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1.2 "Documentation" means the ShoreTel Mobility Router Administrator's Guide, the ShoreTel Mobility Router User's Guide, the ShoreTel Mobility Router Quick Start Guide for the Hardware, published Release Notes for software releases, and on-line help files. No other publications, including without limitation the ShoreTel, Inc. website, press releases and product data sheets shall be considered Documentation.

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USE OF THE SOFTWARE MAY RESULT IN DIFFERENT TYPES OF CHARGES BEING INCURRED SIMULTANEOUSLY FOR THE DURATION OF THE CALL.

- When the Software is used on a cellular network, a cellular data connection is established between the Hardware and the Licensee's smartphone device for registration, signaling and other purposes, which may result in cellular data usage charges. Approximately 20 kilobytes of data are transmitted per hour over the cellular network until the application (or Licensee's smartphone) is turned off. Additional cellular data usage charges may also be incurred when downloading the application and when using the Software to access corporate directories, presence status, and certain other solution features over the cellular network. When using the Software for voice calling over a cellular network, Licensee will also incur applicable cellular airtime charges for the duration of time the call is handled by the cellular network.
- If Licensee is an AT&T wireless subscriber, applicable cellular airtime and data usage will be subject to cellular transport charges pursuant to Licensee's or the responsible business entity's AT&T wireless service agreement (including taxes, surcharges and fees). If Licensee subscribes to wireless service from another carrier, applicable airtime minutes and data usage may be subject to cellular transport charges pursuant to Licensee's or the responsible business entity's wireless service agreement with such carrier (including taxes, surcharges and fees). Licensee is responsible for determining any applicable cellular airtime, data or other charges, not AT&T. When using the Software, cellular calls will be rated for wireless billing purposes as if the call terminated at the wireline number assigned in the enterprise PBX located in the United States to Licensee's mobile device, which may (a) reduce or eliminate the benefit of any mobile-to-mobile and list-based call rating that would otherwise be available under Licensee's selected wireless service plan, or (b) reduce or eliminate cellular international long distance charges that would otherwise apply under Licensee's selected wireless service plan. If Licensee originates or receives a cellular call while roaming in eligible countries outside of the United States, Licensee will incur applicable international roaming or similar cellular charges in accordance with Licensee's selected wireless service plan.
- When using the Software for a voice call that originates or terminates on the Licensee's mobile device, the call will be routed and completed over the enterprise's eligible AT&T wireline transport service based upon the established enterprise PBX call routing parameters. The call will be subject to wireline transport charges for the duration of the call pursuant to the enterprise's agreement with AT&T for the relevant wireline transport (and, if applicable, SIP trunking) services, (including taxes, surcharges and fees), if any; the call will be rated as if the call originated from the enterprise PBX and terminated at the called number.
- When Licensee activates the Software for voice calling over a campus Wi-Fi network, Licensee will not incur cellular voice or data charges as long as the call remains on such Wi-Fi network ; however, if the call is handled or completed over any other network, additional charges may be incurred. A call routed and completed over the eligible wireline transport service will incur applicable wireline usage charges and associated taxes and fees.
- ShoreTel Mobility Solution can manually or automatically transition calls in process between a cellular network and the campus Wi-Fi network when the call remains on campus. Call transition is governed by several factors including signal strength, network preference, battery life and other factors. Calls that are transitioned from cellular to campus Wi-Fi will not incur cellular voice or data charges as long as the call remains on the campus Wi-Fi network. Calls that transition from campus Wi-Fi to cellular will begin incurring cellular voice and data usage at the time of transition and for the duration of time the call remains on the cellular network.

Important Information About 911 Calling Capability When Cellular Coverage is Not Available: When cellular signal strength is above a preset threshold, 911 calls will be handled over the cellular network. When cellular coverage is not available, voice over Wi-Fi calling capability (including 911 calls) will only be available if: (i) Licensee is connected directly to the enterprise LAN (not remotely via a VPN) over the enterprise Wi-Fi network; and (ii) Licensee is within the geographic area covered by the wireless LAN network; and (iii) 911 calling capabilities are implemented in the enterprise LAN to identify Licensee's location and route calls to the appropriate Public Safety Answering Point. **IF THESE THREE CONDITIONS ARE NOT MET, NO VOICE OVER WI-FI CALLING CAPABILITY (INCLUDING 911 CALLS) WILL BE AVAILABLE EXCEPT UNDER THE FOLLOWING LIMITED SITUATION.** If a 911 call is placed when cellular coverage is not available and the Licensee is connected to a 911-enabled enterprise LAN and is within the geographic area covered by the wireless LAN network, then the Software may be used to dial 911.

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