridging fees)		\$2.00 per minute per participant (includes long distance and bridging fees)
<b>Reservationless and Passcode Additional Services:</b>							
Moderator Call Detail Report -			Included with Reservationless and Web Conferencing				
Audio Recording mp3, wav or CD			\$100.00 per file		\$100.00 per file		\$100.00 per file
Additional CD's			\$150.00 per CD (up to 75 minutes)		\$150.00 per CD (up to 75 minutes)		\$150.00 per CD (up to 75 minutes)
CD Split			\$15.00 per split (editing charge for recordings over 75 minutes)		\$15.00 per split (editing charge for recordings over 75 minutes)		\$15.00 per split (editing charge for recordings over 75 minutes)
Transcription - 2 day turnaround			\$75.00 per quarter hour		\$75.00 per quarter hour		\$75.00 per quarter hour
Transcription - 24 hour turnaround			\$55.00 per quarter hour		\$55.00 per quarter hour		\$55.00 per quarter hour
Custom Greeting (not available with Reservationless GlobalMeet)			\$150.00 per greeting		\$150.00 per greeting		\$150.00 per greeting
Dedicated Toll and Toll Free Access Numbers (not available with Reservationless GlobalMeet)		\$150.00 per month		\$150.00 per month		\$150.00 per month	
Qwest Web Conferencing							
Qwest Web Conferencing		\$0.30	NSP	\$0.0850	NSP	\$0.0600	NSP
- Desktop Video - included in the Web Conferencing per minute charge		NSP	\$0.00	NSP	\$0.00	NSP	\$0.00
<b>Qwest Web Additional Services:</b>							
Archive Hosting of a Replay - 30 days			\$25.00 per archive, hosted for 30 days, unlimited playbacks				\$25.00 per archive, hosted for 30 days, unlimited playbacks
\$25.00 per archive, hosted for 30 days, unlimited playbacks			\$35.00 per archive, hosted for additional 90 days, unlimited playbacks				\$35.00 per archive, hosted for additional 90 days, unlimited playbacks
Hosting Renewal - additional 60 days			\$50.00 per archive, hosted for additional 90 days, unlimited playbacks				\$50.00 per archive, hosted for additional 90 days, unlimited playbacks
Hosting Renewal - additional 90 days			\$75.00 per archive, hosted for additional 90 days, unlimited playbacks				\$75.00 per archive, hosted for additional 90 days, unlimited playbacks
Hosting Renewal - additional 180 days			\$150.00 per archive, hosted for additional 90 days, unlimited playbacks				\$150.00 per archive, hosted for additional 90 days, unlimited playbacks

Hosting Renewal – additional 360 days			\$200.00 per archive, hosted for additional 90 days, unlimited playbacks					\$200.00 per archive, hosted for additional 90 days, unlimited playbacks	
Hosting Renewal – unlimited			\$250.00 per archive, unlimited hosting, unlimited playbacks					\$250.00 per archive, unlimited hosting, unlimited playbacks	
SSL Encryption of Archive		\$100.00 per month			\$100.00 per month			\$100.00 per month	
Moderator Call Detail Report			No charge			No charge		No charge	
<b>Passcode Conferences</b>									
Maximum number of participants permitted on a reserved pass code conference is 125. Additional services and operator assistance is not available with passcode conferences									
Passcode Toll Free Dial In, per minute per participant	NONE	\$0.2700	\$0.00	NONE	\$0.1500	\$0.00	NONE	\$0.0655	\$0.00
Passcode Toll Dial In	NONE	\$0.2100	\$0.00	NONE	\$0.1300	\$0.00	NONE	\$0.0550	\$0.00
<b>Operator Assisted Audio Conferencing</b>									
An operator is not dedicated to the conference. Operator Assistance is available on demand by pressing *0 on your telephone key pad.									
Operator Assisted Toll Free Dial In	NONE	\$0.3800	\$0.00	NONE	\$0.2500	\$0.00	NONE	\$0.1500	\$0.00
Remote Replay Access, (telephone only), per minute, per participant	NONE	\$0.38		NONE	ICB		NONE	ICB	
Operator Assisted Toll Dial In	NONE	\$0.2400	\$0.00	NONE	\$0.2160	\$0.00	NONE	\$0.1500	\$0.00
Operator Assisted Dial-out North America	NONE	\$0.4200	\$0.00	NONE	\$0.2160	\$0.00	NONE	\$0.1500	\$0.00
Operator Assisted Operator Dial-out, International	NONE	\$0.38 plus outbound rate for particular country	\$0.00	NONE	\$0.288 plus outbound rate for particular country	\$0.00	NONE	\$0.272 plus outbound rate for particular country	\$0.00
Toll Free Meet-Me (Operator Assisted) committed usage of 400 user/per call/per month	NONE	\$0.2045	\$0.00		\$0.1250	\$0.00		\$0.0750	\$0.00
<b>Operator Assisted Conferencing Additional Services:</b>									
CD-Audio only Recording (Formats Available: CD, WAV, MP3)	NONE	\$0.0000	\$25.00 per CD, plus shipping	NONE	\$0.0000	\$25.00 per CD, plus shipping	NONE	\$0.0000	\$25.00 per CD, plus shipping
Participant List 1-2 fields per participant			\$1.00 per participant			\$1.00 per participant		\$1.00 per participant	
Participant List 3-5 fields per participant			\$1.50 per participant			\$1.50 per participant		\$1.50 per participant	
Participant List 6+ fields per participant			\$2.00 per participant			\$2.00 per participant		\$2.00 per participant	
No Show Fee			\$15.00 per line after leeway of 10% of total reserved lines			\$15.00 per line after leeway of 10% of total reserved lines		\$15.00 per line after leeway of 10% of total reserved lines	
<b>Event Auditorium</b>									
dedicated to the Event throughout its duration. Operator-managed Q&A is included in Auditorium service (No operator – only Passcode for access) Reduces hold time									
Event Auditorium Toll Free Dial In, per minute		\$0.35			\$0.2500			\$0.1700	
Event Auditorium Dial Out (North America), per minute		\$0.35			\$0.2500			\$0.1700	
Event Auditorium Toll Dial In, per minute		\$0.30			\$0.2000			\$0.1500	
Event Auditorium Dial Out (International)		0.35 plus the International RSS long distance rate per minute per participant for each country			0.25 plus the International RSS long distance rate per minute per participant for each country			0.17 plus the International RSS long distance rate per minute per participant for each country	
<b>Event Audio</b>									
At least one operator is dedicated to the Event Audio throughout its duration to aid in the production of the conference. Operator- managed Q & A is included in Event service. Operator admits users.									
Event Audio Toll Free Dial In, per minute, per participant	NONE	\$0.4800	\$0.00	NONE	\$0.29	\$0.00	\$0.19	NONE	
Event Audio Dial Out North America, per minute per participant	NONE	\$0.4800	\$0.00	NONE	\$0.29	\$0.00	\$0.19	NONE	
Event Audio Toll Dial In, per minute, per participant	NONE	\$0.4700	\$0.00	NONE	\$0.27	\$0.00	\$0.17	NONE	
Event Audio Dial Out (International)		0.48 plus the International RSS long distance rate per minute per participant for each country.			0.29 plus the International RSS long distance rate per minute per participant for each country.			0.19 plus the International RSS long distance rate per minute per participant for each country.	
Event Audio ITFS access from: Australia, Austria, Belgium, Brazil, Bulgaria, Chile, Denmark, Estonia, France, Germany, Hong Kong, Hungary, Israel, Luxembourg, Malaysia, Monaco, Netherlands, New Zealand, Poland, Singapore, South Korea, Switzerland, United Kingdom		\$0.80 per minute per participant (in addition to the Event Audio Toll Dial In charge)							
Event Audio ITFS access from: Argentina, Czech Republic, Greece, India, Indonesia, Japan, Latvia, Mexico, Norway, Portugal, Russia, Slovakia, Slovenia, Spain, Sweden, Uruguay		\$0.95 per minute per participant (in addition to the Event Audio Toll Dial In charge)							
Event Audio ITFS access from: China, Columbia, Costa Rica, Ireland, Italy, Lithuania, Panama, Philippines, South Africa, Taiwan, Thailand, Trinidad & Tobago, Venezuela		\$1.30 per minute per participant (in addition to the Event Audio Toll Dial In charge)							

Event-Audio-Included Services:									
Click and Join			Included with Event Auditorium						
Included with Event Auditorium			Included with Event Auditorium						
Managed Question & Answer Sessions			Included with Event Auditorium and Event Audio						
Polling			Included with Event Auditorium and Event Audio						
Event Additional Services									
Remote Replay Custom IVR			\$400.00 first menu			\$400.00 first menu			\$400.00 first menu
Remote Replay Custom IVR additional menus			\$150.00 per each additional menu			\$150.00 per each additional menu			\$150.00 per each additional menu
Easy Invite / Easy ID			\$150.00 per call			\$150.00 per call			\$150.00 per call
Event Production Package									
Event Monitor - (60 minute event)			\$950.00 per call			\$950.00 per call			\$950.00 per call
Event Assistance - (60 minute event)			\$1,600.00 per call			\$1,600.00 per call			\$1,600.00 per call
Event Production - (60 minute event)			\$3,350.00 per call			\$3,350.00 per call			\$3,350.00 per call
Event Production Plus - (60 minute event)			\$4,800.00 per call			\$4,800.00 per call			\$4,800.00 per call
Event Extension			\$175.00 per 30 minutes			\$175.00 per 30 minutes			\$175.00 per 30 minutes
Event Content			\$2,075.00 per call			\$2,075.00 per call			\$2,075.00 per call
Communication Line			\$20.00 per communication line			\$20.00 per communication line			\$20.00 per communication line
Additional Communication Line			\$50.00 per additional communication line			\$50.00 per additional communication line			\$50.00 per additional communication line
Host Controls			\$200.00 per call			\$200.00 per call			\$200.00 per call
RSVP Set Up			\$120.00 per set up			\$120.00 per set up			\$120.00 per set up
Basic RSVP up to 10 questions			\$ 10.00 per RSVP			\$ 10.00 per RSVP			\$ 10.00 per RSVP
Enhanced RSVP up to 20 questions			\$15.00 per RSVP			\$15.00 per RSVP			\$15.00 per RSVP
Phone RSVP			No charge – must be used in conjunction with basic or enhanced RSVP			No charge – must be used in conjunction with basic or enhanced RSVP			No charge – must be used in conjunction with basic or enhanced RSVP
RSVP Reports provided by Qwest			\$20.00 per report			\$20.00 per report			\$20.00 per report
Web-based RSVP Reports			\$100.00 per set up			\$100.00 per set up			\$100.00 per set up
Broadcast Email			\$0.05 per email			\$0.05 per email			\$0.05 per email
Polling Merge report provided by Qwest			\$ 80.00 per report			\$ 80.00 per report			\$ 80.00 per report
RSVP File Hosting			\$250.00 per file			\$250.00 per file			\$250.00 per file
Translation			\$75.00 per quarter hour			\$75.00 per quarter hour			\$75.00 per quarter hour
Transcription 3 hour			\$150.00 per quarter hour			\$150.00 per quarter hour			\$150.00 per quarter hour
Transcription 6 hour			\$100.00 per quarter hour			\$100.00 per quarter hour			\$100.00 per quarter hour
Transcription 24 hour			\$70.00 per quarter hour			\$70.00 per quarter hour			\$70.00 per quarter hour
Translated Transcription			\$0.40 per word			\$0.40 per word			\$0.40 per word
Pre-Recording Session (Event Audio only) 3-5 days			\$1,000.00 per Event			\$1,000.00 per Event			\$1,000.00 per Event
Pre-Recording Session (Event Audio only) 1-2 days			\$1,500.00 per Event			\$1,500.00 per Event			\$1,500.00 per Event
Pre-Recording Session (Event Audio only) 6-24 hours			\$2,000.00 per Event			\$2,000.00 per Event			\$2,000.00 per Event
Pre-Recording Archival Fee – Storage of audio recording beyond 45 days			\$100.00 per month			\$100.00 per month			\$100.00 per month
Custom Hold Music (Event Audio only)			\$100.00 per call			\$100.00 per call			\$100.00 per call
<b>ON24</b>									
Up to 500 participants for 60 minutes. All events with 2,000+ participants require approval before pricing will be valid. These events also include 3 months of archiving for replays.									
Audio Streaming			\$400.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$400.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$400.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive
Additional Participants – Each additional 250 listeners			\$225.00 per 250 additional participants			\$225.00 per 250 additional participants			\$225.00 per 250 additional participants
Each Additional 15 Minutes			\$150.00 per additional 15 minutes			\$150.00 per additional 15 minutes			\$150.00 per additional 15 minutes
Audio Replay Extension			\$75.00 per 30 days			\$75.00 per 30 days			\$75.00 per 30 days
<b>ON24 Online Presentation</b>									

			\$750.00 per hour of live broadcasting for up to 500 participants plus three months of archive hosting with unlimited access to archive. Additional Participants are not available with Online Presentation only. 500 participants is the maximum.			\$750.00 per hour of live broadcasting for up to 500 participants plus three months of archive hosting with unlimited access to archive. Additional Participants are not available with Online Presentation only. 500 participants is the maximum.			\$750.00 per hour of live broadcasting for up to 500 participants plus three months of archive hosting with unlimited access to archive. Additional Participants are not available with Online Presentation only. 500 participants is the maximum.
Online Presentation									
Each Additional 15 Minutes			\$300.00 per additional 15 minutes			\$300.00 per additional 15 minutes			\$300.00 per additional 15 minutes
Replay Extension			\$110.00 per 30 days			\$110.00 per 30 days			\$110.00 per 30 days
<b>ON24 Online Presentation with Audio Streaming</b>									
Online Presentation with Audio Streaming			\$1500.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$1500.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$1500.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive
Additional Participants – Each additional 250 viewers			\$250.00 per 250 additional participants			\$250.00 per 250 additional participants			\$250.00 per 250 additional participants
Each Additional 15 Minutes			\$500.00 per additional 15 minutes			\$500.00 per additional 15 minutes			\$500.00 per additional 15 minutes
Replay Extension			\$110.00 per 30 days			\$110.00 per 30 days			\$110.00 per 30 days
<b>ON24 Video Streaming</b>									
Video Streaming			\$1,750.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$1,750.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$1,750.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive
Additional Participants – Each additional 250 viewers			\$295.00 per 250 additional participants			\$295.00 per 250 additional participants			\$295.00 per 250 additional participants
Each Additional 15 Minutes			\$500.00 per additional 15 minutes			\$500.00 per additional 15 minutes			\$500.00 per additional 15 minutes
Video Replay Extension			\$110.00 per 30 days			\$110.00 per 30 days			\$110.00 per 30 days
<b>ON24 Video Streaming with Online Presentation</b>									
Video Streaming with Online Presentation			\$3500.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$3500.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$3500.00 per hour for up to 500 participants plus three months of archive hosting with unlimited access to archive
Additional Participants – Each additional 250 viewers			\$325.00 per 250 additional participants			\$325.00 per 250 additional participants			\$325.00 per 250 additional participants
Each Additional 15 Minutes			\$885.00 per additional 15 minutes			\$885.00 per additional 15 minutes			\$885.00 per additional 15 minutes
Video Replay Extension			\$150.00 per 30 days			\$150.00 per 30 days			\$150.00 per 30 days
<b>ON24 On-Demand Video Streaming</b>									
On-Demand Video Streaming			\$2000.00 per event			\$2000.00 per event			\$2000.00 per event
Each Additional 15 Minutes			\$450.00 per additional 15 minutes			\$450.00 per additional 15 minutes			\$450.00 per additional 15 minutes
Video Replay Extension			\$110.00 per 30 days			\$110.00 per 30 days			\$110.00 per 30 days
<b>ON24 On-Demand Video Streaming with Online Presentation</b>									
On-Demand Video Streaming with Online Presentation			\$3500.00 per event			\$3500.00 per event			\$3500.00 per event
Each Additional 15 Minutes			\$515.00 per additional 15 minutes			\$515.00 per additional 15 minutes			\$515.00 per additional 15 minutes
Video Replay Extension			\$150.00 per 30 days			\$150.00 per 30 days			\$150.00 per 30 days
<b>Included with ON24 Service</b>									
Online Presentation Archive (Recording)			Included with Live Online Presentation			Included with Live Online Presentation			Included with Live Online Presentation

Audio Streaming Archive (Recording)			Included with Live Audio Streaming			Included with Live Audio Streaming			Included with Live Audio Streaming
Online Presentation with Audio Streaming Archive (Recording)			Included with Live Online Presentation with Audio Streaming			Included with Live Online Presentation with Audio Streaming			Included with Live Online Presentation with Audio Streaming
Download Slides			Included with Online Presentations. Not available for Audio Streaming only events			Included with Online Presentations. Not available for Audio Streaming only events			Included with Online Presentations. Not available for Audio Streaming only events
Web Q&A			Included with Online Presentation. Not available for Audio Streaming only events			Included with Online Presentation. Not available for Audio Streaming only events			Included with Online Presentation. Not available for Audio Streaming only events
Polling			Included with Online Presentation. Not available for Audio Streaming only events			Included with Online Presentation. Not available for Audio Streaming only events			Included with Online Presentation. Not available for Audio Streaming only events
URL (Live Web Site) Push			Included with Online Presentation. Not available for Audio Streaming only events			Included with Online Presentation. Not available for Audio Streaming only events			Included with Online Presentation. Not available for Audio Streaming only events
<b>Additional QN24 Features</b>									
Audio Webcast – CD			\$375.00 per CD			\$375.00 per CD			\$375.00 per CD
Video Webcast - CD			\$450.00 per CD			\$450.00 per CD			\$450.00 per CD
Audio File / Podcast			\$225.00 per podcast			\$225.00 per podcast			\$225.00 per podcast
Video File / Podcast			\$450.00 per podcast			\$450.00 per podcast			\$450.00 per podcast
Automated Registration			\$400.00 per event			\$400.00 per event			\$400.00 per event
Multi-Event Registration			\$1,100.00 per series			\$1,100.00 per series			\$1,100.00 per series
Pay-Per-View – Single Event			\$1,100.00 per event			\$1,100.00 per event			\$1,100.00 per event
Pay-Per-View – Extension			\$150.00 per 30 days (3 months of archiving is included in a Single Event)			\$150.00 per 30 days (3 months of archiving is included in a Single Event)			\$150.00 per 30 days (3 months of archiving is included in a Single Event)
Flash Clips – Long			\$375.00 per clip			\$375.00 per clip			\$375.00 per clip
Flash Clips - Short			\$225.00 per clip			\$225.00 per clip			\$225.00 per clip
Surveys			\$625.00 per survey per event. Not available for Audio Streaming only events			\$625.00 per survey per event. Not available for Audio Streaming only events			\$625.00 per survey per event. Not available for Audio Streaming only events
Custom Registration Page			\$625.00 per event - includes custom fields, confirmation email and one reminder per registered participant			\$625.00 per event - includes custom fields, confirmation email and one reminder per registered participant			\$625.00 per event - includes custom fields, confirmation email and one reminder per registered participant
Media Campaign Tracking			\$450.00 per event			\$450.00 per event			\$450.00 per event
Event Security			\$750.00 per event			\$750.00 per event			\$750.00 per event
Custom Branding			\$2,200.00 per event			\$2,200.00 per event			\$2,200.00 per event
<i>Pricing does not include on-site AV production or any audio or video conference bridging costs.</i>									
<b>Reservationless Web Options Subscription Pricing</b>									
<b>Adobe Connect:</b>									
<i>Contact Qwest Account Team for Applicable Pricing Details</i>									
- Audio Service Supported		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Reservationless or GlobalMeet(125)		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Web Pricing Options		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Named User		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Shared Seats		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Seminar Room		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Features		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- PowerPoint Sharing		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Desktop & App Sharing		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team



- Outlook Integration		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Lotus Notes Integration		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- No Client Download with web console		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Hosted		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- IT Platform Support									
- Windows		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- MAC		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Solaris		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Linux		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Multiple Language Support		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- *0 Customer Support		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
<b>Reservationless Web Options Per-Minute Pricing</b>									
<b>Qwest Web Conferencing:</b>									
- Service and features available		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
<b>Microsoft Office Live Meeting:</b>									
- Service and features available		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
<b>Cisco WebEx Meeting Center:</b>									
- Service and features available		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
<b>Adobe Connect:</b>									
- Service and features available									
<b>ON24:</b>									
- Service and features available (see pricing above or)		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
- Web pricing option: Per Event		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team		Contact Qwest Account Team	Contact Qwest Account Team
<b>GRANDPARENTED SERVICES</b>									
<b>GRANDPARENTED Multimedia</b>									
Multimedia Web Conferencing + Reservationless Audio Toll Free Conferencing, per minute, per participant	NONE	\$0.3300	\$0.00	NONE	\$0.0850	\$0.00	NONE	\$0.0600	\$0.00
<b>GRANDPARENTED Web</b>									
Web and Audio Archive - Hosted (90days), per minute	NONE	\$0.00	\$175.00 per archive, unlimited playback	NONE	\$0.0000	\$110.00 per archive, unlimited playback	NONE	\$0.0000	\$85.00 per archive, unlimited playback
Web and Audio Archive - Hosted Renewal (90days), per minute	NONE	\$0.00	\$75.00 per archive, hosted for additional 90 days, unlimited playback	NONE	\$0.0000	\$75.00 per archive, hosted for additional 90 days, unlimited playback	NONE	\$0.0000	\$75.00 per archive, hosted for additional 90 days, unlimited playback
Web and Audio Archive - Zip File (2 hours turn around)	NONE	\$0.00	\$75.00	NONE	\$0.0000	\$75.00	NONE	\$0.0000	\$75.00
Web and Audio Archive - CD ROM (includes shipping within 3-5 days)	NONE	\$0.00	\$100.00 per CD	NONE	\$0.0000	\$25.00 per CD	NONE	\$0.0000	\$5.00 per CD
Web Audio Streaming	NONE	\$0.00	\$7.50 per connection	NONE	\$0.0000	\$6.00 per connection	NONE	\$0.0000	\$5.25 per connection
<b>GRANDPARENTED</b>									
Electronic Recording (audio only) MP3/Real Media/WAV/CDA, per file	NONE	\$0.0000	\$25.00 per e-mailed file, \$35.00 per e-mailed file less than 2 hour turnaround	NONE	\$0.0000	\$25.00 per e-mailed file, \$35.00 per e-mailed file less than 2 hour turnaround	NONE	\$0.0000	\$25.00 per e-mailed file, \$35.00 per e-mailed file less than 2 hour turnaround
Remote Replay Set Up, per Event	NONE		\$40.00	NONE		ICB	NONE		ICB
Remote Replay Participant Report, per participant	NONE		\$1.00	NONE		\$1.00	NONE		\$1.00
Post Conference Participant List, per List	NONE	\$0.0000	\$5.00 per list	NONE	\$0.0000	\$5.00 per list	NONE	\$0.0000	\$5.00 per list
Transcription Standard Delivery 48-72 hour turnaround	NONE		\$35.00/15-minute block, 1 hour minimum - 72 hour turnaround, \$45.00/15-minute block, 1 hour minimum - 24 hour turnaround	NONE		\$35.00/15-minute block, 1 hour minimum - 72 hour turnaround, \$45.00/15-minute block, 1 hour minimum - 24 hour turnaround	NONE		\$35.00/15-minute block, 1 hour minimum - 72 hour turnaround, \$45.00/15-minute block, 1 hour minimum - 24 hour turnaround
Transcription Express Delivery 24 hour turnaround			\$50/15 minutes of transcription	NONE		ICB	NONE		ICB
<b>GRANDPARENTED EVENT AUDIO</b>									
- Unused Line		NSP	NSP		NSP	NSP		NSP	NSP
- No Show		NSP	NSP		NSP	NSP		NSP	NSP
- Late Cancellation		NSP	NSP		NSP	NSP		NSP	NSP
- Audio View		NSP	NSP		NSP	NSP		NSP	NSP
- Audio Registration		NSP	NSP		NSP	NSP		NSP	NSP

- Managed Question & Answer Sessions		NSP	NSP		NSP	NSP		NSP	NSP
- Voting - Polling		NSP	NSP		NSP	NSP		NSP	NSP
- Event Direct - Automated Participant Entry Methods		NSP	NSP		NSP	NSP		NSP	NSP
<b>Grandparented Event Audio Additional Services</b>									
Per Conference, per communication line		NSP	\$75.00		NSP	ICB		NSP	ICB
CD Audio-only Recording (Formats Available: CDA, WAV, MP3, Real Media, per CD		NSP	\$75 per CD		NSP	ICB		NSP	ICB
CD Overnight Shipping		NSP	\$30 per shipment		NSP	ICB		NSP	ICB
Electronic Audio Recording sent via email or FTP		NSP	\$25 per event		NSP	ICB		NSP	ICB
Remote Replay Set Up, per event		NSP	\$40.00		NSP	ICB		NSP	ICB
Remote Replay Access, per minute, per participant	\$0.38		NSP		ICB	NSP		ICB	NSP
Remote Replay Participant Report, per participant		NSP	\$1.00		NSP	ICB		NSP	ICB
Post Conference Participant List, per List		NSP	\$5.00		NSP	ICB		NSP	ICB
Transcription Express Delivery 24 hour turnaround		NSP	\$50/15 minutes of transcription		NSP	ICB		NSP	ICB
Transcription Standard Delivery 48-72 hour turnaround		NSP	\$35/15 minutes of transcription		NSP	ICB		NSP	ICB
<b>GRANDPARENTED WEB EVENT</b>									
<b>Event Web</b>									
Online Presentation, per hour of live broadcast for up to 500 participants			\$750.00					ICB	
Audio Streaming, per hour for up to 500 participants, plus 3 months of archive hosting with unlimited access to archive			\$400.00					ICB	
Online Presentation with Audio Streaming, per hour of live broadcast for up to 500 participants plus 3 months of archive hosting with unlimited access to archive			\$1,500.00					ICB	
<b>Additional Event Web Options</b>									
Additional Live Participants - reserved, per additional 500 participants			\$750.00						
Additional Live Participants - unreserved with Online Presentation or Audio Streaming, per additional participant			\$1.75						
Additional Live Participants - unreserved with Online Presentation and Audio Streaming, per additional participant			\$3.75						
Online Presentation Archive (Recording)									Included with Live Online Presentation
Audio Streaming Archive (Recording)									Included with Live Audio Streaming
Online Presentation with Audio Streaming Archive (Recording)									Included with Live Online Presentation with Audio Streaming
Download Slides									Included with Online Presentations. (Not available for Audio Streaming only events)
Web Q & A									Included with Online Presentations. (Not available for Audio Streaming only events)
Polling									Included with Online Presentations. (Not available for Audio Streaming only events)
URL									Included with Online Presentations. (Not available for Audio Streaming only events)
Additional Archive Hosting (Online Presentation, Audio Streaming or Online Presentation with Audio Streaming), per additional 3 month block			\$750.00						ICB
Archive CD-ROM (Portable version of Event Web Archive) per event			\$1,250.00						ICB
Overnight Shipping, per package			\$30.00						ICB
Web Interface (Custom Template), per template			\$1,875.00						ICB
Custom Participant Pre Registration Page, per event			\$625.00						ICB
Synchronized Speaker Photos, per event (Audio Streaming Only)			\$625.00						ICB
Surveys (not available for Audio Streaming only events), per event			\$625.00						ICB
Event Passcode Access Page, per event			\$625.00						ICB
Web Metering, per hour			\$625.00						ICB
Technical Services, per hour			\$625.00						ICB
<b>NOTE: **Pricing does not include on site AV production for any audio or video bridging costs. A service fee of 25% of the live event streaming fee will be charge if the streaming event is cancelled or rescheduled within 24 hours of the booked start time.</b>									
<b>**Event Web Video Streaming</b>									
**Video Streaming, per hour of live broadcasting for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$1,750.00						
**Video Streaming with Online Presentation, per hour of live broadcasting for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$3,500.00						

<b>Additional Event Web Video Options</b>									
Additional Live Participants - reserved, per additional 500 participants									\$750.00
Additional Live Participants with Online Presentation - reserved, per additional 500 participants									\$1,500.00
Additional Live Participants - unreserved, per additional participant for video streaming only									\$6.00
Additional Live Participants - unreserved, per additional participant for video streaming with online presentation									\$9.00
Video Streaming Archive (Recording)									Included with Live Video Stream
Video Streaming with Online Presentation Archive									Included with Live Video Stream with Online Presentation
Download Slides									Included with Online Presentation (not available for Video Streaming only events)
Web Q & A									Included with Online Presentation (Not available for Video Streaming only events)
Polling									Included with Online Presentation (Not available for Video Streaming only events)
URL (Live Web Site Push)									Included with Online Presentation (Not available for Video Streaming only events)
<b>Reservationless Web Conferencing</b>									
Web Conferencing (fully integrated with Reservationless audio), per minute, per participant		\$0.30	NSP		ICB	NSP		ICB	NSP
- Desktop Video - included in the Web Conferencing per minute charge		NSP	\$0.00		NSP	\$0.00		NSP	\$0.00
<b>Operator Assisted Conferencing Additional Services:</b>									
CD Audio only Recording	NONE	\$0.0000	\$25.00 per CD, plus shipping	NONE	\$0.0000	\$25.00 per CD, plus shipping	NONE	\$0.0000	\$25.00 per CD, plus shipping
<b>Event Web</b>									
Online Presentation, per hour of live broadcast for up to 500 participants			\$750.00			ICB			ICB
Audio Streaming, per hour for up to 500 participants, plus 3 months of archive hosting with unlimited access to archive			\$400.00			ICB			ICB
Online Presentation with Audio Streaming, per hour of live broadcast for up to 500 participants plus 3 months of archive hosting with unlimited access to archive			\$1,500.00			ICB			ICB
Additional Archive Hosting (Online Presentation, Audio Streaming or Online Presentation with Audio Streaming), per additional 3 month block			\$750.00			ICB			ICB
Archive CD-ROM (Portable version of Event Web Archive) per event			\$1,250.00			ICB			ICB
Overnight Shipping, per package			\$30.00			ICB			ICB
Web Interface (Custom Template), per template			\$1,875.00			ICB			ICB
Custom Participant Pre Registration Page, per event			\$625.00			ICB			ICB
Synchronized Speaker Photos, per event (Audio Streaming Only)			\$625.00			ICB			ICB
Surveys (not available for Audio Streaming only events), per event			\$625.00			ICB			ICB
Event Passcode Access Page, per event			\$625.00			ICB			ICB
Web Metering, per hour			\$625.00			ICB			ICB
Technical Services, per hour			\$625.00			ICB			ICB
<b>NOTE: **Pricing does not include on site AV production for any audio or video bridging costs. A service fee of 25% of the live event streaming fee will be charge if the streaming event is cancelled or rescheduled within 24 hours of the booked start time.</b>									
<b>**Event Web Video Streaming</b>									
**Video Streaming, per hour of live broadcasting for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$1,750.00						
**Video Streaming with Online Presentation, per hour of live broadcasting for up to 500 participants plus three months of archive hosting with unlimited access to archive			\$3,500.00						
<b>Additional Event Web Video Options</b>									
Additional Live Participants - reserved, per additional 500 participants									\$750.00
Additional Live Participants with Online Presentation - reserved, per additional 500 participants									\$1,500.00

Additional Live Participants - unreserved, per additional participant for video streaming only			\$6.00						
Additional Live Participants - unreserved, per additional participant for video streaming with online presentation			\$9.00						
Video Streaming Archive (Recording)			Included with Live Video Stream						
Video Streaming with Online Presentation Archive			Included with Live Video Stream with Online Presentation						
Download Slides			Included with Online Presentation (not available for Video Streaming only events)						
Web Q & A			Included with Online Presentation (Not available for Video Streaming only events)						
Polling			Included with Online Presentation (Not available for Video Streaming only events)						
URL (Live Web Site Push)			Included with Online Presentation (Not available for Video Streaming only events)						
<b>ADDITIONAL NOTES:</b>									
One month minimum service period.									