
6. REAL SOLUTIONSSM

1. Overview

1. Description

Real SolutionsSM is an integrated business service designed to meet the communications needs of medium-sized business customers of outbound, toll free, and switched data, regardless of the number of business locations or access requirements. Real Solutions is a flat rated product with a single rate for each jurisdiction and service, for a given term and hierarchy minimum annual commitment level. The services available under Real Solutions include: Dial-1 Solutions, FONCARD Solutions, Toll Free Solutions, and Switched Data Solutions. Single rates are provided separately for switched and dedicated access and are not band, distance, time-of-day, day-of-week or usage sensitive. Only associated customer locations, as defined under Location at [Definitions for Business Communications Services](#), are allowed to participate in the Real Solutions offerings. Real Solutions service offerings include interstate and international Dial "1" outbound (including FONCARD, Switched Data, interstate toll free inbound, and International Toll-Free Service). In addition, Sprint Clearline services (under Sprint Schedule No. 7) are offered as a contributory element to the Real Solutions customer's minimum annual commitment (see Section 6.1.6 herein for a description of the applicable contributory elements). Real Solutions customers cannot subscribe to Sprint Clarity, The Most For Business, Business Sense, Sprint Business Flex or Sprint Premiere services. The billing options in Section 3.6 of [Business Communications and Miscellaneous Services](#) are available.

2. Access Options

Real Solutions offers switched (including ANI, FONCARD) and dedicated (including T-1, Dedicated and Analog Lines) as described in Section 3.1 of [Business Communications and Miscellaneous Services](#).

See [Sprint Schedule No. 8](#) for all Local Access Facilities components and rates.

3. Billing Increments

1. Dial-1 Solutions outbound and FONCARD offer six-second increments with an 18-second minimum for domestic and a thirty-second minimum for international calls.
2. Toll Free Solutions offers six-second increments with an 18-second minimum for domestic and a 30-second minimum for all international calls except for toll free services terminating in Canada, which require an 18-second minimum time requirement per call.
3. Switched Data Solutions offers six-second increments with an 18 second minimum for domestic and a 30-second minimum for international calls.
4. International Toll-Free Service inbound international calls are billed in 6-second increments with a 30-second per call minimum.

* Real Solutions service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

1. Overview (Continued)

4. Call Periods

Rates apply 24 hours a day, every day.

5. Reserved for Future Use

6. Minimum Annual Commitment Levels

The customer must commit to one of the following minimum annual commitment levels in order to subscribe to Real Solutions. Real Solutions is available on a two-year or three-year term basis. Usage will be aggregated across toll free, switched data, outbound, Sprint International Access (Sprint Express) and FONCARD (and FONCARD surcharges) including all calling options, all locations and all jurisdictions (intrastate, interstate and international) in order to meet the minimum annual commitment level. In addition, applicable Sprint Clearline charges contributing toward meeting the Real Solutions customer's minimum annual commitment level include: Clearline Voiceband, digital data service and Fractional 1.5 interexchange charges. Feature, equipment, Directory Assistance, domestic Operator Services (available to outbound only), and access charges are not contributory towards meeting the minimum annual commitment level.

A customer may cancel (or terminate) a term plan agreement as long as the customer signs up for a new term plan agreement which is the same or greater in length and the customer commits to an equal or greater minimum annual commitment level.

Minimum Annual Commitment Levels (per year) are: (1) \$24,000; (2) \$36,000; (3) \$60,000; (4) \$84,000; (5) \$120,000; (6) \$180,000; (7) \$240,000; (8) \$360,000; and (9) \$480,000.

7. Termination Liability

Real Solutions customers terminating all Real Solutions Service prior to fulfilling their term commitment will be assessed a terminating liability in an amount equal to the underutilized portion for the current 12 month period plus the full commitment for any remaining 12 month periods in their term plan agreement. The termination liability will be billed in one lump sum. Customers will not incur this termination liability for their former term plan commitment if they request a new minimum annual commitment equal to or greater than the previous level and agree to sign a new term plan agreement for a period equal to or greater than the time remaining on their current plan. They will, however, be assessed the termination liability if they terminate all Real Solutions service prior to fulfilling their new term commitments.

* Real Solutions service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

1. Overview (Continued)

7. Termination Liability (Continued)

A customer may terminate its Clearline services term commitment without liability, if:

1. The customer converts its Clearline service to Sprint's Real Solutions with a term commitment equal to or greater than the customer's existing term commitment; or
2. The customer replaces a Clearline service under the Real Solutions program with another Clearline service of equal or greater transmissions speed that is ordered during the same calendar month in which the private line service disconnect notice is received.

Customers who enroll in a term plan may cancel their term arrangement during their initial term in the first 90 days of the term period without incurring the termination liability. Customers who have previously had a term plan and request a new term plan will not be eligible for an additional 90 day grace period. However, if a Real Solutions customer cancels their term plan in the initial 90 days of service, the customer will forfeit the benefits received under the Welcome Package and Real Solutions Sign-Up Promotions and will no longer be a participant in the Real Solutions Customer Rewards Program.

A term plan will automatically renew for an equivalent term and minimum annual commitment level unless the customer provides written notification to cancel the plan, with such notification being received by Sprint not less than 45 days prior to the expiration of the term.

8. Welcome Package

New Real Solutions customers will receive a welcome package which will contain vouchers for various Sprint services. The value of such vouchers will not exceed \$1,000. Examples of services for which vouchers may be issued include: Sprint Conference Line (free conference call up to \$75.00); \$50.00 one-time credit for certain Sprint enhanced services.

2. Charges

1. Monthly Recurring Charges

The interstate and international [Toll Free Service Monthly Recurring Charges](#) apply.

* Real Solutions service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

2. Charges

3. Surcharges

1. FONCARD Solutions Surcharges

All surcharges are applied on a per call basis. These surcharges are ineligible to contribute to or receive the term discounts in Section 6.4.1.1 herein. The [Real Solutions FONCARD](#) surcharges apply per call.

2. Route Advance Surcharge

See Section 3.2.4 of [Business Communications and Miscellaneous Services](#) for terms and conditions. The following per minute surcharge applies in addition to the standard usage rates.

<u>Per Minute Service</u>	<u>Surcharge</u>
Toll Free Solutions (Off-Net)	\$0.10
Toll Free Solutions (On-Net)	\$0.00

3. Reserved For Future Use

4. Operator Services

[State-to-State Operator Service Call Placement Charges](#) and [International Operator Service Call Placement Charges](#) apply per call.

5. Sprint International Access (Sprint Express)

[Sprint International Access](#) per call surcharges apply.

6. Directory Assistance

Directory Assistance and National Directory Assistance are available. The per call surcharges for these services may be seen at [Directory Assistance](#).

* Real Solutions service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

2. Charges (Continued)

3. Surcharges (Continued)

7. Interactive Toll Free Service

1. Non-recurring Charges

Installation (per Interactive Toll Free Program)	\$600.00
Expedited Installation (per request)	\$500.00
Sprint-Provided Voicing (per hour of recording)	\$100.00
Foreign Language Voicing (per hour of recording)	\$150.00
Script Translations (per hour of recording)	\$150.00
Speed Dial, Database Routing, Validated Security Codes, and/or Validated Caller-Entered Codes Installation (per Interactive Toll Free Program)	\$400.00
Feature Change Charge (per change occurrence)	\$250.00

2. Monthly Recurring Charges

Monthly Service Charge	\$100.00
Voice Slot Storage Charge (per 30-second slot)	\$50.00

3. Base surcharge (all programs, per call)** \$0.06

4. Interactive Toll Free Service Without Call Referral Charge (per minute) \$0.06

5. Maximum per call surcharge \$0.20

6. Reports - Weekly Delivery (per report, per program, per month) \$250.00

7. Reports - Monthly Delivery (per report, per program, per month) \$150.00

8. Agent Transfer Speed Dial Storage MRC

o 1-15 Speed Dial Codes	\$0
o 16-500 Speed Dial Codes	\$200
o 501-1000 Speed Dial Codes	\$400
o 1001-3000 Speed Dial Codes	\$750

** The Base Surcharge and Call Referral Surcharge do not apply to Stand-Alone Agent Transfer.

* Real Solutions service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

2. Charges (Continued)

3. Surcharges (Continued)

7. Interactive Toll Free Service(Continued)

9. Canada ITFS

In addition to the International Toll Free Service (ITFS) NRCs, MRCs and per call surcharges, toll free usage charges apply. For calls originating in Canada, the ITFS rates found in Section 6.3.7 apply.

8. Advanced Interactive Toll Free (AITF)

Advanced Interactive Toll Free (AITF) provides customized solutions using interactive voice response technologies. AITF is designed to meet the needs of high-volume call centers.

Calls are billed in 6-second increments. A customer will be billed a minimum of 30 seconds for each call.

The following applies:

1. DTMF Program without Call Bridging

Provides a Dual Tone Multi Frequency (DTMF, touch-tone) interface to callers and does not allow connection to non-Sprint toll free numbers.

1. Interstate Per Minute Rate

All Hours	\$0.1560
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2. International Per Minute Rates

The following per minute charge applies in addition to the applicable Real Solutions II Toll Free rates found in Section 6.5.10.7.5.

Per Minute	\$0.0500
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* Real Solutions service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

2. Charges (Continued)

3. Surcharges (Continued)

8. Advanced Interactive Toll Free (AITF) (Continued)

2. DTMF Program with Call Bridging

Provides a Dual Tone Multi Frequency (DTMF, touch-tone) interface to callers and allows connection to non-Sprint toll free numbers

1. Interstate Per Minute Rate

All Hours \$0.1800

2. International Per Minute Rates

The following per minute charge applies in addition to the applicable Real Solutions II Toll Free rates found in Section 6.5.10.7.5.

Per Minute \$0.0700

3. ASR Program without Call Bridging

Provides an Advanced Speech Recognition (ASR) interface to callers. Words or phrases spoken by the caller are recognized. A customer will not be allowed to connect to a non-Sprint toll free number.

1. Interstate Per Minute Rate

All Hours \$0.1800

2. International Per Minute Rates

The following per minute charge applies in addition to the applicable Real Solutions II Toll Free rates found in Section 6.5.10.7.5.

Per Minute \$0.0700

* Real Solutions service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

2. Charges (Continued)

3. Surcharges (Continued)

8. Advanced Interactive Toll Free (AITF) (Continued)

4. ASR Program with Call Bridging

1. Interstate Per Minute Rate

All Hours \$ 0.2040

Provides an Advanced Speech Recognition (ASR) interface to callers. Words or phrases spoken by the caller are recognized. A customer will be allowed to connect to a non-Sprint toll free number.

2. International Per Minute Rates

The following per minute charge applies in addition to the applicable Real Solutions II Toll Free rates found in Section 6.5.10.7.5.

Per Minute \$0.0900

4. Features

[Sprint Real Solutions Features](#) are available. For feature definitions, see [Sprint Features Descriptions for Schedule No. 11](#).

5. Other Charges

For an explanation of these charges see Section 3.2.6 of [Business Communications and Miscellaneous Services](#).

1. Maintenance Charges

<u>Change</u>	<u>Non-Recurring Charge</u>
Moves and Rearrangements	
- Analog	\$120
- T-1	See Sprint Schedule No. 8
Number to Circuit Change	\$100 per number
Change Sprint Toll Free Number	\$100 per number
Change DNIS digits outpulsed	\$100 per service group

* Real Solutions service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

2. Charges (Continued)

5. Other Charges (Continued)

2. Out of Hours Work Charge

\$150.00 an hour with a \$300 minimum per visit

3. Troubleshooting Charges

1. By Sprint

\$100.00/hour with a \$200.00 minimum per visit

2. By Local Telephone Company

A per visit rate equal to charge assessed Sprint by the local telephone company plus a 5% surcharge for administrative expenses.

3. By Vendor of CPE

A per visit rate equal to charge assessed Sprint by the vendor plus a 5% surcharge for administrative expenses.

3. Usage Charges

The following full-minute rates bill in first 18-second minimum and additional 6-second increments.

1. Dial-1 and FONCARD Interstate Outbound Usage Rates

The following interstate per minute rates apply for all calls originating in the U.S. Mainland, Alaska (FONCARD only), Hawaii, Puerto Rico and the U.S. Virgin Islands.

Switched	\$0.4540
FONCARD	\$0.4540
Dedicated	\$0.3080

2. Interstate Toll Free Solutions Usage Rates

The following interstate per minute rates apply for all calls originating in the U.S. Mainland, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI.

Switched	\$0.4230
Dedicated	\$0.3140

* Real Solutions service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)3. Usage Charges (Continued)3. Interstate Switched Data Solutions Usage Rates

The following interstate per minute rates apply for all calls originating in the U.S. Mainland (excluding Alaska) and Hawaii

Switched: \$0.3750

Dedicated: \$0.2490

4. Operator Service

[State-to-State Operator Services Per Minute Rates](#) and [International Operator Services Per Minute Rates](#) apply. [State-to-State Operator Service Call Placement Charges](#) and [International Operator Service Call Placement Charges](#) apply per call.

5. Sprint International Access (Sprint Express)

Real Solutions customers can use their Real Solutions FONCARDS to call from certain international locations to the United States. The [Sprint International Access \(Sprint Express\)](#) per minute rates and [Sprint International Access](#) per call surcharges apply. See also Section 3.2.4.4 of [Business Communications and Miscellaneous Services](#) for more information. Real Solutions customers are able to place FONCARD-originated country-to-country calls. Country-to-country calling may not be available from all international locations. The customer may be assessed a local call charge by the foreign telephone administration. Some public phones may require a deposit of coins to get a dial tone. All calls, including those terminating to a toll free number, are rated on a flat, per minute, basis with no time-of-day differential. For country-to-country per minute rates, see [Sprint International Access \(Sprint Express\)](#). A [Sprint International Access](#) per call surcharge applies.

6. [Reserved for Future Use]7. International Usage Charges1. Dial-1, FONCARD, Switched Data Service (SDS) and Toll Free Service

The rates in the tables below reflect the discounts found in Section 6.4. [FONCARD](#) per call surcharges apply to FONCARD calls.

[\\$24,000 Two Year Dial-1 and FONCARD](#)
[\\$24,000 Two Year Switched Data Service](#)
[\\$24,000 Two Year Toll Free Service](#)

* Real Solutions service is no longer available to new customers

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6. REAL SOLUTIONS* (Continued)

3. Usage Charges (Continued)

7. International Usage Charges (Continued)

1. Dial-1, F̄ONCARD, Switched Data Service (SDS) and Toll Free Service
(Continued)

\$24,000 Three Year Dial-1 and F̄ONCARD
\$24,000 Three Year Switched Data Service
\$24,000 Three Year Toll Free Service

\$36,000 Two Year Dial-1 and F̄ONCARD
\$36,000 Two Year Switched Data Service
\$36,000 Two Year Toll Free Service

\$36,000 Three Year Dial-1 and F̄ONCARD
\$36,000 Three Year Switched Data Service
\$36,000 Three Year Toll Free Service

\$60,000 Two Year Dial-1 and F̄ONCARD
\$60,000 Two Year Switched Data Service
\$60,000 Two Year Toll Free Service

\$60,000 Three Year Dial-1 and F̄ONCARD
\$60,000 Three Year Switched Data Service
\$60,000 Three Year Toll Free Service

\$84,000 Two Year Dial-1 and F̄ONCARD
\$84,000 Two Year Switched Data Service
\$84,000 Two Year Toll Free Service

\$84,000 Three Year Dial-1 and F̄ONCARD
\$84,000 Three Year Switched Data Service
\$84,000 Three Year Toll Free Service

\$120,000 Two Year Dial-1 and F̄ONCARD
\$120,000 Two Year Switched Data Service
\$120,000 Two Year Toll Free Service

\$120,000 Three Year Dial-1 and F̄ONCARD
\$120,000 Three Year Switched Data Service
\$120,000 Three Year Toll Free Service

\$180,000 Two Year Dial-1 and F̄ONCARD
\$180,000 Two Year Switched Data Service
\$180,000 Two Year Toll Free Service

* Real Solutions service is no longer available to new customers.

6. REAL SOLUTIONS* (Continued)

3. Usage Charges (Continued)

7. International Usage Charges (Continued)

1. Dial-1, F̄ONCARD, Switched Data Service (SDS) and Toll Free Service
(Continued)

\$180,000 Three Year Dial-1 and F̄ONCARD
\$180,000 Three Year Switched Data Service
\$180,000 Three Year Toll Free Service

\$240,000 Two Year Dial-1 and F̄ONCARD
\$240,000 Two Year Switched Data Service
\$240,000 Two Year Toll Free Service

\$240,000 Three Year Dial-1 and F̄ONCARD
\$240,000 Three Year Switched Data Service
\$240,000 Three Year Toll Free Service

\$360,000 Two Year Dial-1 and F̄ONCARD
\$360,000 Two Year Switched Data Service
\$360,000 Two Year Toll Free Service

\$360,000 Three Year Dial-1 and F̄ONCARD
\$360,000 Three Year Switched Data Service
\$360,000 Three Year Toll Free Service

\$480,000 Two Year Dial-1 and F̄ONCARD
\$480,000 Two Year Switched Data Service
\$480,000 Two Year Toll Free Service

\$480,000 Three Year Dial-1 and F̄ONCARD
\$480,000 Three Year Switched Data Service
\$480,000 Three Year Toll Free Service

2. Toll Free with International Termination**

The Toll Free with International Termination rates apply.

3. Canada F̄ONCARD Calls

For F̄ONCARD calls from Canada to the U.S. Mainland, CNMI, Guam, Hawaii, Puerto Rico and the U.S. Virgin Islands, the U.S. Mainland to Canada rates in Section 6.3.7.1 apply. A FONCARD per call per call surcharge applies.

* Real Solutions service is no longer available to new customers.

** Toll Free with International Termination is no longer available to new customers. In addition, existing customers cannot add international toll free numbers that terminate outside of the United States.

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6. REAL SOLUTIONS* (Continued)
3. Usage Charges (Continued)
7. International Usage Charges (Continued)
3. Canada FONCARD Calls (Continued)

For FONCARD calls originating in Canada and terminating in Canada, the [International FONCARD](#) rates and a \$1.50 per call surcharge apply. For Canada FONCARD calls to international locations, the [International FONCARD](#) rates and a [FONCARD](#) per call per call surcharge applies.

* Real Solutions service is no longer available to new customers.

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6. REAL SOLUTIONS* (Continued)

4. Discounts (Continued)

8. FONCARD Solutions

See Section 6.3.1 for interstate rates and Section 6.3.7.1 for international rates. Per call surcharges found in Section 6.2.3.1 apply.

9. Reserved for Future Use

10. Clearline Usage

Sprint Clearline IXC charges will contribute to the Real Solutions annual minimum commitments. For Clearline rates and charges, see [Sprint Schedule No. 7](#).

4. Discounts

1. Pricing and Term Plan Discount Description

Real Solutions service is available on a 2-year term or 3-year term basis. Real Solutions offers two or three-year term discounts based upon customer hierarchy minimum annual commitment level of monthly usage (including FONCARD Solutions surcharges) from all Real Solutions locations within a customer's hierarchy. If the customer fails to satisfy the minimum annual commitment level, the customer's invoice will be adjusted to the committed level at the end of each full 12 month billing period. Real Solutions usage is not eligible to receive Customizer discounts, Sprint-to-Sprint discounts, or most frequently number called discounts. The Real Solutions customer receives discounts off the customer's total usage based on the customer's term and minimum annual commitment level. Discounts will be applied on a per call basis. Two discount schedules are utilized for the Real Solutions service customer as shown below:

1. Outbound Discount Schedule

Applies to the following usage: Dial- 1 Solutions interstate (switched, and dedicated access), Dial-1 Solutions international (switched and dedicated access), and Switched Data Solutions (switched and dedicated). Discounts will be applied on a per call basis.

<u>Minimum Annual Commitment Level</u>	<u>2-Year Discount</u>	<u>3-Year Discount</u>
\$24,000	13.5%	16.5%
\$36,000	15.0%	18.0%
\$60,000	17.0%	20.0%
\$84,000	20.0%	22.5%
\$120,000	21.5%	24.0%
\$180,000	23.0%	26.0%
\$240,000	25.5%	27.5%
\$360,000	26.5%	28.5%
\$480,000	27.5%	29.5%

* Real Solutions service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

4. Discounts (Continued)

1. Pricing and Term Plan Discount Description (Continued)

2. Interstate Inbound Toll Free Solutions Discount Schedule

Applies to the following usage: interstate Toll Free Solutions (switched and dedicated). Discounts are applied on a per call basis.

<u>Minimum Annual Commitment Level</u>	<u>Switched</u>		<u>Dedicated</u>	
	<u>2-Year Discount</u>	<u>3-Year Discount</u>	<u>2-Year Discount</u>	<u>3-Year Discount</u>
\$24,000	19.0%	21.5%	22.0%	24.0%
\$36,000	20.5%	22.0%	23.0%	25.0%
\$60,000	21.0%	23.0%	23.5%	25.5%
\$84,000	21.5%	24.0%	24.0%	27.0%
\$120,000	21.5%	24.0%	24.0%	27.0%
\$180,000	24.0%	24.0%	24.0%	27.0%
\$240,000	24.0%	26.5%	26.5%	28.5%
\$360,000	24.5%	27.0%	27.0%	30.0%
\$480,000	26.0%	28.5%	28.0%	30.5%

3. International Inbound Toll Free Solutions Discount Schedule

Applies to inbound international toll-free. Discounts are applied on a per call basis.

<u>Minimum Annual Commitment Level</u>	<u>2-Year Discount</u>	<u>3-Year Discount</u>
\$24,000	19.5%	21.5%
\$36,000	20.5%	22.5%
\$60,000	21.0%	23.0%
\$84,000	22.0%	24.5%
\$120,000	22.0%	24.5%
\$180,000	22.0%	24.5%
\$240,000	24.0%	26.5%
\$360,000	25.0%	27.5%
\$480,000	26.0%	28.5%

2. Access Discounts

Real Solutions customers (excluding Real Solutions Option A and Real Solutions Annual customers) will be eligible for discounts which will be applied against the applicable loop charges associated with T-1 access circuits. The discounts on T-1 charges will be in addition to the basic product discounts. Additional T-1 circuits which are added during the customer's term commitment will be eligible for the prevailing access discounts.

The access discounts will be governed by the terms and conditions for Access Term Plans as described in [Sprint Schedule No. 8](#), Section 2.12. Discounts may be found in Section 3.1.2.8 of [Sprint Schedule No. 8](#).

* Real Solutions service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

5. Real Solutions Calling Options

This section contains Real Solutions-specific information on the calling options available to Real Solutions customers.

1. International Option*

The International Option is available to all Real Solutions customers on a location-by-location basis. This International Option is not available to Real Solutions Option A or Real Solutions Annual customers. The International Option is available in 2- and 3-year term options. The International Calling Option offers discounted direct dial rates to all Sprint-served international points. The International Calling Option usage contributes towards the minimum annual commitment level for discounting purposes. The per location Monthly Recurring Charge will be waived once a per location international monthly usage level is reached.

1. Monthly Recurring Charges

	<u>MRC</u> (Per location)	International Monthly Usage Level (Per Location)
Switched Access	\$40.00	\$ 300.00
Dedicated Access	\$200.00	\$1,500.00

2. Rates

The interstate rates in Section 6.3 apply. The rates in the tables below reflect the discounts found in Section 6.4.

1. Dial-1 and F̄ONCARD Rates

[\\$24,000 Two Year Term Dial-1 and F̄ONCARD](#)
[\\$24,000 Three Year Term Dial-1 and FONCARD](#)

[\\$36,000 Two Year Term Dial-1 and F̄ONCARD](#)
[\\$36,000 Three Year Term Dial-1 and FONCARD](#)

[\\$60,000 Two Year Term Dial-1 and F̄ONCARD](#)
[\\$60,000 Three Year Term Dial-1 and FONCARD](#)

[\\$84,000 Two Year Term Dial-1 and F̄ONCARD](#)
[\\$84,000 Three Year Term Dial-1 and FONCARD](#)

[\\$120,000 Two Year Term Dial-1 and F̄ONCARD](#)
[\\$120,000 Three Year Term Dial-1 and FONCARD](#)

* Real Solutions International Option is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

5. Real Solutions Calling Options (Continued)

1. International Option* (Continued)

2. Rates (Continued)

1. Dial-1 and F̄ONCARD Rates (Continued)

[\\$180,000 Two Year Term Dial-1 and F̄ONCARD](#)
[\\$180,000 Three Year Term Dial-1 and F̄ONCARD](#)

[\\$240,000 Two Year Term Dial-1 and F̄ONCARD](#)
[\\$240,000 Three Year Term Dial-1 and F̄ONCARD](#)

[\\$360,000 Two Year Term Dial-1 and F̄ONCARD](#)
[\\$360,000 Three Year Term Dial-1 and F̄ONCARD](#)

[\\$480,000 Two Year Term Dial-1 and F̄ONCARD](#)
[\\$480,000 Three Year Term Dial-1 and F̄ONCARD](#)

2. Real Solutions Option A**

1. Description

Real Solutions Option A is a flat rated service option and is designed to meet the communications needs of Real Solutions customers regardless of the number of business locations or access requirements. Single rates are provided separately for interstate services and are not band, distance or time of day sensitive. International rates are provided which vary by calling time periods. The services available under Option A include: Dial-1 Solutions, F̄ONCARD Solutions, Toll Free Solutions and Switched Data Solutions. Option A has five minimum monthly commitment levels with each level having non-term, and one through three-year commitment terms.

* Real Solutions International Option is no longer available to new customers

** Real Solutions Option A is no longer available to new customers

6. REAL SOLUTIONS* (Continued)5. Real Solutions Calling Options (Continued)2. Real Solutions Option A** (Continued)1. Description (Continued)

Only associated customer locations, as defined in [Definitions for Business Communications Services](#), are eligible to participate in the Option A service. Option A is available to single and multi-location customers for outbound calls which originate using either switched or dedicated access facilities and terminate using shared use facilities. Option A is available only to those subscribers who have agreed to obtain all their services from Sprint.

2. Access Options

The access options described in Section 6.1.2 herein are available to Real Solutions Option A customers.

3. Billing Increments

The billing increments described in Section 6.1.3 herein apply.

4. Call Periods

Interstate rates apply 24 hours a day. International rates are based on peak/off-peak calling periods.

5. Minimum Monthly Commitment Levels

The Real Solutions Option A customer must commit to one of the following minimum monthly commitment levels: (1) \$2,000, (2) \$5,000, (3) \$7,500, (4) \$15,000, or (5) \$25,000. Unless otherwise noted herein, Option A is available on a one-year, two-year or three-year basis, as well as on a non-term month-to-month basis. Usage is aggregated across toll free, switched data, outbound, FONCARD, (including FONCARD surcharges), Sprint International Access (Sprint Express), including all calling options, all locations and all jurisdictions (intrastate, interstate and international) in order to meet the minimum monthly commitment level. In addition, applicable Sprint Clearline private line IXC charges, data* charges and access* charges contributing toward meeting the Real Solutions Option A customer's minimum monthly commitment level include: Clearline Voiceband, digital data service (contributes to \$5,000 or above minimum monthly commitment levels only), frame relay, Fractional 1.5 interexchange charges, Access Coordination Fee MRC (dedicated access only), Central Office Connection MRC (dedicated access), monthly recurring line charges, local loop charges, and certain enhanced services not requiring inclusion in this schedule.

* Applies to new customers enrolled as of July 15, 1997 or existing customers signing a new term plan.

** Real Solutions Option A is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

5. Real Solutions Calling Options (Continued)

2. Real Solutions Option A* (Continued)

5. Minimum Monthly Commitment Levels

Feature, equipment, Directory Assistance, Operator Services and any other access charge not specified above are not contributory to meeting the minimum monthly commitment level.

If the Option A customer does not meet its minimum monthly commitment level for usage, the customer's invoice will be adjusted to the monthly minimum commitment level. A customer will have 90 days from the start of service to meet its minimum monthly commitment level before the minimum monthly commitment level adjustment will apply. An Option A customer may cancel (or terminate) a term plan agreement as long as the customer signs up for a new term plan agreement which is the same or greater in length for the time remaining in the current contract and the customer commits to an equal or greater minimum monthly commitment level.

6. Termination Liability

Real Solutions Option A customers terminating Option A service prior to fulfilling their term commitment may be assessed a termination liability in an amount equal to the minimum monthly commitment level times the remaining number of months in their term plan. The termination liability will be billed in one lump sum. Customers will not incur this termination liability for their former term plan commitment if they request a new minimum monthly commitment level and agree to sign a new term plan agreement for a period equal to or greater than the time remaining on their current plan and the customer commits to an equal or greater minimum monthly commitment level. They will, however, be assessed the termination liability if they terminate all Real Solutions Option A service prior to fulfilling their new term commitments. A term plan will automatically renew for an equivalent term and minimum monthly commitment level unless the customer provides written notification to cancel the plan, with such notification being received by Sprint not less than 45 days prior to the expiration of the term.

7. Monthly Recurring Charges

1. Toll Free Solutions

The interstate and international [Toll Free Service Monthly Recurring Charges](#) apply.

* Real Solutions Option A is no longer available to new customers

Issued: January 15, 2009

Effective: January 15, 2009

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- 6. REAL SOLUTIONS* (Continued)
 - 5. Real Solutions Calling Options (Continued)
 - 2. Real Solutions Option A* (Continued)
 - 8. Surcharges
 - 1. FONCARD Solutions
[FONCARD](#) surcharges apply on a per call basis.
 - 2. Route Advance
The surcharges in Section 6.2.3.2 herein apply.
 - 3. Operator Services
[State-to-State Operator Service Call Placement Charges](#) and [International Operator Service Call Placement Charges](#) apply per call.
 - 4. Sprint International Access (Sprint Express)
The [Sprint International Access](#) (Sprint Express) surcharges apply.
 - 5. Directory Assistance
[Directory Assistance](#), including National Directory Assistance, is available.
 - 6. Interactive Toll Free
The charges in Section 6.2.3.7 herein apply.

* Real Solutions Option A is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

5. Real Solutions Calling Options (Continued)

2. Real Solutions Option A* (Continued)

9. Charges

1. Features

[Sprint Real Solutions Features](#) are available. For feature definitions, see [Sprint Features Descriptions for Schedule No. 11](#).

2. Other

The charges in Sections 6.2.5.1 (Maintenance), 6.2.5.2 (Out of Hours) and 6.2.5.3 (Troubleshooting) apply.

10. Usage Charges

The following full minute rates bill in first 18-second minimum and additional 6-second increments.

1. Interstate Dial-1 Solutions Outbound and Toll Free Solutions Inbound Usage Rates

1. The following interstate rates apply for all calls originating in the U.S. Mainland, Hawaii, Puerto Rico, the U.S. Virgin Islands, Alaska (for Toll Free Solutions only), Guam (for Toll Free Solutions only) and CNMI (for Toll Free Solutions only)

Switched Access

<u>Monthly Minimum</u>	<u>Non-Term</u>	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
\$2,000	\$0.5910	\$0.5700	\$0.5490	\$0.5290
\$5,000	0.5850	0.5620	0.5420	0.5250
\$7,500	0.5820	0.5590	0.5400	0.5220
\$15,000	0.5740	0.5520	0.5310	0.5200
\$25,000	N/A	0.5420	0.5220	0.5080

Dedicated Access

<u>Monthly Minimum</u>	<u>Non-Term</u>	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
\$2,000	\$0.4040	\$0.3920	\$0.3720	\$0.3600
\$5,000	0.3990	0.3880	0.3670	0.3490
\$7,500	0.3960	0.3800	0.3620	0.3460
\$15,000	0.3920	0.3760	0.3490	0.3400
\$25,000	N/A	0.3700	0.3460	0.3360

* Real Solutions Option A is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

5. Real Solutions Calling Options (Continued)

2. Real Solutions Option A* (Continued)

10. Usage Charges (Continued)

2. Interstate FONCARD Solutions Outbound Usage Rates

For all calls originating in the U.S. Mainland, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam, and CNMI the switched access rates found in Section 6.5.2.10.1.1 apply.

3. Interstate Switched Data Solutions Rates

The following interstate rates apply for all calls originating in the U.S. Mainland, (excluding Alaska), Hawaii, Puerto Rico and the U.S. Virgin Islands

<u>Monthly Minimum</u>	<u>Non-Term</u>	<u>Switched Access</u>		
		<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
\$2,000	\$0.3860	\$0.3730	\$0.3620	\$0.3550
\$5,000	0.3800	0.3670	0.3510	0.3460
\$7,500	0.3780	0.3640	0.3480	0.3400
\$15,000	0.3730	0.3600	0.3450	0.3370
\$25,000	N/A	0.3600	0.3450	0.3370

<u>Monthly Minimum</u>	<u>Non-Term</u>	<u>Dedicated Access</u>		
		<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
\$2,000	\$0.2870	\$0.2570	\$0.2400	\$0.2290
\$5,000	0.2640	0.2530	0.2390	0.2280
\$7,500	0.2610	0.2450	0.2310	0.2260
\$15,000	0.2570	0.2430	0.2280	0.2230
\$25,000	N/A	0.2430	0.2280	0.2230

4. Operator Services and Sprint International Access

[State-to-State Operator Services Per Minute Rates](#) and [International Operator Services Per Minute Rates](#) apply. [State-to-State Operator Service Call Placement Charges](#) and [International Operator Service Call Placement Charges](#) apply per call.

5. Sprint International Access (Sprint Express)

Real Solutions Option A customers can use their Real Solutions Option A FONCARDS to call from certain international locations to the United States. The [Sprint International Access \(Sprint Express\)](#) collect per minute rates and [Sprint International Access](#) per call surcharges apply. See also Section 3.2.4.4 of [Business Communications and Miscellaneous Services](#) for more information.

* Real Solutions Option A is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

5. Real Solutions Calling Options (Continued)

2. Real Solutions Option A* (Continued)

10. Usage Charges (Continued)

6. Non-equal Access Rates

Real Solutions Option A calls originating in non-equal access areas will receive Business MTS rates, found in Section 3.13 of [Business Communications and Miscellaneous Services](#).

7. International Dial-1, F̄ONCARD, SDS and Toll Free Usage Rates

The rates below apply. F̄ONCARD calls will be assessed a [F̄ONCARD](#) per call surcharge.

[\\$2,000 Non-Term Dial-1 and F̄ONCARD](#)

[\\$2,000 Non-Term SDS](#)

[\\$2,000 Non-Term Toll Free](#)

[\\$2,000 One Year Term Dial-1 and F̄ONCARD](#)

[\\$2,000 One Year Term SDS](#)

[\\$2,000 One Year Term Toll Free](#)

[\\$2,000 Two Year Term Dial-1 and F̄ONCARD](#)

[\\$2,000 Two Year Term SDS](#)

[\\$2,000 Two Year Term Toll Free](#)

[\\$2,000 Three Year Term Dial-1 and F̄ONCARD](#)

[\\$2,000 Three Year Term SDS](#)

[\\$2,000 Three Year Term Toll Free](#)

[\\$5,000 Non-Term Dial-1 and F̄ONCARD](#)

[\\$5,000 Non-Term SDS](#)

[\\$5,000 Non-Term Toll Free](#)

[\\$5,000 One Year Term Dial-1 and F̄ONCARD](#)

[\\$5,000 One Year Term SDS](#)

[\\$5,000 One Year Term Toll Free](#)

[\\$5,000 Two Year Term Dial-1 and F̄ONCARD](#)

[\\$5,000 Two Year Term SDS](#)

[\\$5,000 Two Year Term Toll Free](#)

[\\$5,000 Three Year Term Dial-1 and F̄ONCARD](#)

[\\$5,000 Three Year Term SDS](#)

[\\$5,000 Three Year Term Toll Free](#)

[\\$7,500 Non-Term Dial-1 and F̄ONCARD](#)

[\\$7,500 Non-Term SDS](#)

[\\$7,500 Non-Term Toll Free](#)

* Real Solutions Option A is no longer available to new customers

-
- 6. REAL SOLUTIONS* (Continued)
 - 5. Real Solutions Calling Options (Continued)
 - 2. Real Solutions Option A* (Continued)
 - 10. Usage Charges (Continued)
 - 7. International Dial-1, F̄ONCARD, SDS and Toll Free Usage Rates (Continued)
 - \$7,500 One Year Term Dial-1 and F̄ONCARD
 - \$7,500 One Year Term SDS
 - \$7,500 One Year Term Toll Free

 - \$7,500 Two Year Term Dial-1 and F̄ONCARD
 - \$7,500 Two Year Term SDS
 - \$7,500 Two Year Term Toll Free

 - \$7,500 Three Year Term Dial-1 and F̄ONCARD
 - \$7,500 Three Year Term SDS
 - \$7,500 Three Year Term Toll Free

 - \$15,000 Non-Term Dial-1 and F̄ONCARD
 - \$15,000 Non-Term SDS
 - \$15,000 Non-Term Toll Free

 - \$15,000 One Year Term Dial-1 and F̄ONCARD
 - \$15,000 One Year Term SDS
 - \$15,000 One Year Term Toll Free

 - \$15,000 Two Year Term Dial-1 and F̄ONCARD
 - \$15,000 Two Year Term SDS
 - \$15,000 Two Year Term Toll Free

 - \$15,000 Three Year Term Dial-1 and F̄ONCARD
 - \$15,000 Three Year Term SDS
 - \$15,000 Three Year Term Toll Free

 - \$25,000 One Year Term Dial-1 and F̄ONCARD
 - \$25,000 One Year Term SDS
 - \$25,000 One Year Term Toll Free

 - \$25,000 Two Year Term Dial-1 and F̄ONCARD
 - \$25,000 Two Year Term SDS
 - \$25,000 Two Year Term Toll Free

 - \$25,000 Two Year Term Dial-1 and F̄ONCARD
 - \$25,000 Three Year Term SDS
 - \$25,000 Three Year Term Toll Free

* Real Solutions Option A is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

5. Real Solutions Calling Options (Continued)

2. Real Solutions Option A (Continued)

10. Usage Charges (Continued)

8. FONCARD Solutions

For FONCARD calls the interstate rates in Section 6.5.2.10.1.1 and the international rates in Section 6.5.2.10.7 apply. In addition a FONCARD per call applies to all FONCARD calls.

9. Canada FONCARD

For FONCARD calls from Canada to the U.S. Mainland, CNMI, Guam, Hawaii, Puerto Rico and the U.S. Virgin Islands, the following rates apply. In addition, a FONCARD per call surcharge applies.

<u>Term</u>	<u>Initial 30 Sec</u>	<u>Add'l 6 Sec</u>
\$2,000 Non-Term	\$0.2321	\$0.0464
\$2,000 One Year Term	0.2268	0.0454
\$2,000 Two Year Term	0.2216	0.0443
\$2,000 Three Year Term	0.2163	0.0433
\$5,000 Non-Term	0.2300	0.0460
\$5,000 One Year Term	0.2231	0.0446
\$5,000 Two Year Term	0.2163	0.0433
\$5,000 Three Year Term	0.2099	0.0420
\$7,500 Non-Term	0.2274	0.0455
\$7,500 One Year Term	0.2205	0.0441
\$7,500 Two Year Term	0.2142	0.0428
\$7,500 Three Year Term	0.2078	0.0416
\$15,000 Non-Term	0.2252	0.0450
\$15,000 One Year Term	0.2184	0.0437
\$15,000 Two Year Term	0.2121	0.0424
\$15,000 Three Year Term	0.2057	0.0411
\$25,000 One Year Term	1.3900	1.1900
\$25,000 Two Year Term	0.2121	0.0424
\$25,000 Three Year Term	0.2057	0.0411

For FONCARD calls originating in Canada and terminating in Canada; and calls originating in Canada and terminating in international locations, see International FONCARD. In addition, a FONCARD per call surcharge applies.

* Real Solutions Option A is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

5. Real Solutions Calling Options (Continued)

2. Real Solutions Option A* (Continued)

10. Usage Charges (Continued)

10. Sprint International Access Country-to-Country Calling

Real Solutions Option A customers are able to place FÖNCARD-
originated country-to-country calls. Country-to-country calling may
not be available from all international locations. The customer
may be assessed a local call charge by the foreign telephone
administration. Some public phones may require a deposit of
coins to get a dial tone. All calls, including those terminating to a
toll free number, are rated on a flat, per minute, basis with no time-
of-day differential. For country-to-country per minute rates, see
[Sprint International Access \(Sprint Express\)](#). A [Sprint International
Access](#) per call surcharge applies.

11. Toll Free with International Termination**

The [Toll Free with International Termination](#) rates apply.

* Real Solutions Option A is no longer available to new customers

** Toll Free with International Termination is no longer available to new customers. In addition, existing
customers cannot add international toll free numbers that terminate outside of the United States.

6. REAL SOLUTIONS* (Continued)

5. Real Solutions Calling Options (Continued)

3. Real Solutions Annual*

1. Description

Real Solutions Annual is a flat rated service and is designed to meet the communications needs of Real Solutions customers regardless of the number of business locations or access requirements. Single rates are provided separately for interstate and international services and are not band, distance or time of day sensitive. The services available under Real Solutions Annual include: Dial-1 Solutions, FONCARD Solutions, Toll Free Solutions and outbound and inbound Switched Data Solutions. Inbound Switched Data Solutions calls terminate to a customer-specific toll free number. Real Solutions Annual has eight minimum annual commitment levels with each level having one through three-year commitment terms.

Only associated customer locations, as defined in [Definitions for Business Communications Services](#) are eligible to participate in the Real Solutions Annual service. Real Solutions Annual is available to single and multi-location customers for outbound calls which originate using either switched or dedicated access facilities and terminate using shared use facilities.

Customer will award Sprint 100% of its and its Affiliated Locations' long distance telecommunications service. "Affiliated Locations" means those locations for which Customer either purchases, controls or directs the purchases of long distance telecommunications service on the Agreement's effective date. The calculations above do not include: any binding commitments that Customer or its Affiliated Locations have with another long distance carrier on the Agreement's effective date; or (ii) service that is routed to another carrier, but only during the period of any Sprint Service outage. The amount of these commitments will be deducted from customer's total amount of long distance telecommunications service when measuring customer's compliance with this provision.

A term plan will automatically renew for an equivalent term and minimum annual commitment level unless the customer provides written notification to cancel the plan, with such notification being received by Sprint not less than 45 days prior to the expiration of the term.

2. Access Options

The access options described in Section 6.1.2 herein are available to Real Solutions Annual customers.

* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers

6. REAL SOLUTIONS* (Continued)

5. Real Solutions Calling Options (Continued)

3. Real Solutions Annual* (Continued)

3. Billing Increments

The billing increments in Section 6.1.3 herein apply.

4. Call Periods

Interstate and international rates apply 24 hours a day.

5. Minimum Annual Commitment Level

The Real Solutions Annual customer must commit to one of the following minimum annual commitment levels of contributory usage charges: (1) \$12,000, (2) \$36,000, (3) \$60,000, (4) \$120,000, (5) \$180,000, (6) \$300,000, (7) \$540,00 (8) \$780,000 or (9) \$960,000. Unless otherwise noted herein, Real Solutions Annual is available on a one-year, two-year or three-year basis. Contributory usage charges (calculated prior to the application of any discounts) are aggregated across toll free, switched data (inbound and outbound), outbound, FONCARD (including FONCARD surcharges), Sprint International Access (Sprint Express), including all calling options, all locations and all jurisdictions (intrastate, interstate and international) in order to meet the minimum annual commitment level. In addition customer's total monthly circuit charges for the interexchange portion of customer's domestic (not including the domestic portion of international) Clearline private line circuits (other than Clearline 45), calculated after all available discounts have been applied, and customer's monthly charges for Sprint Frame Relay (access channels and PVC's only), Sprint Enhanced Frame Relay (access channels and PVC's only), SprintNet Public Data Network (X.25), Sprint IP Services, Sprint IP Web Hosting Services, Access Coordination Fee (dedicated access only), Central Office Connection (dedicated access only), Local T-1 Access Facility Charges, all calculated after all available discounts have been applied, shall be contributory towards the minimum annual commitment. Feature, equipment, Directory Assistance, Operator Services and any other access charges (including, but not limited to, Carrier Universal Service Charges and Presubscribed Line Charges) not specified above are not contributory to meeting the minimum annual commitment level.

If the Real Solutions Annual customer does not meet its minimum annual commitment level, in addition to all other applicable charges, customer will be invoiced the difference between customer's actual charges for contributory services (as defined above) and the minimum annual commitment for each year of the term in which customer does not achieve the minimum annual commitment. Customer will be invoiced for such amount in a subsequent invoice and such amount will be due and payable according to the standard payment terms.

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* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers

6. REAL SOLUTIONS (Continued)5. Real Solutions Calling Options (Continued)3. Real Solutions Annual* (Continued)5. Minimum Annual Commitment Level (Continued)

A Real Solutions Annual customer may cancel (or terminate) a term plan agreement as long as the customer signs up for a new term plan agreement which is the same or greater in length for the time remaining in the current contract and the customer commits to an equal or greater minimum annual commitment level.

If, at any time after the conclusion of the first three months of the term, a customer's aggregate actual contributory usage charges are less than 75% of an amount equal to: such customer's minimum annual commitment; (ii) multiplied by the number of months that have expired in the applicable Contract Year (defined below); (iii) divided by twelve, Sprint reserves the right to migrate customer to a lower minimum annual commitment level that is more directly comparable to such customer's aggregate actual contributory usage charges and, thereafter, such customer will receive the rates associated with such lower minimum annual commitment level. For purposes of this Section, "Contract Year" shall be defined as the twelve month period commencing on the first day of the first complete billing month following the execution of a term plan agreement by both customer and Sprint and, with respect to such customers with a greater than one year term, the annual anniversary thereof.

By providing at least sixty days prior written notice to Sprint, a customer subscribed to a two or three year term plan may request that upon the expiration of the then current Contract Year (as defined above), its minimum annual commitment level be modified (increased or decreased) for the subsequent Contract Year(s) of the term.

6. Termination Liability

Real Solutions Annual customers terminating Real Solutions Annual service prior to fulfilling their term commitment may be assessed a termination liability in an amount equal to the minimum annual commitment level, divided by twelve, multiplied by the remaining number of months in their term plan.

The termination liability will be billed in one lump sum and such customer will be invoiced for such amount in a subsequent invoice and such amount will be due and payable according to the standard payment terms.

Customers will not incur this termination liability for their former term plan commitment if they request a new minimum annual commitment level and agree to sign a new term plan agreement for a period equal to or greater than the time remaining on their current plan and the customer commits to an equal or greater minimum annual commitment level. They will, however, be assessed the termination liability if they terminate all Real Solutions Annual service prior to fulfilling their new term commitments.

The 90 day grace period in Section 6.1.7 does not apply to Real Solutions Annual.

* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

3. Real Solutions Annual* (Continued)

7. Monthly Recurring Charges

1. Toll Free Solutions

The interstate and international [Toll Free Service Monthly Recurring Charges](#) apply.

8. Surcharges*

1. FONCARD Solutions

[FONCARD](#) surcharges apply on a per call basis. Surcharges are eligible to contribute to a customer's Annual Commitment Level.

2. Route Advance

The surcharges in Section 6.2.3.2 herein apply.

3. Operator Services

[State-to-State Operator Service Call Placement Charges](#), [International Operator Service Call Placement Charges](#) apply per call.

4. Sprint International Access (Sprint Express)

The following surcharges apply on a per call basis:

FONCARD, BOC Card Station-to-Station	\$1.00
FONCARD, BOC Card Person-to-Person	\$1.00
Collect Station-to-Station	\$6.49
Collect Person-to-Person	\$8.00

5. Directory Assistance

Directory Assistance and National Directory Assistance are available. The per call surcharges for these services may be seen at [Directory Assistance](#).

6. Interactive Toll Free

The charges in Section 6.2.3.7 herein apply.

9. Charges

1. Features

[Sprint Real Solutions Features](#) are available. For feature definitions, see [Sprint Features Descriptions for Schedule No. 11](#).

* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

3. Real Solutions Annual* (Continued)

9. Charges (Continued)

2. Other

The charges in Sections 6.2.5.1 (Maintenance), 6.2.5.2 (Out of Hours) and 6.2.5.3 (Troubleshooting) apply.

10. Usage Charges

The following per minute rates bill in first 18-second minimum and additional 6-second increments.

1. Interstate Dial-1 Solutions Outbound and Toll Free Solutions Inbound Usage Rates (Continued)

The following interstate rates apply for all Dial-1 Solutions calls originating in the U.S. Mainland, Hawaii, Puerto Rico and the U.S. Virgin Islands and for all Toll Free Solutions calls originating in the U.S. Mainland, Hawaii, Puerto Rico, the U.S. Virgin Islands, Alaska, Guam and CNMI (Continued)

1. The following per minute rates apply to customers who subscribed to service prior to May 8, 1999.

Switched Access

Term Commitments

Annual Commitment Level	One Year	Two Year	Three Year
\$ 12,000	\$0.2450	\$0.2410	\$0.2240
\$ 36,000	0.2420	0.2340	0.2210
\$ 60,000	0.2390	0.2310	0.2070
\$120,000	0.2310	0.2240	0.2020
\$180,000	0.2270	0.2210	0.2020
\$300,000	0.2210	0.2170	0.2000
\$540,000	0.2170	0.2160	0.1990
\$780,000	0.2160	0.2130	0.1990
\$960,000	0.2160	0.2130	0.1990

* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

3. Real Solutions Annual* (Continued)

10. Usage Charges (Continued)

1. Interstate Dial-1 Solutions Outbound and Toll Free Solutions Inbound Usage Rates (Continued)

The following interstate rates apply for all Dial-1 Solutions calls originating in the U.S. Mainland, Hawaii, Puerto Rico and the U.S. Virgin Islands and for all Toll Free Solutions calls originating in the U.S. Mainland, Hawaii, Puerto Rico, the U.S. Virgin Islands, Alaska, Guam and CNMI (Continued)

1. The following per minute rates apply to customers who subscribed to service prior to May 8, 1999.

Dedicated Access

Term Commitment

Annual Commitment Level	One Year	Two Year	Three Year
\$12,000	\$0.1580	\$0.1530	\$0.1500
\$36,000	0.1540	0.1500	0.1460
\$60,000	0.1520	0.1470	0.1310
\$120,000	0.1470	0.1440	0.1310
\$180,000	0.1460	0.1430	0.1310
\$300,000	0.1430	0.1400	0.1280
\$540,000	0.1400	0.1370	0.1280
\$780,000	0.1370	0.1360	0.1280
\$960,000	0.1370	0.1360	0.1280

* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

3. Real Solutions Annual* (Continued)

10. Usage Charges (Continued)

1. Interstate Dial-1 Solutions Outbound and Toll Free Solutions Inbound Usage Rates (Continued)

The following interstate rates apply for all Dial-1 Solutions calls originating in the U.S. Mainland, Hawaii, Puerto Rico and the U.S. Virgin Islands and for all Toll Free Solutions calls originating in the U.S. Mainland, Hawaii, Puerto Rico, the U.S. Virgin Islands, Alaska, Guam and CNMI (Continued)

2. The following per minute rates apply to customers who have subscribed to service between May 8, 1999 and March 1, 2000.

Switched Access

Term Commitments

Annual Commitment Level	One Year	Two Year	Three Year
\$ 12,000	\$0.2430	\$0.2400	\$0.2120
\$ 36,000	0.2400	0.2310	0.2070
\$ 60,000	0.2340	0.2160	0.1970
\$120,000	0.2280	0.2110	0.1950
\$180,000	0.2190	0.2080	0.1950
\$300,000	0.2120	0.2020	0.1840
\$540,000	0.2070	0.2020	0.1840
\$780,000	0.2020	0.2000	0.1840
\$960,000	0.2020	0.2000	0.1840

* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers
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6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

3. Real Solutions Annual* (Continued)

10. Usage Charges (Continued)

1. Interstate Dial-1 Solutions Outbound and Toll Free Solutions Inbound Usage Rates (Continued)

The following interstate rates apply for all Dial-1 Solutions calls originating in the U.S. Mainland, Hawaii, Puerto Rico and the U.S. Virgin Islands and for all Toll Free Solutions calls originating in the U.S. Mainland, Hawaii, Puerto Rico, the U.S. Virgin Islands, Alaska, Guam and CNMI (Continued)

2. The following per minute rates apply to customers who have subscribed to service between May 8, 1999 and March 1, 2000.

Dedicated Access

Term Commitment

<u>Annual Commitment Level</u>	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
\$ 12,000	\$0.1540	\$0.1520	\$0.1400
\$ 36,000	0.1520	0.1470	0.1360
\$ 60,000	0.1470	0.1370	0.1310
\$120,000	0.1440	0.1350	0.1280
\$180,000	0.1430	0.1330	0.1270
\$300,000	0.1370	0.1310	0.1260
\$540,000	0.1350	0.1280	0.1260
\$780,000	0.1340	0.1270	0.1250
\$960,000	0.1340	0.1270	0.1250

* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

3. Real Solutions Annual* (Continued)

10. Usage Charges (Continued)

2. Interstate FÖNCARD Solutions Outbound Usage Rates

The following interstate rates apply for all calls originating in the U.S. Mainland, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI.

Per Minute Rate - \$ 0.4180

3. Interstate Switched Data Solutions Outbound and Inbound Usage Rates

The following interstate rates apply for all calls originating in the U.S. Mainland (excluding Alaska for Dial-1 calling), Hawaii, Puerto Rico and the U.S. Virgin Islands

<u>Annual Commitment Level</u>	<u>Switched Access</u>		
	<u>Term Commitment</u>		
	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
\$12,000	\$0.2960	\$0.2870	\$0.2770
\$36,000	0.2960	0.2870	0.2770
\$60,000	0.2950	0.2850	0.2750
\$120,000	0.2930	0.2820	0.2740
\$180,000	0.2870	0.2800	0.2660
\$300,000	0.2820	0.2750	0.2630
\$540,000	0.2810	0.2740	0.2610
\$780,000	0.2800	0.2680	0.2600
\$960,000	0.2800	0.2680	0.2600

* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

3. Real Solutions Annual* (Continued)

10. Usage Charges (Continued)

3. Interstate Switched Data Solutions Outbound and Inbound Usage Rates (Continued)

<u>Annual Commitment Level</u>	<u>Dedicated Access</u>		
	<u>Term Commitment</u>		
	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
\$ 12,000	\$0.2090	\$0.1970	\$0.1870
\$ 36,000	0.2090	0.1970	0.1870
\$ 60,000	0.2080	0.1950	0.1860
\$120,000	0.2070	0.1940	0.1820
\$180,000	0.2020	0.1860	0.1810
\$300,000	0.1970	0.1850	0.1750
\$540,000	0.1950	0.1820	0.1740
\$780,000	0.1940	0.1810	0.1730
\$960,000	0.1940	0.1810	0.1730

4. Operator Services

[State-to-State Operator Services Per Minute Rates](#) and [International Operator Services Per Minute Rates](#) apply. [State-to-State Operator Service Call Placement Charges](#), [International Operator Service Call Placement Charges](#) apply per call.

5. Sprint International Access

Real Solutions Annual customers can use their Real Solutions Annual FONCARDS to call from those international locations, see Section shown in Section 6.5.3.10.7.4 herein to the United States. See also Section 3.2.4.4 of [Business Communications and Miscellaneous Services](#) for more information. Real Solutions Annual customers are able to place FONCARD-originated country-to-country calls. Country-to-country calling may not be available from all international locations. The customer may be assessed a local call charge by the foreign telephone administration. Some public phones may require a deposit of coins to get a dial tone. All calls, including those terminating to a toll free number, are rated on a flat, per minute, basis with no time-of-day differential. For country-to-country per minute rates, see, see Section 6.5.3.10.7.5. Per call surcharges as set forth in Section 6.5.3.8.4 apply.

* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers

6. REAL SOLUTIONS (Continued)5. Real Solutions Calling Options (Continued)3. Real Solutions Annual* (Continued)10. Usage Charges (Continued)6. Non-equal Access Rates

Real Solutions Annual calls originating in non-equal access areas
Real Solutions calls originating in non-equal access areas will
receive the MTS rates on found in Section 3.13 of [Business
Communications and Miscellaneous Services](#).

7. International Usage Rates

The rates below apply. A [FONCARD](#) per call surcharge applies to
FONCARD calls.

1. Dial-1 and FONCARD

The [Real Solutions Annual Dial-1 and FONCARD](#)
international rates apply.

2. Switched Data Service (SDS)

The [Real Solutions Annual SDS](#) international rates apply.

3. Toll Free Service

The [Real Solutions Annual Toll Free](#) international rates
apply.

4. Sprint International Access (Switched Access)

[Sprint International Access](#) (Sprint Express) per minute
rates apply. In addition, a per call surcharge found in
Section 6.5.3.8.4 applies.

5. Real Solutions Annual Sprint International Access
Country-to-Country Calling (Switched Access)

The [Sprint International Access Country-to-Country](#) per
minute rates apply. In addition, a per call surcharge found
in Section 6.5.3.8.4 applies.

* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

3. Real Solutions Annual** (Continued)

10. Usage Charges (Continued)

8. FONCARD Solutions

The applicable interstate FONCARD rates in Section 6.5.3.10.2 and the international FONCARD rates in Section 6.5.3.10. 7.1 apply. [FONCARD](#) per call surcharges apply.

9. Toll Free with International Termination***

The [Toll Free with International Termination](#) rates apply.

10. Discounts

Sprint Real Solutions Annual Services offer a volume discount on international jurisdiction calls using outbound, toll free, FONCARD or switched data services. The discount is based on minimum monthly spending levels for international usage according to the following discount schedule:

MAC Level	Monthly International Threshold	Percentage Discount Off International Usage
\$ 12,000	\$ 150	10%
\$ 36,000	\$ 450	10%
\$ 60,000	\$ 750	10%
\$120,000	\$ 1,500	10%
\$180,000	\$ 2,250	10%
\$300,000	\$ 3,750	10%
\$540,000	\$ 6,750	10%
\$780,000	\$ 9,750	10%
\$960,000	\$12,000	10%

"Monthly International Threshold" means the amount included in the table above for International Usage. "International Usage" means Customer's total monthly usage charges for Sprint Real Solutions inbound, outbound, FONCARD, and switched data services.

11. Canada FONCARD

For FONCARD calls originating in Canada and terminating in Canada a \$0.96 per minute rate applies. For FONCARD calls originating in Canada and terminating in the U.S. Mainland, CNMI, Hawaii, and Puerto Rico/U.S. Virgin Islands a \$0.66 per minute rate applies. Partial minutes are rounded up to the next full minute. For FONCARD calls originating in Canada and termination in an international country, see [Canada to International](#) rates. [FONCARD](#) per call surcharges apply to each call.

* Effective March 1, 2000, Real Solutions Annual Service is no longer available to new customers

** This service is no longer available to current or new customers

*** Toll Free with International Termination is no longer available to new customers. In addition, existing customers cannot add international toll free numbers that terminate outside of the United States.

6. REAL SOLUTIONS (Continued)

5. REAL SOLUTIONS CALLING OPTIONS (Continued)

4. Real Solutions Annual*

1. Description

Real Solutions Annual is a flat rated service and is designed to meet the communications needs of Real Solutions customers regardless of the number of business locations or access requirements. Single rates are provided separately for interstate and international services and are not band, distance or time of day sensitive. The services available under Real Solutions Annual include: Dial-1 Solutions, FONCARD Solutions, Toll Free Solutions and outbound and inbound Switched Data Solutions. Inbound Switched Data Solutions calls terminate to a customer-specific toll free number. Real Solutions Annual has nine minimum annual commitment levels with each level having one through three-year commitment terms. Only associated customer locations, as defined in Section 2.1, are eligible to participate in the Real Solutions Annual service. Real Solutions Annual is available to single and multi-location customers for outbound calls which originate using either switched or dedicated access facilities and terminate using shared use facilities.

Customer will award Sprint 100% of its and its Affiliated Locations' long distance telecommunications service. "Affiliated Locations" means those locations for which Customer either purchases, controls or directs the purchases of long distance telecommunications service on the Agreement's effective date. The calculations above do not include: any binding commitments that Customer or its Affiliated Locations have with another long distance carrier on the Agreement's effective date; or (ii) service that is routed to another carrier, but only during the period of any Sprint Service outage. The amount of these commitments will be deducted from customer's total amount of long distance telecommunications service when measuring customer's compliance with this provision.

* Effective May 1, 2001, this service will no longer be available to new customers.

6. REAL SOLUTIONS (Continued)5. REAL SOLUTIONS CALLING OPTIONS (Continued)4. Real Solutions Annual*1. Description

A term plan will automatically renew for an equivalent term and minimum annual commitment level unless the customer provides written notification to cancel the plan, with such notification being received by Sprint not less than 45 days prior to the expiration of the term.

2. Access Options

The access options described in Section 6.1.2 herein are available to Real Solutions Annual customers.

3. Billing Increments

The billing increments in Section 6.1.3 herein apply.

4. Call Periods

Interstate and international rates apply 24 hours a day.

5. Minimum Annual Commitment Levels

The Real Solutions Annual customer must commit to one of the following minimum annual commitment levels of contributory usage charges: (1) \$12,000, (2) \$36,000, (3) \$60,000, (4) \$120,000, (5) \$180,000, (6) \$300,000, (7) \$540,00 (8) \$780,000 or (9) \$960,000. Unless otherwise noted herein, Real Solutions Annual is available on a one-year, two-year or three-year basis. Contributory usage charges (calculated after the discounts set forth in Section 10.315 are applied and prior to the application of any other discounts) are aggregated across toll free, switched data (inbound and outbound), outbound, FONCARD, (including FONCARD and surcharges), Sprint International Access (Sprint Express), including all calling options, all locations and all jurisdictions (intrastate, interstate and international) in order to meet the minimum annual commitment level. In addition customer's total monthly circuit charges for the interexchange portion of customer's domestic (not including the domestic portion of international) Clearline private line circuits (other than Clearline 45), calculated after all available discounts have been applied, and customer's monthly charges for Sprint Frame Relay (access channels and PVC's only), Sprint Enhanced Frame Relay (access channels and PVC's only), SprintNet Public Data Network (X.25), Sprint IP Services, Sprint IP Web Hosting Services, Access Coordination Fee (dedicated access only), Central Office Connection (dedicated access only), Local T-1 Access Facility Charges, all calculated after all available discounts have been applied, shall be contributory towards the minimum annual commitment.

* Effective May 1, 2001, this service will no longer be available to new customers. Text currently on this page was previously located on Pages 39 and 40. Text previously on this page is now located on Page 24.

6. REAL SOLUTIONS (Continued)5. REAL SOLUTIONS CALLING OPTIONS (Continued)4. Real Solutions Annual* (Continued)5. Minimum Annual Commitment Levels (Continued)

Feature, equipment, Directory Assistance, Operator Services and any other access charges (including, but not limited to, Carrier Universal Service Charges and Presubscribed Line Charges) not specified above are not contributory to meeting the minimum annual commitment level.

If the Real Solutions Annual customer does not meet its minimum annual commitment level, in addition to all other applicable charges, customer will be invoiced the difference between customer's actual charges for contributory services (as defined above) and the minimum annual commitment for each year of the term in which customer does not achieve the minimum annual commitment. Customer will be invoiced for such amount in a subsequent invoice and such amount will be due and payable according to the standard payment terms.

A Real Solutions Annual customer may cancel (or terminate) a term plan agreement as long as the customer signs up for a new term plan agreement which is the same or greater in length for the time remaining in the current contract and the customer commits to an equal or greater minimum annual commitment level.

If, at any time after the conclusion of the first three months of the term, a customer's aggregate actual contributory usage charges are less than 75% of an amount equal to: (i) such customer's minimum annual commitment; (ii) multiplied by the number of months that have expired in the applicable Contract Year (defined below); (iii) divided by twelve, Sprint reserves the right to migrate customer to a lower minimum annual commitment level that is more directly comparable to such customer's aggregate actual contributory usage charges and, thereafter, such customer will receive the rates associated with such lower minimum annual commitment level. For purposes of this Section, "Contract Year" shall be defined as the twelve month period commencing on the first day of the first complete billing month following the execution of a term plan agreement by both customer and Sprint and, with respect to such customers with a greater than one year term, the annual anniversary thereof.

By providing at least sixty days prior written notice to Sprint, a customer subscribed to a two or three year term plan may request that upon the expiration of the then current Contract Year (as defined above), its minimum annual commitment level be modified (increased or decreased) for the subsequent Contract Year(s) of the term.

* Effective May 1, 2001, this service will no longer be available to new customers. Text currently on this page was previously located on Pages 40 and 41. Text previously on this page is now located on Page 25.

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

4. Real Solutions Annual*(Continued)

6. Termination Liability

Real Solutions Annual customers terminating Real Solutions Annual service prior to fulfilling their term commitment may be assessed a termination liability in an amount equal to the minimum annual commitment level, divided by twelve, multiplied by the remaining number of months in their term plan.

The termination liability will be billed in one lump sum and such customer will be invoiced for such amount in a subsequent invoice and such amount will be due and payable according to the standard payment terms.

Customers will not incur this termination liability for their former term plan commitment if they request a new minimum annual commitment level and agree to sign a new term plan agreement for a period equal to or greater than the time remaining on their current plan and the customer commits to an equal or greater minimum annual commitment level. They will, however, be assessed the termination liability if they terminate all Real Solutions Annual service prior to fulfilling their new term commitments.

The 90 day grace period in Section 6.1.7 does not apply to Real Solutions Annual.

7. Monthly Recurring Charges

1. Toll Free Solutions

The monthly recurring charges in Section 6.2.1.1 herein apply.

8. Surcharges

1. FONCARD Solutions

The surcharges apply on a per call basis. Surcharges are eligible to contribute to a customer's Annual Commitment Level. See [FONCARD](#) surcharges.

2. Route Advance

The surcharges in Section 6.2.3.2 herein apply.

* Effective May 1, 2001, this service will no longer be available to new customers. Text currently on this page was previously located on Pages 42-44. Text previously on this page is now located on Page 26.

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6. REAL SOLUTIONS (Continued)
 5. Real Solutions Calling Options (Continued)
 4. Real Solutions Annual* (Continued)
 8. Surcharges (Continued)
 3. Operator Services
[State-to-State Operator Service Call Placement Charges](#) and [International Operator Service Call Placement Charges](#) apply per call.
 4. Sprint International Access (Sprint Express)
The per call surcharges in Section 6.5.3.8.4 apply.
 5. Directory Assistance
[Directory Assistance](#), including National Directory Assistance, is available.
 6. Interactive Toll Free
The charges in Section 6.2.3.7 herein apply.
 9. Charges
 1. Features
[Sprint Real Solutions Features](#) are available. For feature definitions, see [Sprint Features Descriptions for Schedule No. 11](#).
 2. Other
The charges in Sections 6.2.5.1 (Maintenance), 6.2.5.2 (Out of Hours) and 6.2.5.3 (Troubleshooting) apply.

* Effective May 1, 2001, this service will no longer be available to new customers.

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

4. Real Solutions Annual* (Continued)

10. Usage Charges

The following per minute rates bill in first 18-second minimum and additional 6-second increments.

1. Interstate Dial-1 Solutions Outbound and Toll Free Solutions Inbound Usage Rates

The following interstate rates apply for all Dial-1 Solutions calls originating in the U.S. Mainland, Hawaii, Puerto Rico and the U.S. Virgin Islands and for all Toll Free Solutions calls originating in the U.S. Mainland, Hawaii, Puerto Rico, the U.S. Virgin Islands, Alaska, Guam and CNMI.

Switched Access - Term Commitments

Annual Commitment Level	One Year	Two Year	Three Year
\$12,000	\$0.1830	\$0.1750	\$0.1590
36,000	0.1790	0.1710	0.1550
60,000	0.1780	0.1530	0.1460
120,000	0.1710	0.1480	0.1460
180,000	0.1680	0.1480	0.1430
300,000	0.1640	0.1460	0.1430
540,000	0.1580	0.1430	0.1400
780,000	0.1550	0.1380	0.1350
960,000	0.1550	0.1380	0.1350

Dedicated Access - Term Commitments

Annual Commitment Level	One Year	Two Year	Three Year
\$ 12,000	\$0.1280	\$0.1280	\$0.1180
36,000	0.1280	0.1210	0.1150
60,000	0.1230	0.1110	0.1090
120,000	0.1210	0.1040	0.1030
180,000	0.1210	0.1040	0.1030
300,000	0.1180	0.1030	0.1000
540,000	0.1150	0.1030	0.1000
780,000	0.1140	0.1000	0.0980
960,000	0.1140	0.1000	0.0980

* Effective May 1, 2001, this service will no longer be available to new customers. Text currently on this page was previously located on Page 45. Text previously on this page is now located on Page 27.1.

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

4. Real Solutions Annual*(Continued)

10. Usage Charges (Continued)

2. Interstate F̄NCARD Solutions Outbound Usage Rates

The following interstate rates apply for all calls originating in the U.S. Mainland, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI.

Per Minute Rate - \$0.3180

3. Interstate Switched Data Solutions Outbound and Inbound Usage Rates

The following interstate rates apply for all calls originating in the U.S. Mainland (excluding Alaska for Dial-1 calling), Hawaii, Puerto Rico and the U.S. Virgin Islands.

Switched Access – Term Commitments

Annual Commitment Level	One Year	Two Year	Three Year
\$ 12,000	\$0.2850	\$0.2790	\$0.2680
36,000	0.2850	0.2790	0.2680
60,000	0.2840	0.2780	0.2640
120,000	0.2820	0.2760	0.2630
180,000	0.2790	0.2740	0.2600
300,000	0.2760	0.2640	0.2570
540,000	0.2750	0.2630	0.2560
780,000	0.2740	0.2610	0.2530
960,000	0.2740	0.2610	0.2530

* Effective May 1, 2001, this service will no longer be available to new customers.

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

4. Real Solutions Annual*(Continued)

10. Usage Charges (Continued)

3. Interstate Switched Data Solutions Outbound and Inbound Usage Rates (Continued)

Dedicated Access - Term Commitments

Annual Commitment Level**	One Year	Two Year	Three Year
\$ 12,000	\$0.2020	\$0.1920	\$0.1840
36,000	0.2020	0.1920	0.1840
60,000	0.2000	0.1890	0.1810
120,000	0.1990	0.1870	0.1770
180,000	0.1950	0.1810	0.1750
300,000	0.1920	0.1800	0.1690
540,000	0.1890	0.1770	0.1680
780,000	0.1870	0.1750	0.1670
960,000	0.1870	0.1750	0.1670

4. Operator Services

[State-to-State Operator Services Per Minute Rates](#) and [International Operator Services Per Minute Rates](#) apply. [State-to-State Operator Service Call Placement Charges](#) and [International Operator Service Call Placement Charges](#) apply per call.

5. Sprint International Access (Sprint Express)

Real Solutions Annual customers can use their Real Solutions Annual FONCARDS to call from those international locations, see Section shown in Section 6.5.4.10.8 herein to the United States. See also Section 3.2.4.4 of [Business Communications and Miscellaneous Services](#) for more information. For an explanation of Sprint International Access Country-to-Country service and the per minute rates, see Section 6.5.4.10.7.8. Per call surcharges as set forth in Section 6.5.3.8.4 apply.

* Effective May 1, 2001, this service will no longer be available to new customers.

6. REAL SOLUTIONS (Continued)5. Real Solutions Calling Options (Continued)4. Real Solutions Annual* (Continued)10. Usage Charges (Continued)6. Non-equal Access Rates

Real Solutions Option A calls originating in non-equal access areas will receive Business MTS rates found in Section 3.13 of [Business Communications and Miscellaneous Services](#).

7. International Usage Rates

The rates below apply. A [FONCARD](#) per call surcharge applies to FONCARD calls.

1. Dial-1 and F̄ONCARD (Switched Access)

[Sprint Real Solutions Annual Dial-1 and F̄ONCARD](#) international rates apply.

2. Dial-1 Solutions (Dedicated Access)

[Sprint Real Solutions Annual Dial-1 and F̄ONCARD](#) international rates apply.

3. SDS Outbound International (Switched Access)

[Sprint Real Solutions Annual SDS](#) outbound international rates apply.

4. SDS Outbound (Dedicated Access)

[Sprint Real Solutions Annual SDS](#) outbound international rates apply.

5. International Toll Free Service (ITFS) Service

[Sprint Real Solutions Annual Toll Free](#) international toll free rates apply.

8. Sprint International Access (Sprint Express) (Switched Access)

The per minute rates for F̄ONCARD and collect calls from certain countries to the United States are found at [Sprint International Access](#). Country-to-country calling per minute rates may be found at [Sprint International Access Country-to-Country](#). The per call surcharges set forth in Section 6.5.3.8.4 apply.

* Effective May 1, 2001, this service will no longer be available to new customers.

6. REAL SOLUTIONS (Continued)5. Real Solutions Calling Options (Continued)4. Real Solutions Annual* (Continued)10. Usage Charges (Continued)9. Toll Free with International Termination**

The [Real Solutions Annual Toll Free with International Termination](#) rates apply.

For toll free calls originating in an international country and terminating to another international country, the [Real Solutions International-to-International Toll Free](#) rates apply.

10. Real Solutions Annual Sprint International Access Country-to-Country Calling (Switched Access)

Real Solutions Annual customers can place FÖNCARD - originated country-to-country calls. Country-to-country calling may not be available from all international locations. The customer may be assessed a local call charge by the foreign telephone administration. Some public phones may require a deposit of coins to get a dial tone. The Sprint International Access rates are zone-based with the world divided into 15 zones. Calls can be placed within and between zones unless otherwise noted. All calls, including those terminating to a toll free number, are rated on a flat, per minute, basis with no time-of-day differential. [Sprint Real Solutions Annual International Access Country-to-Country](#) per minute rates and per call surcharge applies.

11. Canada FÖNCARD

For FÖNCARD calls originating in Canada and terminating in Canada; and calls originating in Canada and terminating in international locations, see [International FONCARD](#). In addition, a [FONCARD](#) per call surcharge applies.

* Effective May 1, 2001, this service will no longer be available to new customers.

** Toll Free with International Termination is no longer available to new customers. In addition, existing customers cannot add international toll free numbers that terminate outside of the United States. Toll Free service for calls originating in an international country and terminating in an international country is no longer available to new customers. In addition, existing customers cannot add additional numbers to their service.

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

4. Real Solutions Annual* (Continued)

11. Discounts

Sprint Real Solutions Annual Services offer a volume discount on international jurisdiction calls using outbound, toll free, FONCARD or switched data services. The discount is based on minimum monthly spending levels for international usage according to the following discount schedule:

<u>MAC Level</u>	<u>Monthly International Threshold</u>	<u>Percentage Discount Off International Usage</u>
\$ 12,000	\$150	30%
36,000	450	30%
60,000	750	30%
120,000	1,500	30%
180,000	2,250	30%
300,000	3,750	30%
540,000	6,750	30%
780,000	9,750	30%
960,000	12,000	30%

"Monthly International Threshold" means the amount included in the table above for International Usage. "International Usage" means Customer's total monthly usage charges for Sprint Real Solutions inbound, outbound, FONCARD, and switched data services.

* Effective May 1, 2001, this service will no longer be available to new customers.

6. REAL SOLUTIONS (Continued)5. Real Solutions Calling Options (Continued)5. Real Solutions Annual II**1. Description

Real Solutions Annual II is a flat rated service and is designed to meet the communications needs of Real Solutions customers regardless of the number of business locations or access requirements. Single rates are provided separately for interstate and international services and are not band, distance or time of day sensitive. The services available under Real Solutions Annual II include: Dial-1 Solutions, FONCARD Solutions, Toll Free Solutions and outbound and inbound Switched Data Solutions. Inbound Switched Data Solutions calls terminate to a customer-specific toll free number. Real Solutions Annual II has ten minimum annual commitment levels with each level having one through three-year commitment terms. Only associated customer locations, as defined in Section 2.1, are eligible to participate in the Real Solutions Annual II services. Real Solutions Annual II is available to single and multi-location customers for outbound calls which originate using either switched or dedicated access facilities and terminate using shared use facilities.

Customer will award Sprint 100% of its and its Affiliated Locations' long distance telecommunications service. "Affiliated Locations" means those locations for which Customer either purchases, controls or directs the purchases of long distance telecommunications service on the Agreement's effective date. The calculations above do not include: any binding commitments that Customer or its Affiliated Locations have with another long distance carrier on the Agreement's effective date; or (ii) service that is routed to another carrier, but only during the period of any Sprint Service outage. The amount of these commitments will be deducted from customer's total amount of long distance telecommunications service when measuring customer's compliance with this provision.

A term plan will automatically renew for an equivalent term and minimum annual commitment level unless the customer provides written notification to cancel the plan, with such notification being received by Sprint not less than 45 days prior to the expiration of the term.

2. Access Options

The access options described in Section 6.1.2 herein are available to Real Solutions Annual customers.

** Effective January 15, 2003, these rates will no longer available to new subscribers. However, customers who are in the process of installing new services and who have been offered these rates, will be eligible for them through February 15, 2003. Text currently on this page was previously located on Page 105 and 106. Text previously on this page is now located on Page 32.

6. REAL SOLUTIONS (Continued)5. Real Solutions Calling Options (Continued)5. Real Solutions Annual II**3. Billing Increments

The billing increments in Section 6.1.3 herein apply.

4. Call Periods

Interstate and international rates apply 24 hours a day.

5. Minimum Annual Commitment Levels

The Real Solutions Annual II customer must commit to one of the following minimum annual commitment levels of contributory usage charges: (1) \$12,000; (2) \$36,000; (3) \$60,000; (4) \$84,000; (5) \$120,000; (6) \$180,000; (7) \$300,000; (8) \$540,000; (9) \$780,000; (10) \$960,000; (11) \$1,200,000; (12) \$1,500,000 or (13) \$1,800,000. Unless otherwise noted herein, Real Solutions Annual is available on a one-year, two-year or three-year basis. Contributory usage charges (calculated prior to the application of any discounts excluding those discounts set forth in Section 10.315) are aggregated across toll free, switched data (inbound and outbound), outbound, FONCARD, (including FONCARD surcharges), Sprint International Access (Sprint Express), including all calling options, all locations and all jurisdictions (intrastate, interstate and international) in order to meet the minimum annual commitment level. In addition customer's total monthly circuit charges for the interexchange portion of customer's domestic (not including the domestic portion of international) Clearline private line circuits (other than Clearline 45), calculated after all available discounts have been applied, and customer's monthly charges for Sprint Frame Relay (access channels and PVC's only), Sprint Enhanced Frame Relay (access channels and PVC's only),

SprintNet Public Data Network (X.25), Sprint IP Services, Sprint IP Web Hosting Services, Access Coordination Fee (dedicated access only), Central Office Connection (dedicated access only), Local T-1 Access Facility Charges, all calculated after all available discounts have been applied, shall be contributory towards the minimum annual commitment. Feature, equipment, Directory Assistance, Operator Services and any other access charges (including, but not limited to, Carrier Universal Service Charges and Presubscribed Line Charges) not specified above are not contributory to meeting the minimum annual commitment level.

* Effective January 15, 2003, these rates will no longer available to new subscribers. However, customers who are in the process of installing new services and who have been offered these rates, will be eligible for them through February 15, 2003.
Text currently on this page was previously located on Pages 106 and 107. Text previously on this page is now located on Page 33.

6. REAL SOLUTIONS (Continued)5. Real Solutions Calling Options (Continued)5. Real Solutions Annual II**5. Minimum Annual Commitment Levels (Continued)

If the Real Solutions Annual II customer does not meet its minimum annual commitment level, in addition to all other applicable charges, the customer will be invoiced the difference between customer's actual charges for contributory services (as defined above) and the minimum annual commitment for each year of the term in which customer does not achieve the minimum annual commitment. Customer will be invoiced for such amount in a subsequent invoice and such amount will be due and payable according to the standard payment terms.

Real Solutions Annual II customers may cancel (or terminate) a term plan agreement as long as the customer signs up for a new term plan agreement which is the same or greater in length for the time remaining in the current contract and the customer commits to an equal or greater minimum annual commitment level.

If, at any time after the conclusion of the first three months of the term, a customer's aggregate actual contributory usage charges are less than 75% of an amount equal to: (i) such customer's minimum annual commitment; (ii) multiplied by the number of months that have expired in the applicable Contract Year (defined below); (iii) divided by twelve, Sprint reserves the right to migrate customer to a lower minimum annual commitment level that is more directly comparable to such customer's aggregate actual contributory usage charges and, thereafter, such customer will receive the rates associated with such lower minimum annual commitment level. For purposes of this Section, "Contract Year" shall be defined as the twelve month period commencing on the first day of the first complete billing month following the execution of a term plan agreement by both customer and Sprint and, with respect to such customers with a greater than one year term, the annual anniversary thereof.

By providing at least sixty days prior written notice to Sprint, a customer subscribed to a two or three year term plan may request that upon the expiration of the then current Contract Year (as defined above), its minimum annual commitment level be modified (increased or decreased) for the subsequent Contract Year(s) of the term.

* Effective January 15, 2003, these rates will no longer available to new subscribers. However, customers who are in the process of installing new services and who have been offered these rates, will be eligible for them through February 15, 2003.
Text currently on this page was previously located on Page 108. Text previously on this page is now located on Page 33.

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

5. Real Solutions Annual II** (Continued)

6. Termination Liability

Real Solutions Annual II customers terminating service prior to fulfilling their term commitment may be assessed a termination liability in an amount equal to the minimum annual commitment level, divided by twelve, multiplied by the remaining number of months in their term plan.

The termination liability will be billed in one lump sum and such customer will be invoiced for such amount in a subsequent invoice and such amount will be due and payable according to the standard payment terms.

Customers will not incur this termination liability for their former term plan commitment if they request a new minimum annual commitment level and agree to sign a new term plan agreement for a period equal to or greater than the time remaining on their current plan and the customer commits to an equal or greater minimum annual commitment level. They will, however, be assessed the termination liability if they terminate all Real Solutions Annual II service prior to fulfilling their new term commitments.

The 90 day grace period in Section 6.1.7 does not apply to Real Solutions Annual II.

7. Monthly Recurring Charges

1. Toll Free Solutions

The interstate and international [Toll Free Service Monthly Recurring Charges](#) apply.

** Effective January 15, 2003, these rates will no longer be available to new subscribers. However, customers who are in the process of installing new services and who have been offered these rates, will be eligible for them through February 15, 2003. Text currently on this page was previously located on Page 109. Text previously on this page is now located on Pages 33 and 34.

6. REAL SOLUTIONS (Continued)5. Real Solutions Calling Options (Continued)5. Real Solutions Annual II** (Continued)8. Surcharges1. FONCARD Solutions

[FONCARD](#) surcharges apply on a per call basis. Surcharges are eligible to contribute to a customer's Annual Commitment Level.

2. Route Advance

The surcharges in Section 6.2.3.2 herein apply.

3. Operator Services

[State-to-State Operator Service Call Placement Charges](#) and [International Operator Service Call Placement Charges](#) apply per call.

4. Sprint International Access (Sprint Express)

The per call surcharges in Section 6.5.3.8.4 apply.

5. Directory Assistance

Directory Assistance and National Directory Assistance are available. The per call surcharges for these services may be found at [Directory Assistance](#).

6. Interactive Toll Free

The charges in Section 6.2.3.7 herein apply.

9. Features

[Sprint Real Solutions Features](#) are available. For feature definitions, see [Sprint Features Descriptions for Schedule No. 11](#).

1. Other

The charges in Sections 6.2.4.5.1 (Maintenance), 6.2.4.5.2 (Out of Hours) and 6.2.4.5.3 (Troubleshooting) apply.

** Effective January 15, 2003, these rates will no longer be available to new subscribers. However, customers who are in the process of installing new services and who have been offered these rates, will be eligible for them through February 15, 2003.

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

5. Real Solutions Annual II** (Continued)

10. Usage Charges

1. Real Solutions Annual II Interstate Dial-1 Solutions Outbound and Toll Free Solutions Inbound Usage Rates

Switched Access - Term Commitments

Annual Commitment	One Year	Two Year	Three Year
<u>Level</u>			
\$12,000	\$0.1490	\$0.1430	\$0.1290
\$36,000	0.1460	0.1400	0.1250
\$60,000	0.1450	0.1230	0.1190
\$84,000	0.1450	0.1230	0.1190
\$120,000	0.1400	0.1210	0.1190
\$180,000	0.1360	0.1200	0.1180
\$300,000	0.1350	0.1190	0.1180
\$540,000	0.1290	0.1180	0.1160
\$780,000	0.1260	0.1140	0.1100
\$960,000	0.1260	0.1140	0.1100
\$1,200,000	0.1260	0.1140	0.1100
\$1,500,000	0.1260	0.1140	0.1100
\$1,800,000	0.1260	0.1140	0.1100

Dedicated Access - Term Commitments

Annual Commitment	One Year	Two Year	Three Year
<u>Level</u>			
\$12,000	\$0.1060	\$0.1040	\$0.0960
\$36,000	0.1040	0.0990	0.0940
\$60,000	0.1000	0.0900	0.0890
\$84,000	0.1000	0.0900	0.0890
\$120,000	0.1000	0.0850	0.0840
\$180,000	0.0990	0.0850	0.0840
\$300,000	0.0960	0.0840	0.0810
\$540,000	0.0940	0.0840	0.0810
\$780,000	0.0910	0.0810	0.0800
\$960,000	0.0910	0.0810	0.0800
\$1,200,000	0.0910	0.0810	0.0800
\$1,500,000	0.0910	0.0810	0.0800
\$1,800,000	0.0910	0.0810	0.0800

** Effective January 15, 2003, these rates will no longer be available to new subscribers. However, customers who are in the process of installing new services and who have been offered these rates, will be eligible for them through February 15, 2003.

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

5. Real Solutions Annual II** (Continued)

10. Usage Charges (Continued)

2. Interstate FÖNCARD Solutions Outbound Usage Rates

The following interstate rates apply for all calls originating in the U.S. Mainland, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI.

Rate Per Minute - \$ 0.2600

3. Interstate Switched Data Solutions Outbound and Inbound Usage Rates

The following interstate rates apply for all calls originating in the U.S. Mainland (excluding Alaska for Dial-1 calling), Hawaii, Puerto Rico and the U.S. Virgin Islands.

Switched Access – Term Commitments

Annual Commitment Level	One Year	Two Year	Three Year
\$ 12,000	\$0.2180	\$0.2130	\$0.2050
36,000	0.2180	0.2130	0.2050
60,000	0.2170	0.2120	0.2020
84,000	0.2170	0.2120	0.2020
120,000	0.2160	0.2100	0.2010
180,000	0.2130	0.2080	0.1980
300,000	0.2100	0.2020	0.1950
540,000	0.2090	0.2010	0.1940
780,000	0.2080	0.1990	0.1930
960,000	0.2080	0.1990	0.1930
1,200,000	0.2080	0.1990	0.1930
1,500,000	0.2080	0.1990	0.1930
1,800,000	0.2080	0.1990	0.1930

** Effective January 15, 2003, these rates will no longer available to new subscribers. However, customers who are in the process of installing new services and who have been offered these rates, will be eligible for them through February 15, 2003.

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

5. Real Solutions Annual II** (Continued)

10. Usage Charges (Continued)

3. Interstate Switched Data Solutions Outbound and Inbound Usage Rates (Continued)

Dedicated Access - Term Commitments

Annual Commitment Level	One Year	Two Year	Three Year
\$12,000	\$0.1540	\$0.1460	\$0.1400
36,000	0.1540	0.1460	0.1400
60,000	0.1530	0.1440	0.1380
84,000	0.1530	0.1440	0.1380
120,000	0.1520	0.1430	0.1350
180,000	0.1490	0.1380	0.1340
300,000	0.1460	0.1370	0.1290
540,000	0.1440	0.1350	0.1280
780,000	0.1430	0.1340	0.1270
960,000	0.1430	0.1340	0.1270
1,200,000	0.1430	0.1340	0.1270
1,500,000	0.1430	0.1340	0.1270
1,800,000	0.1430	0.1340	0.1270

4. Operator Services

[State-to-State Operator Services Per Minute Rates](#) and [International Operator Services Per Minute Rates](#) apply. [State-to-State Operator Service Call Placement Charges](#) and [International Operator Service Call Placement Charges](#) apply per call.

5. Sprint International Access (Sprint Express)

Real Solutions Annual customers can use their Real Solutions Annual FONCARDS to call from certain international locations to the United States. See Section 3.2.4.4 of [Business Communications and Miscellaneous Services](#) for more information. For an explanation of Sprint International Access Country-to-Country service and the per minute rates, see Section 6.5.5.10.7.8. Per call surcharges as set forth in Section 6.5.3.8.4 apply.

6. Non-equal Access Rates

Real Solutions Annual II calls originating in non-equal access areas will receive the MTS rates on found in Section 3.13 of [Business Communications and Miscellaneous Services](#).

** Effective January 15, 2003, these rates will no longer available to new subscribers. However, customers who are in the process of installing new services and who have been offered these rates, will be eligible for them through February 15, 2003.

6. REAL SOLUTIONS (Continued)5. Real Solutions Calling Options (Continued)5. Real Solutions Annual II** (Continued)10. Usage Charges (Continued)7. International Usage Rates

The usage rates found in the tables below reflex the discount found in Section 6.5.5.11 herein. A [FONCARD](#) per call surcharge applies to FONCARD calls.

1. Dial-1 and FONCARD Solutions - Switched Access

The [Sprint Real Solutions Annual II](#) Switched Access Dial-1 and FONCARD international rates apply.

2. Dial-1 Solutions - Dedicated Access

The [Sprint Real Solutions Annual II](#) Dedicated Access Dial-1 and FONCARD international rates apply. surcharge.

3. SDS Outbound International (Switched Access)

The [Sprint Real Solutions Annual II SDS](#) Switched Access international rates apply.

4. SDS Outbound International (Dedicated Access)

The Sprint [Real Solutions Annual II SDS](#) Dedicated Access international rates apply.

5. International Toll Free Service (ITFS) Service

The [Sprint Real Solutions Annual II ITFS](#) international rates apply.

6. Sprint International Access (Sprint Express)

[Sprint International Access](#) per minute rates apply. In addition, a per call surcharge found in Section 6.5.3.8.4 applies.

7. Toll Free with International Termination***

The [Sprint Real Solutions Annual II Toll Free with International Termination](#) rates apply.

** Effective January 15, 2003, these rates will no longer available to new subscribers. However, customers who are in the process of installing new services and who have been offered these rates, will be eligible for them through February 15, 2003.

*** Toll Free with International Termination is no longer available to new customers. In addition, existing customers cannot add international toll free numbers that terminate outside of the United States.

6. REAL SOLUTIONS (Continued)

5. Real Solutions Calling Options (Continued)

5. Real Solutions Annual II** (Continued)

10. Usage Charges (Continued)

7. International Usage Rates

8. Real Solutions Annual Sprint International Access Country-to-Country Calling (Switched Access)

The [Sprint International Access Country-to-Country](#) per minute rates apply. In addition, a per call surcharge found in Section 6.5.3.8.4 applies.

9. Canada FONCARD

For FONCARD calls originating in Canada and terminating in Canada; and calls originating in Canada and terminating in international locations, see [International FONCARD](#). In addition, a [FONCARD](#) per call surcharge applies.

11. Discounts

Sprint Real Solutions Annual Services offer a volume discount on international jurisdiction calls using outbound, toll free, FONCARD or switched data services. The discount is based on minimum monthly spending levels for international usage according to the following discount schedule:

<u>MAC Level</u>	<u>Monthly International Threshold</u>	<u>Percentage Discount Off International Usage</u>
12,000	\$150	30%
36,000	450	30%
60,000	750	30%
84,000	1,050	30%
120,000	1,500	30%
180,000	2,250	30%
300,000	3,750	30%
540,000	6,750	30%
780,000	9,750	30%
960,000	12,000	30%

"Monthly International Threshold" means the amount included in the table above for International Usage. "International Usage" means Customer's total monthly usage charges for Sprint Real Solutions inbound, outbound, FONCARD, and switched data services.

** Effective January 15, 2003, these rates will no longer be available to new subscribers. However, customers who are in the process of installing new services and who have been offered these rates, will be eligible for them through February 15, 2003.

6. REAL SOLUTIONS (Continued)

6. Real Solutions Invoicing

See Section 3.6 of [Business Communications and Miscellaneous Services](#) for more information about Invoicing.

7. Service Guarantees**

1. Sprint Secure and Sprint Secure Satisfaction Guarantee

Sprint Secure and Sprint Secure Satisfaction Guarantee are available for selected Sprint toll free and VPN products. There are no charges associated with these services. A description of these services and the terms and conditions for these services may be found at [Sprint Secure and Sprint Secure Satisfaction Guarantee](#).

2. Sprint Security Support Services

Sprint Security Support Services includes SprintGUARD Basic, SprintGUARD Plus, and SprintGUARD Elite. There is no charge for SprintGUARD Basic. A description of these services, terms and conditions for these services, and charges for SprintGUARD Plus, and SprintGUARD Elite may be found at [Sprint Security Support Services](#).

8. Reserved For Future Use

9. Reserved For Future Use

** Service Guarantees are no longer available for subscription.

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