

Section Changed	Summary of Key Changes	Section of New Terms	Section of Prior Terms
Definitions	Addition of the Definition for Vonage's Acceptable Use Policy and URL to the policy	Section 1	
Definitions	Revision to the Activation Date to inform that Activation will become effective the earlier of the activation of Services at a Customer Location or 30 days after the Effective Date.	Section 1	
Definitions	Removal of the Reasonable Use Policy ("RUP")	Section 1	
Definitions	Addition of the definition of Vonage's App Marketplace, a new Apps Store that Vonage created to purchase third party products and services.	Section 1	
Definitions	Addition of the definition Customer Data	Section 1	
Definitions	Addition of the definition for Effective Date (the date the Sales Order is accepted by Customer)	Section 1	
Definitions	Update/clarification to the definition of Renewal Service Term to account for terms longer then One (1) year	Section 1	
Definitions	Clarification of verbiage for the definition of Sales Order	Section 1	
Definitions	Update to the definition of Service or Services to include services agreed upon by the customer via the customer portal or the Apps Marketplace	Section 1	
Sales Agreement	Added scripting to include orders approved by the Superuser listed on the Vonage account	Section 2	
Sales Agreement	Addition of co-term verbiage - services added to an existing location is coterminous (excluding Vonage equipment)	Section 2	
Terms, Conditions and Policies	Addition of the definition for Policy Change	Section 3	
App Marketplace; Marketing Partners and Authorized Distributors	Addition of the terms for Vonage's App Marketplace	Section 4	
Authorizations	Added that the Parties will agree in advance prior to Vonage accessing Customer Locations	Section 5	
User Designations	Revised from Customer designating one or more users to be an administrator (Superuser) to Customer can delegate one user to be the Superuser	Section 7	

User Designations	Verbiage adjustment to state that the Customer name on the Sales Order is the Customer's authorized person (Superuser), and the Superuser has the authorization to make account changes, and add/delete services (subject to an ETL if applicable).	Section 7	
Software	Added that a Customer Affiliate may use the Non-Exclusive License	Section 9 (a)	
Service Term and Service Cancellation	Updated verbiage to state that the Service Term for additional Customer Locations are on separate Sales Orders and have separate Service Terms	Section 10 (a)	
Service Term and Service Cancellation	Revised termination provisions in the event of an early termination by Customer (other than for cause) or by Vonage for cause, all remaining charges (including Taxes and Fees) for the Term are accelerated and Customer is obligated to pay them.	Section 10 (b) (i)	
Service Term and Service Cancellation	Addition of an email address (customercare@vonagebusiness.com) as a means to terminate service.	Section 10 (c)	
Service Term and Service Cancellation	Removal of Additional Termination Obligations as it is a duplicate		Section 10 (e)
Service Term and Service Cancellation	Moved In App Purchase terms from Section 11 (g) to Section 10 (f)	Section 10 (f)	Section 11(g)
Billing, Credit, and Payment	Addition of definition and terms regarding Non-Standard Installation (outside of business hours)	Section 11 (a) (ii)	
Billing, Credit, and Payment	Clarified Vonage's right to require alternate forms of payment (e.g. credit card) if Customer is habitually delinquent, or if Customer is purchasing additional Services and the credit rating has decreased.	Section 11 (a) (iii)	
Billing, Credit, and Payment	Update of verbiage to inform that payments made will go toward any past-due undisputed amounts owed. Customers will also be held liable for all costs associated with reasonable attorneys' fees and other costs associated with collecting delinquent payments.	Section 11 (d)	
Billing, Credit, and Payment	Addition of email (customercare-vb@vonage.com) to send billing disputes.	Section 11 (e)	
Billing, Credit, and Payment	Removal of the Non-Payment penalties as it is a duplicate.	Section 11 (e)	

Metered Extensions; International Calls	Addition of Mexico to the Domestic calling countries (US, Canada and Mexico). Metered Extensions added to the verbiage incurring additional usage charges based on calling location.	Section 14	
Unlimited Calling & Unlimited Voice Services	Addition of verbiage to inform the customer features like call forwarding from auto attendants to an outside number, calls to a queue, and each line on a conference bridge will incur charges at the then current rate established by Vonage if made to locations outside the US, Canada, and Mexico.	Section 16	
Use of the Service and Service Use Restrictions	Removal of Reasonable and Fair Use policy - replaced with the Acceptable Use Policy via referenced url		Section 18 and 19
Prohibited Use of the Services and Service Use Restrictions - AUP	Addition of verbiage for the Acceptable Use Policy with the addition of a link to Vonage's published Acceptable Use Policy	Section 18	
Third Party Networks	Addition of a link to Vonage's Third Party Network terms	Section 21	
Default and Remedies	Revised the 5 day late payment cure period to 10 days	Section 26 (a)	
Default and Remedies	Removal of the Suspension terms as it is duplicative.		Section 26 (b)
Right to Review Use of Service	Removal of verbiage surrounding Vonage's right to review Customer's security and anti-fraud protections for select Vonage Services	Section 35	
General	Updated the written notice address to Vonage's Corporate Office in Holmdel, NJ	Section 36 (e)	