SPRINT WIRELESS PRIORITY SERVICE PRODUCT ANNEX

The following product-specific terms and conditions in this Sprint Wireless Priority Service Product Annex ("**Annex**"), together with the applicable Sprint service agreement ("**Agreement**"), govern Sprint's provision and Customer's use of Wireless Priority Service ("WPS"). Capitalized terms not otherwise defined in this Sprint Wireless Priority Service Annex will have the meanings set forth in the Agreement or the Wireless Services Product Annex.

1. **Eligibility.** WPS was created by the United States Department of Homeland Security ("DHS") and is designed to provide voice calling priority to government-approved wireless subscribers in certain emergency situations. To receive WPS for qualifying Employees of Customer, Customer must first submit an online request to the DHS at https://sprintfederal.custhelp.com/app/forms/Priority. The DHS determines a customer's eligibility for WPS and the level of priority a customer will receive. If Customer is approved by the DHS, Sprint will provide WPS to Customer at no charge. Customer is subject to all applicable DHS program rules and limitations. For technical support related to WPS, Customer must contact the DHS at 866-627-2255 or support@priority-info.com.
2. **Operation.** To place a call invoking WPS prioritization, the Employee must enter a specific calling code prior to the destination phone number. Receiving an incoming WPS call does not require any special action, and is performed the same as receiving any other call.
3. **WPS Limitations.** WPS calls receive priority over standard cellular calls, but calls are not guaranteed to connect and do not preempt calls in progress or deny the general public's use of cellular networks. Calls with the same priority will be prioritized on a first-come, first-serve basis.WPS calls are subject to the wireless coverage and service limitations described in the Wireless Services Product Annex. Calls to 911 using WPS will be blocked. In the case of an emergency, Employees should dial 911 directly.