

What to Expect

From the time Jive receives initial payment and signed agreements, the following timeline will be in effect:

Equipment

You will be contacted within 48 business hours for information necessary to configure phones. If information is obtained during that time, equipment will be shipped and arrive within 10 business days. If expedited shipping is requested, you will be charged additional shipping charges and the shipping timeline will be accelerated.

Phone Numbers (new)

New phone numbers are typically available 4–5 business days after they have been requested, but can take 10–12 business days in some instances. If expedited number acquisition is requested, you will be charged \$50 per number. Expedited numbers are usually available within 2–3 business days.

Phone Numbers (existing/port)

Porting existing numbers takes 20 business days, unless there are issues that cause the order to be rejected by the current phone provider. If a port request is rejected, the request will be resubmitted and the porting timeline will start over. If expedited number porting is requested, you will be charged \$50 per number. Expedited numbers are usually ported within 8–10 business days.

Dial Plan and System Setup

You will be contacted within 5 business days to begin the process of setting up your dial plan, call routing, etc. If Jive receives the necessary information within this time frame, all configuration will be done within 10 business days.

Support

Feel free to contact Jive Support staff at any point in the process by calling 877-JIVE-003 (877-548-3003).

Billing

Charges will begin to accrue as soon as the 25 non-billed, trial phone calls are completed, or as soon as phone number on your account is ported, whichever occurs sooner.

Terms and Conditions

By signing below, Customer personally certifies that he or she is an Authorized Agent of the Company, and has read and agrees to be bound by the entirety of Jive's Terms and Conditions, located at

<http://www.jive.com/legal>

including details regarding Jive's hardware, E911, and 45-day guarantee policies. Customer agrees to pay for the items in the quote identified as "up-front charges" upon signing this contract. Customer agrees that any prior verbal or written communication regarding services and/or pricing from Jive Communications is superseded by Jive's Terms and Conditions and this quote. Customer understands that the amount identified as "monthly charges" is the base amount that will be charged each month. Additional monthly usage fees may apply, including but not limited to international calling charges and local, state, and federal taxes. Future changes to nature or quantity of services on the account may cause changes in monthly charges.

Company Name:

Customer/Authorized Agent Name:

Title:

Signature:

Date: