STATE OF CALIFORNIA

STANDARD AGREEMENT AMENDMENT

STD. 213 A (Rev 2/12)

X	CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED	180	Pages	AGREEMENT NUMBER 5-06-58-21 (DTS 06E1391)	AMENDMENT NUMBER 8
				REGISTRATION NUMBER	

1. This Agreement is entered into between the State Agency and Contractor named below:

STATE AGENCY'S NAME

California Technology Agency (Formerly Office of the State Chief Information Officer (OCIO)

CONTRACTOR'S NAME

SBC Global Services, Inc. dba AT&T Global Services

2. The term of this Agreement is 1/30/2007 through 1/29/2014

3. The maximum amount of this agreement after this amendment is: N/A

4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

A. Signature authority for the Office of the State Chief Information Officer (OCIO) has changed to the California Technology Agency per Chapter 404, Statutes of 2010, AB 2408 effective January 1, 2011. Under Public Contract Code Section 12120, this administrative amendment hereby replaces the State Agency's Name on the STD 213A as follows:

From: Department of General Services
To: California Technology Agency

All references to Department of General Services (DGS) are hereby deleted within this contract and superseded by the California Technology Agency, Office of Telecommunications Procurement, 3101 Gold Camp Dr., Rancho Cordova, CA 95670

Continued on the next page.

This Agreement is effective May 1, 2012 or upon California Technology Agency approval, whichever is later.
All other terms and condition of the original agreement shall remain the same.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

a. CONTRACTOR		CALIFORNIA TECHNOLOGY AGENCY Use Only
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) SBC Global Services, Inc. dba AT&T Global Services		
BY (Authorized Signature) Sara Preece	DATE SIGNED (Do not type) 4/24/12	Approved 5/2/12
PRINTED NAME AND TITLE OF PERSON SIGNING Sara Preece Area Manager		
ADDRESS 2700 Watt Ave., Rm 1213, Sacramento, CA 95821		
AGENCY NAME California Technology Agency		
BY (Authorized Signature) Steve Rushing	DATE SIGNED (Do not type) 4/24/12	
PRINTED NAME AND TITLE OF PERSON SIGNING Steve Rushing, Deputy Director, Office of Technology Services (OTech) - STND		☑ Exempt per: PCC 12120
ADDRESS P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810		

Continuation
STD 213A Standard Agreement Amendment 5-06-58-21 (DTS 06E1391) 8

B. This Amendment provides service enhancement and price reductions to 3 sections of the CALNET 2 contract. They are: Long Distance Calling, Network Based Automatic Call Distributor (ACD) Feature, and Service Level Agreements (SLA).

Pursuant to **Section 28** Contract Modifications under RFP DGS-2053, the following Amendments and changes are made to the following Sections and attachments:

C. This amendment includes the following changes, Subject to CALNET 2, MSA 2 (AT&T):

1. 6.2.3 Service Identifier: Long Distance Calling, Attachment 3 (Service Description) has been modified as follows:

- Include Contract Section number "6.2.3" in Title, page 1;
- Add new paragraph to describe International Outbound Mobile Termination, page 1;
- Add International LD Mobile Termination – Dedicated & Switched Access to feature table, page 6; and
- Update footer to include "Attachment 3 - ".

Replace Attachment 3 Section 6.2.3 (1-23) with amended section (1-23).

2. 6.2.6.1. Service Identifier: Network Based Automatic Call Distributor (ACD) Features, Attachment 3 (Service Description) has been modified as follows:

- Add a new heading to describe Network Based NextGen Emergency Routing Service, page 7;
  - Add a new subheading and description for Hosted 911 Routing Services feature, page 7;
  - Add a new subheading and description for Gateway Services feature, page 7;
  - Add a new subheading and description for Call Handling Services feature, page 8;
  - Add a new subheading and description for Jurisdictional Mapping Service feature, page 8;
  - Add a new subheading and description for Wireless Sector Review feature, pages 8-9;
  - Add a new subheading and description for Dashboard Analytics Package feature, page 9-10;
  - Add a new subheading and description for Ancillary Services feature, page 10; and
  - Add a new table for Network Based NextGen Emergency Routing Service Feature Names, Identifiers, Feature Descriptions and Additional Information, pages 10-21.

Replace Attachment 3 Section 6.2.6.1 (1-7) with amended section (1-21).

3. 6.2.3 Service Identifier: Long Distance Calling, Attachment 4 (Pricing) has been modified as follows:

- Reduce Recurring Charges for the following features and selected countries:
  - International Calling Rates – Dedicated & Switched Access – Peak & Off-Peak;
    - China, page 2, 23, 40 and 58;
    - Denmark, page 7, 24, 42 and 59;
    - Guatemala, page 9, 26, 44 and 61;
    - India, page 10, 27, 45 and 62;
    - Portugal, page 15, 32, 50 and 68; and
    - Turkey, page 18, 36, 53 and 71.
- Add new feature identifiers and pricing for International LD Mobile Termination – Dedicated & Switched Access for selected countries, pages 72-74;
    - Brazil;
    - China;
    - Denmark;
    - Germany;
    - Guatemala;
    - India;
    - Italy;
    - Portugal;
    - Mexico;
    - Turkey; and
    - United Kingdom.

Replace Attachment 4 Section 6.2.3 (1-75) with amended section (1-77).

4. **6.2.6.1. Service Identifier: Network Based Automatic Call Distributor (ACD) Basic Agent Package, Attachment 4 (Pricing) has been modified as follows:**
   - Add a new heading for Network Based NextGen Emergency Routing Service, page 2; and
   - Add a new table with pricing for Network Based NextGen Emergency Routing Service and all associated features, pages 2-5.

Replace Attachment 4 Section 6.2.6.1 (1-2) with amended section (1-5).

5. **6.2.2.2 Service Level Agreement (SLA) – MSA 2 has been modified to include the following changes:**

   - Update 6.2.22.2.6 Catastrophic Outage 2 (M) table (replace Page 6-488);
   - Update 6.2.22.2.7 Catastrophic Outage 3 (M) table (replace Page 6-490);
   - Update 6.2.22.2.8 Enhanced Service Outage (M) table (replace Page 6-492);
   - Update 6.2.22.2.9 Excessive Outage (M) table (replace Page 6-494);
   - Update 6.2.22.2.11 Provisioning (M) table (replace Page 6-501);

Replace entire Section 6.2.22 Service Level Agreements (SLA's) Volume 1, pages 6-468 thru 6-519. (51 Pages)

D. Amendment Summary:

- **What is this amendment about?**

  This amendment is to make enhancements, price reductions, and SLA modifications to Long Distance calling, Network Based Automatic Call Distributor (ACD) and Service Level Agreements (SLA's)

- **Why is the contract being amended?**

  To make contract enhancements, price reductions, and SLA modifications.

- **What is the reason/purpose for the amendment?**

  To make contract enhancements, price reductions, and SLA modifications.

6.2.3 Service Identifier: LONG DISTANCE CALLING

Description of Service

AT&T will provide the State with the most reliable, robust and high-quality outbound long distance services through our SDN (Software Defined Network) OneNet platform. The SDN platform will cost effectively support all inter-LATA, Intra-State, Inter-State, and International calling requirements. SDN is a custom network service that will provide the State with a virtually private network with either dedicated (T1) and switched (Dial 1) access.

International Outbound Mobile Termination

Mobile terminations are any U.S. originating outbound (Dial 1) calls that terminate on a mobile service outside of the U.S. In some countries, this simply means a mobile telephone. In others, "mobile" may be defined as any service which provides "mobility" to a customer, such as "personal follow me numbers" in the UK. Outside of the United States, mobile is largely a "Caller Pays" environment. This requires the foreign carrier to look to the call originator (in the U.S.) for payment. Mobile Terminations are not related to the type of phone used to place the call. Rather it is how it terminates that determines the call type.

SDN is priced in six second increments with an initial increment (minimum) of 18 seconds. This applies to all domestic and international calling, except Mexico which is billed in 60 second increments with a 60 second minimum.

Availability

AT&T's SDN Service shall be planned, designed, engineered and provisioned to process all minutes of usage ordered by the State, including InterLATA, Intrastate, Interstate and International. AT&T SDN service is available throughout the United States and provides long distance calling to the following countries with rates based on access type (dedicated and switched) and time of day (peak and off peak – peak is between 8am and 4:59pm Monday thru Friday based on the time of the callers location and off peak is for all calls where peak rates do not apply. For international calls, peak periods vary by country - see the International rate table for specifics. The rates for Brazil, Canada, China, France, Germany Italy, Israel, Japan, South Korea, Mexico, Spain, Switzerland and the United Kingdom cover calls made any time).

International Calling			
Brazil	Germany	South Korea	United Kingdom
Canada	Italy	Mexico	
China	Israel	Spain	
France	Japan	Switzerland	
Afghanistan	Denmark	Lesotho	South Africa

International Calling

Albania	Dominica	Liberia	Russia
Algeria	Dominican Republic	Libya	Rwanda
Andorra	Ecuador	Liechtenstein	Samoa
Angola	Egypt	Lithuania	Sao Tome
Anguilla	El Salvador	Luxembourg	Saudi Arabia
Antarctica (Casey)	Equatorial Guinea	Macao	Senegal Republic
Antarctica (Scott)	Eritrea	Macedonia	Seychelles Islands
Antigua and Barbuda	Estonia	Madagascar	Sierra Leone
Argentina	Ethiopia	Malawi	Singapore
Armenia	East Timor	Malaysia	Slovakia
Aruba	Faeroe Islands	Maldives	Slovenia
American Samoa	Falkland Islands	Mali	San Marino
Ascension Island	Fiji Islands	Malta	Solomon Islands
Australia	Finland	Marshall Islands	Somali Republic
Austria	French Antilles	Mauritius	Sri Lanka
Azerbaijan	French Guiana	Mauritania	St. Helena
Bahamas	French Polynesia	Mayotte Island	St. Kitts
Bahrain	Gabon Republic	Micronesia	St. Lucia
Bangladesh	Gambia	Moldova	St. Pierre and Miquelon
Barbados	Georgia	Monaco	St. Vincent and The Grenadines
Belarus	Ghana	Mongolian People's Republic	Sudan
Belgium	Gibraltar	Montserrat	Suriname
Belize	Greece	Morocco	Swaziland
Benin	Greenland	Mozambique	Sweden
Bermuda	Grenada	Myanmar	Syrian Arab Republic
Bhutan	Guadeloupe	Namibia	Taiwan
Bolivia	Guantanamo	Nauru	Tajikistan
Bosnia and Herzegovina	Guatemala	New Caledonia	Tanzania
Botswana	Guinea-Bissau	Nepal	Thailand
Brunei	Guinea, People's Revolutionary Republic	Netherlands	Turks and Caicos Islands
Bulgaria	Guyana	Nevis	Togo
Burkina Faso	Haiti	Nigeria	Tonga Islands

International Calling			
Burundi	Hong Kong	Nicaragua	Trinidad and Tobago
British Virgin Islands	Honduras	Niger	Turkmenistan
Central African Republic	Hungary	Niue	Tunisia
Cambodia	Iceland	Norfolk Island	Turkey
Cameroon	India	Norway	Tuvalu
Cape Verde	Indonesia	Netherlands Antilles	United Arab Emirates
Cayman Islands	Iran	New Zealand	Uganda
Chad	Iraq	Oman	Ukraine
Chile	Ireland	Pakistan	Uruguay
Christmas and Cocos Islands	Ivory Coast	Palau	Uzbekistan
Colombia	Jamaica	Panama	Vanuatu
Comoros	Jordan	Papua New Guinea	Vatican City
Congo	Kazakhstan	Paraguay	Venezuela
Cook Islands	Kenya	Peru	Vietnam
Costa Rica	Kiribati	Philippines	Wallis and Fortuna Islands
Croatia	Korea, North	Poland	Yemen
Cuba	Kuwait	Portugal	Yugoslavia
Cyprus	Kyrgyzstan	Qatar	Zaire
Czech Republic	Laos	Reunion	Zambia
Diego Garcia	Latvia	Romania	Zimbabwe
Djibouti	Lebanon		

Feature Name	Identifier	Feature Description	Additional Information
Usage			
IntraLATA Dedicated to Dedicated Access	IADD	Per minute charge for IntraLATA Dedicated to Dedicated Access	
IntraLATA Dedicated to Switched Access	IADS	Per minute charge for IntraLATA Dedicated to Switched Access	
IntraLATA Switched to Dedicated Access	IASD	Per minute charge for IntraLATA Switched to	

Feature Name	Identifier	Feature Description	Additional Information
		Dedicated Access	
IntraLATA Switched to Switched Access	IASS	Per minute charge for IntraLATA Switched to Switched Access	
Intrastate/InterLATA Dedicated to Dedicated Access	IEDD	Per minute charge for Intrastate/InterLATA Dedicated to Dedicated Access	
Intrastate/InterLATA Dedicated to Switched Access	IEDS	Per minute charge for Intrastate/InterLATA Dedicated to Switched Access	
Intrastate/InterLATA Switched to Dedicated Access	IESD	Per minute charge for Intrastate/InterLATA Switched to Dedicated Access	
Intrastate/InterLATA Switched to Switched Access	IESS	Per minute charge for Intrastate/InterLATA Switched to Switched Access	
Interstate Dedicated to Dedicated Access	ISDD	Per minute charge for Interstate Dedicated to Dedicated Access	
Interstate Dedicated to Switched Access	ISDS	Per minute charge for Interstate Dedicated to Switched Access	
Interstate Switched to Dedicated Access	ISSD	Per minute charge for Interstate Switched to Dedicated Access	
Interstate Switched to Switched Access	ISSS	Per minute charge for Interstate Switched to Switched Access	
International Calling –Brazil	INBZ	Per minute charge for dedicated access International calling to Brazil	
International Calling-Canada	INCA	Per minute charge for dedicated access	

Feature Name	Identifier	Feature Description	Additional Information
		International calling to Canada	
International Calling-China	INCH	Per minute charge for dedicated access International calling to China	
International Calling – France	INFR	Per minute charge for dedicated access International calling to France	
International Calling – Germany	INGM	Per minute charge for dedicated access International calling to Germany	
International Calling – Israel	INIS	Per minute charge for dedicated access International calling to Israel	
International Calling – Italy	INIT	Per minute peak charge for dedicated access International calling to Italy	
International Calling – Japan	INJP	Per minute charge for dedicated access International calling to Japan	
International Calling – South Korea	INSK	Per minute charge for dedicated access International calling to South Korea	
International Calling – Mexico	INMX	Per minute charge for dedicated access International calling peak to Mexico	
International Calling – Spain	INSP	Per minute charge for dedicated access International calling to Spain	
International Calling – Switzerland	INSW	Per minute charge for dedicated access	

Feature Name	Identifier	Feature Description	Additional Information
		International calling to Switzerland	
International Calling – United Kingdom	INUK	Per minute charge for dedicated access International calling to United Kingdom	
International Calling – Dedicated Access Peak to all other countries	See Rider C for country specific rates and USOCs		
International Calling – Switched Access Peak to all countries	See Rider C for country specific rates and USOCs		
International Calling – Dedicated Access Off Peak to all countries	See Rider C for country specific rates and USOCs		
International Calling – Switched Access Off Peak to all countries	See Rider C for country specific rates and USOCs		
International LD Mobile Termination – Dedicated & Switched Access	See Attachment 4 for country specific rates and USOCs	U.S. originating calls that terminate on a mobile service outside of the U.S. In some countries, this means a mobile telephone. In others, "mobile" may be defined as any service which provides "mobility" to a customer, such as "personal follow me numbers" in the UK.	Mobile Terminations are not related to the type of phone used to place the call. Rather it is how it terminates that determines the call type.
Access			

Feature Name	Identifier	Feature Description	Additional Information
Dedicated Access DS1 (T1.5)	1LNV9, 1LNN9, 041AC, AHOAA	Dedicated nodal access DS1 supports up to 1..544 Mbps or 24 channels at 64Mbps	
Dedicated Access DS3 (T45)	1LN44, AHOAA	Dedicated access up to 45Mbps on a single circuit that can be split into 28 DS1 or 672 channels, each at 64 Mbps.	
Primary Rate Interface (PRI) on DS1	BHC	Conversion of DS1 to support 23 B channels and 1 D channel	
Shared Access for Switched Services (SASS)	SASS	Allows both inbound and outbound long distance (SDN) and toll free calls on the same DS1 access, using common channels on a call-by-call basis	
Static Integrated Network Access (SINA)	SINA	Allows a DS1 to be used for multiple services, including SDN, toll free, data and video. The 24 channels are assigned to a service.	This assignment of services to a channel remains static unless an order is place to change assignments
Split Access Flexible Egress Routing (SAFER)	SMOER, SMOE1	SAFER automatically routes incoming calls to dedicated access trunk(s) at an alternate terminating AT&T Point of Presence (POP) in the event of terminating network congestion affecting the AT&T POP where the primary dedicated access trunk(s) are located.	
Basic Features			
10 Digit/14 Digit Exclusion	SDN1	SDN Caller Groups and Screening Groups will help the State prevent abuse by blocking all calls to unauthorized numbers.	

Feature Name	Identifier	Feature Description	Additional Information
		SDN offers two types of Screening Groups ▪ **Allowed.** Contains numbers that users are allowed to call ▪ **Blocked.** Contains numbers that users are not allowed to call SDN Screening Groups can be entered in any of the following formats, NPA, NPA NXX, NPA NXX-XXX, NPA NXX-XXXX-XXXX, NXX, NXX-XXXX, NXX-XXXX-XXX, 011 and 011 + Country Code.	
Universal Range Privilege	SDN2	SDN Screening Groups as well as SDN's Feature Screening, Location Screening and Originating Call Screening can help the State control costs and deter user misuse by restricting calling to specific geographical areas. Feature Screening will allow the State to set up a yes/no indicator to specify which privileges apply to each Caller Group for off net calling and international. Location Screening will allow the State to define a list of numbers that are never allowed to be called from a given SDN location. Originating Call Screening allows for even more customized levels of calling privilege or	Can establish up to 200 Caller Groups each comprised of callers with similar needs. Each Screening Group contains a maximum of 1000 numbers that a Caller Group can or cannot call.

6.2.3 Service Identifier: LONG DISTANCE CALLING

Billing for Long Distance (SDN) calling will be in 6 second intervals with an initial increment (minimum) of 18 seconds. This applies to all domestic and international calling, except Mexico which is billed in 60 second increments with a 60 second minimum.

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Usage					
Intra-LATA Calling Dedicated to Dedicated Access	IADD	$ -	$0.013	minute	$ -
Intra-LATA Calling Dedicated to Switched Access	IADS	$ -	$0.016	minute	$ -
Intra-LATA Calling Switched to Dedicated Access	IASD	$ -	$0.016	minute	$ -
Intra-LATA Calling Switched to Switched Access	IASS	$ -	$0.023	minute	$ -
Intra-State/Inter-LATA Calling Dedicated to Dedicated Access	IEDD	$ -	$0.013	minute	$ -
Intra-State/Inter-LATA Calling Dedicated to Switched Access	IEDS	$ -	$0.016	minute	$ -
Intra-State/Inter-LATA Calling Switched to Dedicated Access	IESD	$ -	$0.016	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Intra-State/Inter-LATA Calling Switched to Switched Access	IESS	$ -	$0.023	minute	$ -
Inter-State Calling Dedicated to Dedicated Access	ISDD	$ -	$0.013	minute	$ -
Inter-State Calling Dedicated to Switched Access	ISDS	$ -	$0.016	minute	$ -
Inter-State Calling Switched to Dedicated Access	ISSD	$ -	$0.016	minute	$ -
Inter-State Calling Switched to Switched Access	ISSS	$ -	$0.023	minute	$ -
International Calling Rates – Select Countries		$ -			$ -
Brazil	INBZ	$ -	$0.2270	minute	$ -
Canada	INCA	$ -	$0.0350	minute	$ -
China	INCH	$ -	$0.0400	minute	$ -
France	INFR	$ -	$0.0960	minute	$ -
Germany	INGM	$ -	$0.0960	minute	$ -
Israel	INIS	$ -	$0.1630	minute	$ -
Italy	INIT	$ -	$0.0960	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Japan	INJP	$ -	$0.0770	minute	$ -
South Korea	INSK	$ -	$0.0960	minute	$ -
Mexico	INMX	$ -	$0.0800	minute	$ -
Spain	INSP	$ -	$0.0960	minute	$ -
Switzerland	INSW	$ -	$0.0960	minute	$ -
United Kingdom	INUK	$ -	$0.0690	minute	$ -
International Calling Rates – Dedicated Access Peak					
Afghanistan	INDAFG	$ -	$6.2154	minute	$ -
Albania	INDALB	$ -	$3.3744	minute	$ -
Algeria	INDALG	$ -	$1.9434	minute	$ -
American Samoa	INDAMS	$ -	$2.0100	minute	$ -
Andorra	INDAND	$ -	$0.8616	minute	$ -
Angola	INDAGL	$ -	$4.5126	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Anguilla	INDAGU	$ -	$1.2282	minute	$ -
Antarctica (Casey)	INDANC	$ -	$4.1796	minute	$ -
Antarctica (Scott)	INDANS	$ -	$3.2796	minute	$ -
Antigua and Barbuda	INDANT	$ -	$1.2186	minute	$ -
Argentina	INDARG	$ -	$1.5288	minute	$ -
Armenia	INDARM	$ -	$2.5578	minute	$ -
Aruba	INDARU	$ -	$1.1040	minute	$ -
Ascension Island	INDASC	$ -	$2.5176	minute	$ -
Australia	INDAST	$ -	$1.2420	minute	$ -
Austria	INDAUS	$ -	$1.1112	minute	$ -
Azerbaijan	INDAZE	$ -	$2.5578	minute	$ -
Bahamas	INDBAH	$ -	$0.8160	minute	$ -
Bahrain	INDBHR	$ -	$1.7346	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Bangladesh	INDBAN	$ -	$2.6694	minute	$ -
Barbados	INDBAR	$ -	$1.3938	minute	$ -
Belarus	INDBLR	$ -	$2.5578	minute	$ -
Belgium	INDBLG	$ -	$1.1064	minute	$ -
Belize	INDBLZ	$ -	$1.8894	minute	$ -
Benin	INDBEN	$ -	$2.1042	minute	$ -
Bermuda	INDBER	$ -	$0.8256	minute	$ -
Bhutan	INDBHU	$ -	$4.1034	minute	$ -
Bolivia	INDBOL	$ -	$1.8312	minute	$ -
Bosnia and Herzegovina	INDBOS	$ -	$1.7946	minute	$ -
Botswana	INDBOT	$ -	$2.0394	minute	$ -
British Virgin Islands	INDBRI	$ -	$1.1904	minute	$ -
Brunei	INDBRU	$ -	$1.9968	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Bulgaria	INDBUL	$ -	$1.8048	minute	$ -
Burkina Faso	INDBKF	$ -	$2.7690	minute	$ -
Burundi	INDBUR	$ -	$3.6246	minute	$ -
Cambodia	INDCAM	$ -	$4.1250	minute	$ -
Cameroon	INDCMR	$ -	$2.0112	minute	$ -
Cape Verde	INDCAP	$ -	$2.3394	minute	$ -
Cayman Islands	INDCAY	$ -	$1.1724	minute	$ -
Central African Republic	INDCEN	$ -	$4.4952	minute	$ -
Chad	INDCHA	$ -	$4.5870	minute	$ -
Chile	INDCHI	$ -	$1.4742	minute	$ -
Christmas and Cocos Islands	INDCHR	$ -	$4.1796	minute	$ -
Colombia	INDCOL	$ -	$1.7088	minute	$ -
Comoros	INDCOM	$ -	$4.4442	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Congo	INDCON	$ -	$2.9832	minute	$ -
Cook Islands	INDCOO	$ -	$4.7004	minute	$ -
Costa Rica	INDCOS	$ -	$1.3926	minute	$ -
Croatia	INDCRO	$ -	$1.7946	minute	$ -
Cuba	INDCUB	$ -	$3.2154	minute	$ -
Cyprus	INDCYP	$ -	$1.6458	minute	$ -
Czech Republic	INDCZE	$ -	$1.4634	minute	$ -
Denmark	INDDEN	$ -	$0.1800	minute	$ -
Diego Garcia	INDDIE	$ -	$2.5626	minute	$ -
Djibouti	INDDJI	$ -	$2.9094	minute	$ -
Dominica	INDDMC	$ -	$1.4298	minute	$ -
Dominican Republic	INDDMR	$ -	$1.3998	minute	$ -
East Timor	INDEAS	$ -	$4.7004	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Ecuador	INDECU	$ -	$1.8372	minute	$ -
Egypt	INDEGY	$ -	$1.9902	minute	$ -
El Salvador	INDELS	$ -	$1.7514	minute	$ -
Equatorial Guinea	INDEQU	$ -	$4.0152	minute	$ -
Eritrea	INDERI	$ -	$2.2686	minute	$ -
Estonia	INDEST	$ -	$2.5578	minute	$ -
Ethiopia	INDETH	$ -	$2.5056	minute	$ -
Faeroe Islands	INDFAE	$ -	$1.1238	minute	$ -
Falkland Islands	INDFAL	$ -	$3.3120	minute	$ -
Fiji Islands	INDFIJ	$ -	$2.8536	minute	$ -
Finland	INDFIN	$ -	$1.1508	minute	$ -
French Antilles	INDFRE	$ -	$1.2822	minute	$ -
French Guiana	INDFRG	$ -	$1.9260	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
French Polynesia	INDFP	$ -	$2.7024	minute	$ -
Gabon Republic	INDGAB	$ -	$1.7634	minute	$ -
Gambia	INDGAM	$ -	$1.6164	minute	$ -
Georgia	INDGEO	$ -	$2.5578	minute	$ -
Ghana	INDGHA	$ -	$2.1078	minute	$ -
Gibraltar	INDGIB	$ -	$1.5894	minute	$ -
Greece	INDGRE	$ -	$1.5498	minute	$ -
Greenland	INDGRL	$ -	$1.7436	minute	$ -
Grenada	INDGND	$ -	$1.4436	minute	$ -
Guadeloupe	INDGDL	$ -	$1.5066	minute	$ -
Guantanamo	INDGNT	$ -	$1.5516	minute	$ -
Guatemala	INDGTM	$ -	$0.2200	minute	$ -
Guinea, People's Revolutionary Republic	INDGPR	$ -	$2.3244	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Guinea-Bissau	INDGNB	$ -	$4.0902	minute	$ -
Guyana	INDGUY	$ -	$2.0196	minute	$ -
Haiti	INDHAI	$ -	$1.7466	minute	$ -
Honduras	INDHND	$ -	$1.7454	minute	$ -
Hong Kong	INDHKG	$ -	$1.7226	minute	$ -
Hungary	INDHUN	$ -	$1.5066	minute	$ -
Iceland	INDICE	$ -	$1.4766	minute	$ -
India	INDIND	$ -	$0.1200	minute	$ -
Indonesia	INDIDN	$ -	$2.3076	minute	$ -
Iran	INDIRN	$ -	$2.2290	minute	$ -
Iraq	INDIRQ	$ -	$2.8320	minute	$ -
Ireland	INDIRE	$ -	$1.0212	minute	$ -
Ivory Coast	INDIVO	$ -	$2.4780	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Jamaica	INDJAM	$ -	$1.5036	minute	$ -
Jordan	INDJOR	$ -	$1.8072	minute	$ -
Kazakhstan	INDKAZ	$ -	$2.5578	minute	$ -
Kenya	INDKEN	$ -	$2.0904	minute	$ -
Kiribati	INDKIR	$ -	$4.5072	minute	$ -
Korea, North	INDKRN	$ -	$5.1750	minute	$ -
Kuwait	INDKUW	$ -	$1.6950	minute	$ -
Kyrgyzstan	INDKYR	$ -	$2.5578	minute	$ -
Laos	INDLAO	$ -	$5.3070	minute	$ -
Latvia	INDLAT	$ -	$2.5578	minute	$ -
Lebanon	INDLEB	$ -	$3.0456	minute	$ -
Lesotho	INDLES	$ -	$1.8972	minute	$ -
Liberia	INDLBR	$ -	$1.9686	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Libya	INDLBY	$ -	$2.2734	minute	$ -
Liechtenstein	INDLIE	$ -	$1.0764	minute	$ -
Lithuania	INDLIT	$ -	$2.5578	minute	$ -
Luxembourg	INDLUX	$ -	$1.2294	minute	$ -
Macao	INDMAC	$ -	$2.4684	minute	$ -
Macedonia	INDMCD	$ -	$1.7946	minute	$ -
Madagascar	INDMAD	$ -	$4.8930	minute	$ -
Malawi	INDMLW	$ -	$1.8312	minute	$ -
Malaysia	INDMLY	$ -	$1.7682	minute	$ -
Maldives	INDMLD	$ -	$3.8460	minute	$ -
Mali	INDMAL	$ -	$2.6658	minute	$ -
Malta	INDMLT	$ -	$1.8582	minute	$ -
Marshall Islands	INDMAR	$ -	$2.5506	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Mauritania	INDMRT	$ -	$3.2514	minute	$ -
Mauritius	INDMAU	$ -	$3.1842	minute	$ -
Mayotte Island	INDMAY	$ -	$3.3366	minute	$ -
Micronesia	INDMIC	$ -	$2.5530	minute	$ -
Moldova	INDMOL	$ -	$2.5578	minute	$ -
Monaco	INDMNC	$ -	$0.8616	minute	$ -
Mongolian People's Republic	INDMGP	$ -	$4.9692	minute	$ -
Montserrat	INDMON	$ -	$1.2798	minute	$ -
Morocco	INDMOR	$ -	$2.1720	minute	$ -
Mozambique	INDMOZ	$ -	$3.1452	minute	$ -
Myanmar	INDMYA	$ -	$6.1518	minute	$ -
Namibia	INDNAM	$ -	$2.0466	minute	$ -
Nauru	INDNAU	$ -	$5.2116	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Nepal	INDNEP	$ -	$2.8392	minute	$ -
Netherlands	INDNET	$ -	$0.8670	minute	$ -
Netherlands Antilles	INDNTA	$ -	$1.1370	minute	$ -
Nevis	INDNEV	$ -	$1.2186	minute	$ -
New Caledonia	INDNCD	$ -	$2.4300	minute	$ -
New Zealand	INDNZD	$ -	$1.8600	minute	$ -
Nicaragua	INDNIC	$ -	$1.8642	minute	$ -
Niger	INDNGR	$ -	$2.8296	minute	$ -
Nigeria	INDNIG	$ -	$1.5270	minute	$ -
Niue	INDNIU	$ -	$4.0998	minute	$ -
Norfolk Island	INDNFK	$ -	$4.0998	minute	$ -
Norway	INDNOR	$ -	$1.0404	minute	$ -
Oman	INDOMA	$ -	$1.8816	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Pakistan	INDPAK	$ -	$2.7552	minute	$ -
Palau	INDPAL	$ -	$3.1662	minute	$ -
Panama	INDPAN	$ -	$1.4964	minute	$ -
Papua New Guinea	INDPAP	$ -	$2.2242	minute	$ -
Paraguay	INDPAR	$ -	$2.0526	minute	$ -
Peru	INDPER	$ -	$1.7388	minute	$ -
Philippines	INDPHI	$ -	$1.9260	minute	$ -
Poland	INDPOL	$ -	$1.6992	minute	$ -
Portugal	INDPOR	$ -	$0.2200	minute	$ -
Qatar	INDQAT	$ -	$2.3328	minute	$ -
Reunion	INDREU	$ -	$2.8536	minute	$ -
Romania	INDROM	$ -	$2.2926	minute	$ -
Russia	INDRUS	$ -	$2.5578	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Rwanda	INDRWA	$ -	$2.9388	minute	$ -
Samoa	INDSAM	$ -	$2.6988	minute	$ -
San Marino	INDSAN	$ -	$1.2660	minute	$ -
Sao Tome	INDSAO	$ -	$4.3506	minute	$ -
Saudi Arabia	INDSAU	$ -	$1.7526	minute	$ -
Senegal Republic	INDSEN	$ -	$2.4384	minute	$ -
Seychelles Islands	INDSEY	$ -	$3.4986	minute	$ -
Sierra Leone	INDSIE	$ -	$2.7300	minute	$ -
Singapore	INDSIN	$ -	$1.6098	minute	$ -
Slovakia	INDSVK	$ -	$1.4634	minute	$ -
Slovenia	INDSVN	$ -	$1.7946	minute	$ -
Solomon Islands	INDSOL	$ -	$3.5700	minute	$ -
Somali Republic	INDSOM	$ -	$4.0536	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
South Africa	INDSOU	$ -	$1.4130	minute	$ -
Sri Lanka	INDSRI	$ -	$2.9982	minute	$ -
St. Helena	INDSRL	$ -	$3.4380	minute	$ -
St. Kitts	INDSTH	$ -	$1.2186	minute	$ -
St. Lucia	INDSTL	$ -	$1.3674	minute	$ -
St. Pierre and Miquelon	INDSPM	$ -	$1.0764	minute	$ -
St. Vincent and The Grenadines	INDSVG	$ -	$1.4484	minute	$ -
Sudan	INDSUD	$ -	$3.8814	minute	$ -
Suriname	INDSUR	$ -	$2.3412	minute	$ -
Swaziland	INDSWA	$ -	$1.9686	minute	$ -
Sweden	INDSWE	$ -	$0.9426	minute	$ -
Syrian Arab Republic	INDSYR	$ -	$3.0318	minute	$ -
Taiwan	INDTAI	$ -	$1.8582	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Tajikistan	INDTAJ	$ -	$2.5578	minute	$ -
Tanzania	INDTAN	$ -	$2.0370	minute	$ -
Thailand	INDTHA	$ -	$2.1408	minute	$ -
Togo	INDTOG	$ -	$2.1384	minute	$ -
Tonga Islands	INDTON	$ -	$2.9988	minute	$ -
Trinidad and Tobago	INDTRI	$ -	$1.5144	minute	$ -
Tunisia	INDTUN	$ -	$1.8348	minute	$ -
Turkey	INDTRK	$ -	$0.1800	minute	$ -
Turkmenistan	INDTKM	$ -	$2.5578	minute	$ -
Turks and Caicos Islands	INDTKC	$ -	$1.3236	minute	$ -
Tuvalu	INDTUV	$ -	$5.4828	minute	$ -
Uganda	INDUGA	$ -	$1.9692	minute	$ -
Ukraine	INDUKR	$ -	$2.5578	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
United Arab Emirates	INDUAE	$ -	$1.6512	minute	$ -
Uruguay	INDURU	$ -	$1.7724	minute	$ -
Uzbekistan	INDUZB	$ -	$2.5578	minute	$ -
Vanuatu	INDVAN	$ -	$4.0998	minute	$ -
Vatican City	INDVAT	$ -	$1.2660	minute	$ -
Venezuela	INDVEN	$ -	$1.0218	minute	$ -
Vietnam	INDVIE	$ -	$3.0840	minute	$ -
Wallis and Fortuna Islands	INDWAL	$ -	$3.5634	minute	$ -
Yemen	INDYEM	$ -	$1.9962	minute	$ -
Yugoslavia	INDYUG	$ -	$1.7946	minute	$ -
Zaire	INDZAI	$ -	$2.0640	minute	$ -
Zambia	INDZAM	$ -	$1.7694	minute	$ -
Zimbabwe	INDZIM	$ -	$1.7286	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
International Calling Rates – Switched Access - Peak					
Afghanistan	INSAFG	$ -	$6.2676	minute	$ -
Albania	INSALB	$ -	$3.4266	minute	$ -
Algeria	INSALG	$ -	$1.9962	minute	$ -
American Samoa	INSAMS	$ -	$2.0634	minute	$ -
Andorra	INSAND	$ -	$0.9126	minute	$ -
Angola	INSAGL	$ -	$4.5654	minute	$ -
Anguilla	INSAGU	$ -	$1.2816	minute	$ -
Antarctica (Casey)	INSANC	$ -	$4.2318	minute	$ -
Antarctica (Scott)	INSANS	$ -	$3.3312	minute	$ -
Antigua and Barbuda	INSANT	$ -	$1.2714	minute	$ -
Argentina	INSARG	$ -	$1.5804	minute	$ -
Armenia	INSARM	$ -	$2.6112	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Aruba	INSARU	$ -	$1.1550	minute	$ -
Ascension Island	INSASC	$ -	$2.5692	minute	$ -
Australia	INSAST	$ -	$1.2948	minute	$ -
Austria	INSAUS	$ -	$1.1634	minute	$ -
Azerbaijan	INSAZE	$ -	$2.6112	minute	$ -
Bahamas	INSBAH	$ -	$0.8664	minute	$ -
Bahrain	INSBHR	$ -	$1.7862	minute	$ -
Bangladesh	INSBAN	$ -	$2.7216	minute	$ -
Barbados	INSBAR	$ -	$1.4448	minute	$ -
Belarus	INSBLR	$ -	$2.6112	minute	$ -
Belgium	INSBLG	$ -	$1.1604	minute	$ -
Belize	INSBLZ	$ -	$1.9416	minute	$ -
Benin	INSBEN	$ -	$2.1570	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Bermuda	INSBER	$ -	$0.8772	minute	$ -
Bhutan	INSBHU	$ -	$4.1562	minute	$ -
Bolivia	INSBOL	$ -	$1.8828	minute	$ -
Bosnia and Herzegovina	INSBOS	$ -	$1.8468	minute	$ -
Botswana	INSBOT	$ -	$2.0922	minute	$ -
Brazil	INSBRA	$ -	$0.2450	minute	$ -
British Virgin Islands	INSBRI	$ -	$1.2420	minute	$ -
Brunei	INSBRU	$ -	$2.0502	minute	$ -
Bulgaria	INSBUL	$ -	$1.8564	minute	$ -
Burkina Faso	INSBKF	$ -	$2.8182	minute	$ -
Burundi	INSBUR	$ -	$3.6774	minute	$ -
Cambodia	INSCAM	$ -	$4.1772	minute	$ -
Cameroon	INSCMR	$ -	$2.0652	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Canada	INSCAN	$ -	$0.0410	minute	$ -
Cape Verde	INSCAP	$ -	$2.3922	minute	$ -
Cayman Islands	INSCAY	$ -	$1.2252	minute	$ -
Central African Republic	INSCEN	$ -	$4.5468	minute	$ -
Chad	INSCHA	$ -	$4.6404	minute	$ -
Chile	INSCHI	$ -	$1.5270	minute	$ -
China	INSCH	$ -	$0.0500	minute	$ -
Christmas and Cocos Islands	INSCHR	$ -	$4.2318	minute	$ -
Colombia	INSCOL	$ -	$1.7610	minute	$ -
Comoros	INSCOM	$ -	$4.4982	minute	$ -
Congo	INSCON	$ -	$3.0342	minute	$ -
Cook Islands	INSCOO	$ -	$4.7526	minute	$ -
Costa Rica	INSCOS	$ -	$1.4436	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Croatia	INSCRO	$ -	$1.8468	minute	$ -
Cuba	INSCUB	$ -	$3.2652	minute	$ -
Cyprus	INSCYP	$ -	$1.6968	minute	$ -
Czech Republic	INSCZE	$ -	$1.5144	minute	$ -
Denmark	INSDEN	$ -	$0.200	minute	$ -
Diego Garcia	INSDIE	$ -	$2.6136	minute	$ -
Djibouti	INSDJI	$ -	$2.9628	minute	$ -
Dominica	INSDMC	$ -	$1.4802	minute	$ -
Dominican Republic	INSDMR	$ -	$1.4520	minute	$ -
East Timor	INSEAS	$ -	$4.7526	minute	$ -
Ecuador	INSECU	$ -	$1.8894	minute	$ -
Egypt	INSEGY	$ -	$2.0454	minute	$ -
El Salvador	INSELS	$ -	$1.8054	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Equatorial Guinea	INSEQU	$ -	$4.0662	minute	$ -
Eritrea	INSERI	$ -	$2.3184	minute	$ -
Estonia	INSEST	$ -	$2.6112	minute	$ -
Ethiopia	INSETH	$ -	$2.5566	minute	$ -
Faeroe Islands	INSFAE	$ -	$1.1730	minute	$ -
Falkland Islands	INSFAL	$ -	$3.3630	minute	$ -
Fiji Islands	INSFIJ	$ -	$2.9064	minute	$ -
Finland	INSFIN	$ -	$1.2030	minute	$ -
France	INSFRA	$ -	$0.1030	minute	$ -
French Antilles	INSFRE	$ -	$1.3332	minute	$ -
French Guiana	INSFRG	$ -	$1.9776	minute	$ -
French Polynesia	INSFRP	$ -	$2.7546	minute	$ -
Gabon Republic	INSGAB	$ -	$1.8162	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Gambia	INSGAM	$ -	$1.6698	minute	$ -
Georgia	INSGEO	$ -	$2.6112	minute	$ -
Germany	INSGER	$ -	$0.1030	minute	$ -
Ghana	INSGHA	$ -	$2.1588	minute	$ -
Gibraltar	INSGIB	$ -	$1.6428	minute	$ -
Greece	INSGRE	$ -	$1.6026	minute	$ -
Greenland	INSGRL	$ -	$1.7940	minute	$ -
Grenada	INSGND	$ -	$1.4964	minute	$ -
Guadeloupe	INSGDL	$ -	$1.5588	minute	$ -
Guantanamo	INSGNT	$ -	$1.6038	minute	$ -
Guatemala	INSGTM	$ -	$0.2400	minute	$ -
Guinea, People's Revolutionary Republic	INSGPR	$ -	$2.3760	minute	$ -
Guinea-Bissau	INSGNB	$ -	$4.1436	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Guyana	INSGUY	$ -	$2.0730	minute	$ -
Haiti	INSHAI	$ -	$1.7976	minute	$ -
Honduras	INSHND	$ -	$1.7958	minute	$ -
Hong Kong	INSHKG	$ -	$1.7754	minute	$ -
Hungary	INSHUN	$ -	$1.5588	minute	$ -
Iceland	INSICE	$ -	$1.5288	minute	$ -
India	INSIND	$ -	$0.1400	minute	$ -
Indonesia	INSIDN	$ -	$2.3592	minute	$ -
Iran	INSIRN	$ -	$2.2824	minute	$ -
Iraq	INSIRQ	$ -	$2.8824	minute	$ -
Ireland	INSIRE	$ -	$1.0722	minute	$ -
Israel	INSISR	$ -	$0.1800	minute	$ -
Italy	INSITA	$ -	$0.1030	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Ivory Coast	INSIVO	$ -	$2.5314	minute	$ -
Jamaica	INSJAM	$ -	$1.5546	minute	$ -
Japan	INSJAP	$ -	$0.0860	minute	$ -
Jordan	INSJOR	$ -	$1.8600	minute	$ -
Kazakhstan	INSKAZ	$ -	$2.6112	minute	$ -
Kenya	INSKEN	$ -	$2.1444	minute	$ -
Kiribati	INSKIR	$ -	$4.5600	minute	$ -
Korea, North	INSKRN	$ -	$5.2272	minute	$ -
Korea, South	INSKRS	$ -	$0.1030	minute	$ -
Kuwait	INSKUW	$ -	$1.7472	minute	$ -
Kyrgyzstan	INSKYR	$ -	$2.6112	minute	$ -
Laos	INSLAO	$ -	$5.3604	minute	$ -
Latvia	INSLAT	$ -	$2.6112	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Lebanon	INSLEB	$ -	$3.0978	minute	$ -
Lesotho	INSLES	$ -	$1.9506	minute	$ -
Liberia	INSLBR	$ -	$2.0196	minute	$ -
Libya	INSLBY	$ -	$2.3244	minute	$ -
Liechtenstein	INSLIE	$ -	$1.1280	minute	$ -
Lithuania	INSLIT	$ -	$2.6112	minute	$ -
Luxembourg	INSLUX	$ -	$1.2822	minute	$ -
Macao	INSMAC	$ -	$2.5212	minute	$ -
Macedonia	INSMCD	$ -	$1.8468	minute	$ -
Madagascar	INSMAD	$ -	$4.9446	minute	$ -
Malawi	INSMLW	$ -	$1.8828	minute	$ -
Malaysia	INSMLY	$ -	$1.8198	minute	$ -
Maldives	INSMLD	$ -	$3.8970	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Mali	INSMAL	$ -	$2.7180	minute	$ -
Malta	INSMLT	$ -	$1.9098	minute	$ -
Marshall Islands	INSMAR	$ -	$2.6022	minute	$ -
Mauritania	INSMRT	$ -	$3.3018	minute	$ -
Mauritius	INSMAU	$ -	$3.2370	minute	$ -
Mayotte Island	INSMAY	$ -	$3.3888	minute	$ -
Mexico	INSMEX	$ -	$0.1000	minute	$ -
Micronesia	INSMIC	$ -	$2.6052	minute	$ -
Moldova	INSMOL	$ -	$2.6112	minute	$ -
Monaco	INSMNC	$ -	$0.9126	minute	$ -
Mongolian People's Republic	INSMGP	$ -	$5.0214	minute	$ -
Montserrat	INSMON	$ -	$1.3308	minute	$ -
Morocco	INSMOR	$ -	$2.2242	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Mozambique	INSMOZ	$ -	$3.1980	minute	$ -
Myanmar	INSMYA	$ -	$6.2034	minute	$ -
Namibia	INSNAM	$ -	$2.0970	minute	$ -
Nauru	INSNAU	$ -	$5.2650	minute	$ -
Nepal	INSNEP	$ -	$2.8914	minute	$ -
Netherlands	INSNET	$ -	$0.9210	minute	$ -
Netherlands Antilles	INSNTA	$ -	$1.1898	minute	$ -
Nevis	INSNEV	$ -	$1.2714	minute	$ -
New Caledonia	INSNCD	$ -	$2.4804	minute	$ -
New Zealand	INSNZD	$ -	$1.9122	minute	$ -
Nicaragua	INSNIC	$ -	$1.9158	minute	$ -
Niger	INSNGR	$ -	$2.8812	minute	$ -
Nigeria	INSNIG	$ -	$1.5786	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Niue	INSNIU	$ -	$4.1520	minute	$ -
Norfolk Island	INSNFK	$ -	$4.1520	minute	$ -
Norway	INSNOR	$ -	$1.0914	minute	$ -
Oman	INSOMA	$ -	$1.9338	minute	$ -
Pakistan	INSPAK	$ -	$2.8080	minute	$ -
Palau	INSPAL	$ -	$3.2178	minute	$ -
Panama	INSPAN	$ -	$1.5492	minute	$ -
Papua New Guinea	INSPAP	$ -	$2.2770	minute	$ -
Paraguay	INSPAR	$ -	$2.1042	minute	$ -
Peru	INSPER	$ -	$1.7898	minute	$ -
Philippines	INSPHI	$ -	$1.9776	minute	$ -
Poland	INSPOL	$ -	$1.7508	minute	$ -
Portugal	INSPOR	$ -	$0.2400	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Qatar	INSQAT	$ -	$2.3838	minute	$ -
Reunion	INSREU	$ -	$2.9064	minute	$ -
Romania	INSROM	$ -	$2.3412	minute	$ -
Russia	INSRUS	$ -	$2.6112	minute	$ -
Rwanda	INSRWA	$ -	$2.9916	minute	$ -
Samoa	INSSAM	$ -	$2.7516	minute	$ -
San Marino	INSSAN	$ -	$1.3194	minute	$ -
Sao Tome	INSSAO	$ -	$4.4028	minute	$ -
Saudi Arabia	INSSAU	$ -	$1.8060	minute	$ -
Senegal Republic	INSSEN	$ -	$2.4906	minute	$ -
Seychelles Islands	INSSEY	$ -	$3.5514	minute	$ -
Sierra Leone	INSSIE	$ -	$2.7816	minute	$ -
Singapore	INSSIN	$ -	$1.6614	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Slovakia	INSSVK	$ -	$1.5144	minute	$ -
Slovenia	INSSVN	$ -	$1.8468	minute	$ -
Solomon Islands	INSSOL	$ -	$3.6228	minute	$ -
Somali Republic	INSSOM	$ -	$4.1046	minute	$ -
South Africa	INSSOU	$ -	$1.4664	minute	$ -
Spain	INSSPA	$ -	$0.1030	minute	$ -
Sri Lanka	INSSRI	$ -	$3.0498	minute	$ -
St. Helena	INSSRL	$ -	$3.4914	minute	$ -
St. Kitts	INSSTH	$ -	$1.2714	minute	$ -
St. Lucia	INSSTL	$ -	$1.4202	minute	$ -
St. Pierre and Miquelon	INSSPM	$ -	$1.1280	minute	$ -
St. Vincent and The Grenadines	INSSVG	$ -	$1.5000	minute	$ -
Sudan	INSSUD	$ -	$3.9324	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Suriname	INSSUR	$ -	$2.3946	minute	$ -
Swaziland	INSSWA	$ -	$2.0196	minute	$ -
Sweden	INSSWE	$ -	$0.9948	minute	$ -
Switzerland	INSSWI	$ -	$0.1030	minute	$ -
Syrian Arab Republic	INSSYR	$ -	$3.0840	minute	$ -
Taiwan	INSTAI	$ -	$1.9098	minute	$ -
Tajikistan	INSTAJ	$ -	$2.6112	minute	$ -
Tanzania	INSTAN	$ -	$2.0904	minute	$ -
Thailand	INSTHA	$ -	$2.1930	minute	$ -
Togo	INSTOG	$ -	$2.1918	minute	$ -
Tonga Islands	INSTON	$ -	$3.0510	minute	$ -
Trinidad and Tobago	INSTRI	$ -	$1.5678	minute	$ -
Tunisia	INSTUN	$ -	$1.8864	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Turkey	INSTRK	$ -	$0.1900	minute	$ -
Turkmenistan	INSTKM	$ -	$2.6112	minute	$ -
Turks and Caicos Islands	INSTKC	$ -	$1.3740	minute	$ -
Tuvalu	INSTUV	$ -	$5.5338	minute	$ -
Uganda	INSUGA	$ -	$2.0214	minute	$ -
Ukraine	INSUKR	$ -	$2.6112	minute	$ -
United Arab Emirates	INSUAE	$ -	$1.7046	minute	$ -
United Kingdom	INSUKM	$ -	$0.0750	minute	$ -
Uruguay	INSURU	$ -	$1.8258	minute	$ -
Uzbekistan	INSUZB	$ -	$2.6112	minute	$ -
Vanuatu	INSVAN	$ -	$4.1520	minute	$ -
Vatican City	INSVAT	$ -	$1.3194	minute	$ -
Venezuela	INSVEN	$ -	$1.0740	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Vietnam	INSVIE	$ -	$3.1362	minute	$ -
Wallis and Fortuna Islands	INSWAL	$ -	$3.6156	minute	$ -
Yemen	INSYEM	$ -	$2.0484	minute	$ -
Yugoslavia	INSYUG	$ -	$1.8468	minute	$ -
Zaire	INSZAI	$ -	$2.1156	minute	$ -
Zambia	INSZAM	$ -	$1.8210	minute	$ -
Zimbabwe	INSZIM	$ -	$1.7820	minute	$ -
International Calling Rates – Dedicated Access - Off-Peak					
Afghanistan	IODAFG	$ -	$5.4084	minute	$ -
Albania	IODALB	$ -	$2.9508	minute	$ -
Algeria	IODALG	$ -	$1.7004	minute	$ -
Andorra	IODAND	$ -	$1.7592	minute	$ -
Angola	IODAGL	$ -	$0.7524	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Anguilla	IODAGU	$ -	$3.9486	minute	$ -
Antarctica (Casey)	IODANC	$ -	$1.0764	minute	$ -
Antarctica (Scott)	IODANS	$ -	$3.6570	minute	$ -
Antigua and Barbuda	IODANT	$ -	$2.8698	minute	$ -
Argentina	IODARG	$ -	$1.0656	minute	$ -
Armenia	IODARM	$ -	$1.3374	minute	$ -
Aruba	IODARU	$ -	$2.2404	minute	$ -
American Samoa	IODAMS	$ -	$0.9648	minute	$ -
Ascension Island	IODASC	$ -	$2.2038	minute	$ -
Australia	IODAST	$ -	$1.0872	minute	$ -
Austria	IODAUS	$ -	$0.9720	minute	$ -
Azerbaijan	IODAZE	$ -	$2.2404	minute	$ -
Bahamas	IODBAH	$ -	$0.7134	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Bahrain	IODBHR	$ -	$1.5186	minute	$ -
Bangladesh	IODBAN	$ -	$2.3352	minute	$ -
Barbados	IODBAR	$ -	$1.2216	minute	$ -
Belarus	IODBLR	$ -	$2.2404	minute	$ -
Belgium	IODBLG	$ -	$0.9696	minute	$ -
Belize	IODBLZ	$ -	$1.6506	minute	$ -
Benin	IODBEN	$ -	$1.8408	minute	$ -
Bermuda	IODBER	$ -	$0.7224	minute	$ -
Bhutan	IODBHU	$ -	$3.5910	minute	$ -
Bolivia	IODBOL	$ -	$1.6038	minute	$ -
Bosnia and Herzegovina	IODBOS	$ -	$1.5696	minute	$ -
Botswana	IODBOT	$ -	$1.7856	minute	$ -
Brazil	IODBRA	$ -	$0.2270	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Brunei	IODBRU	$ -	$1.0416	minute	$ -
Bulgaria	IODBUL	$ -	$1.7484	minute	$ -
Burkina Faso	IODBKF	$ -	$1.5786	minute	$ -
Burundi	IODBUR	$ -	$2.4210	minute	$ -
British Virgin Islands	IODBRI	$ -	$3.1698	minute	$ -
Central African Republic	IODCEN	$ -	$3.6096	minute	$ -
Cambodia	IODCAM	$ -	$1.7622	minute	$ -
Cameroon	IODCMR	$ -	$0.1608	minute	$ -
Canada	IODCAN	$ -	$0.0350	minute	$ -
Cape Verde	IODCAP	$ -	$1.0290	minute	$ -
Cayman Islands	IODCAY	$ -	$3.9324	minute	$ -
Chad	IODCHA	$ -	$4.0140	minute	$ -
China	IODCI	$ -	$0.0400	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Chile	IODCHI	$ -	$2.5830	minute	$ -
Christmas and Cocos Islands	IODCHR	$ -	$3.6570	minute	$ -
Colombia	IODCOL	$ -	$1.4952	minute	$ -
Comoros	IODCOM	$ -	$3.8892	minute	$ -
Congo	IODCON	$ -	$2.6100	minute	$ -
Cook Islands	IODCOO	$ -	$4.1130	minute	$ -
Costa Rica	IODCOS	$ -	$1.2186	minute	$ -
Croatia	IODCRO	$ -	$1.5696	minute	$ -
Cuba	IODCUB	$ -	$2.8128	minute	$ -
Cyprus	IODCYP	$ -	$1.4406	minute	$ -
Czech Republic	IODCZE	$ -	$1.2798	minute	$ -
Diego Garcia	IODDIE	$ -	$0.9840	minute	$ -
Djibouti	IODDJI	$ -	$2.2452	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Denmark	IODDEN	$ -	$0.1800	minute	$ -
Dominica	IODDMC	$ -	$1.2510	minute	$ -
Dominican Republic	IODDMR	$ -	$1.2246	minute	$ -
Ecuador	IODECU	$ -	$4.1130	minute	$ -
Egypt	IODEGY	$ -	$1.6080	minute	$ -
El Salvador	IODELS	$ -	$1.7436	minute	$ -
Equatorial Guinea	IODEQU	$ -	$1.5330	minute	$ -
Eritrea	IODERI	$ -	$3.5154	minute	$ -
Estonia	IODEST	$ -	$1.9836	minute	$ -
Ethiopia	IODETH	$ -	$2.2404	minute	$ -
East Timor	IODEAS	$ -	$2.1924	minute	$ -
Faeroe Islands	IODFAE	$ -	$0.9840	minute	$ -
Falkland Islands	IODFAL	$ -	$2.8980	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Fiji Islands	IODFIJ	$ -	$2.4954	minute	$ -
Finland	IODFIN	$ -	$1.0074	minute	$ -
France	IODFRA	$ -	$0.0960	minute	$ -
French Antilles	IODFRE	$ -	$1.1196	minute	$ -
French Guiana	IODFRG	$ -	$1.6854	minute	$ -
French Polynesia	IODFRP	$ -	$2.3652	minute	$ -
Gabon Republic	IODGAB	$ -	$1.5438	minute	$ -
Gambia	IODGAM	$ -	$1.4166	minute	$ -
Georgia	IODGEO	$ -	$2.2404	minute	$ -
Germany	IODGER	$ -	$0.0960	minute	$ -
Ghana	IODGHA	$ -	$1.8438	minute	$ -
Gibraltar	IODGIB	$ -	$1.3920	minute	$ -
Greece	IODGRE	$ -	$1.3578	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Greenland	IODGRL	$ -	$1.5258	minute	$ -
Grenada	IODGND	$ -	$1.2624	minute	$ -
Guadeloupe	IODGDL	$ -	$1.3200	minute	$ -
Guantanamo	IODGNT	$ -	$1.3590	minute	$ -
Guatemala	IODGTM	$ -	$0.2200	minute	$ -
Guinea-Bissau	IODGNB	$ -	$2.0340	minute	$ -
Guinea, People's Revolutionary Republic	IODGPR	$ -	$3.5802	minute	$ -
Guyana	IODGUY	$ -	$1.7676	minute	$ -
Haiti	IODHAI	$ -	$1.5282	minute	$ -
Hong Kong	IODHKG	$ -	$1.5270	minute	$ -
Honduras	IODHND	$ -	$1.5072	minute	$ -
Hungary	IODHUN	$ -	$1.3200	minute	$ -
Iceland	IODICE	$ -	$1.2912	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
India	IODIND	$ -	$0.1200	minute	$ -
Indonesia	IODIDN	$ -	$2.0190	minute	$ -
Iran	IODIRN	$ -	$1.9512	minute	$ -
Iraq	IODIRQ	$ -	$2.4780	minute	$ -
Ireland	IODIRE	$ -	$0.8940	minute	$ -
Israel	IODISR	$ -	$0.1630	minute	$ -
Italy	IODITA	$ -	$0.0960	minute	$ -
Ivory Coast	IODIVO	$ -	$2.1690	minute	$ -
Jamaica	IODJAM	$ -	$1.3158	minute	$ -
Japan	IODJAP	$ -	$0.0770	minute	$ -
Jordan	IODJOR	$ -	$1.5828	minute	$ -
Kazakhstan	IODKAZ	$ -	$2.2404	minute	$ -
Kenya	IODKEN	$ -	$1.8294	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Kiribati	IODKIR	$ -	$3.9432	minute	$ -
Korea, North	IODKRN	$ -	$4.5282	minute	$ -
Korea South	IODKRS	$ -	$0.0960	minute	$ -
Kuwait	IODKUW	$ -	$1.4808	minute	$ -
Kyrgyzstan	IODKYR	$ -	$2.2404	minute	$ -
Laos	IODLAO	$ -	$4.6440	minute	$ -
Latvia	IODLAT	$ -	$2.2404	minute	$ -
Lebanon	IODLEB	$ -	$2.6658	minute	$ -
Lesotho	IODLES	$ -	$1.6614	minute	$ -
Liberia	IODLBR	$ -	$1.7220	minute	$ -
Libya	IODLBY	$ -	$1.9884	minute	$ -
Liechtenstein	IODLIE	$ -	$0.9420	minute	$ -
Lithuania	IODLIT	$ -	$2.2404	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Luxembourg	IODLUX	$ -	$1.0764	minute	$ -
Macao	IODMAC	$ -	$2.1588	minute	$ -
Macedonia	IODMCD	$ -	$1.5696	minute	$ -
Madagascar	IODMAD	$ -	$4.2810	minute	$ -
Malawi	IODMLW	$ -	$1.6038	minute	$ -
Malaysia	IODMLY	$ -	$1.5468	minute	$ -
Maldives	IODMLD	$ -	$3.3648	minute	$ -
Mali	IODMAL	$ -	$2.3334	minute	$ -
Malta	IODMLT	$ -	$1.6254	minute	$ -
Marshall Islands	IODMAR	$ -	$2.2296	minute	$ -
Mauritius	IODMAU	$ -	$2.8428	minute	$ -
Mauritania	IODMRT	$ -	$2.7864	minute	$ -
Mayotte Island	IODMAY	$ -	$2.9190	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Mexico	IODMEX	$ -	$0.0800	minute	$ -
Micronesia	IODMIC	$ -	$2.2338	minute	$ -
Moldova	IODMOL	$ -	$2.2404	minute	$ -
Monaco	IODMNC	$ -	$0.7524	minute	$ -
Mongolian People's Republic	IODMGP	$ -	$4.3470	minute	$ -
Montserrat	IODMON	$ -	$1.1172	minute	$ -
Morocco	IODMOR	$ -	$1.9002	minute	$ -
Mozambique	IODMOZ	$ -	$2.7540	minute	$ -
Myanmar	IODMYA	$ -	$5.3832	minute	$ -
Namibia	IODNAM	$ -	$1.7874	minute	$ -
Nauru	IODNAU	$ -	$4.5606	minute	$ -
New Caledonia	IODNCD	$ -	$2.4846	minute	$ -
Nepal	IODNEP	$ -	$0.7608	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Netherlands	IODNET	$ -	$0.9948	minute	$ -
Nevis	IODNEV	$ -	$1.0656	minute	$ -
Nigeria	IODNIG	$ -	$2.1258	minute	$ -
Nicaragua	IODNIC	$ -	$1.6266	minute	$ -
Niger	IODNGR	$ -	$1.6320	minute	$ -
Niue	IODNIU	$ -	$2.4762	minute	$ -
Norfolk Island	IODNFK	$ -	$1.3350	minute	$ -
Norway	IODNOR	$ -	$3.5868	minute	$ -
Netherlands Antilles	IODNTA	$ -	$3.5868	minute	$ -
New Zealand	IODNZD	$ -	$0.9090	minute	$ -
Oman	IODOMA	$ -	$1.6470	minute	$ -
Pakistan	IODPAK	$ -	$2.4126	minute	$ -
Palau	IODPAL	$ -	$2.7720	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Panama	IODPAN	$ -	$1.3092	minute	$ -
Papua New Guinea	IODPAP	$ -	$1.9464	minute	$ -
Paraguay	IODPAR	$ -	$1.7958	minute	$ -
Peru	IODPER	$ -	$1.5216	minute	$ -
Philippines	IODPHI	$ -	$1.6854	minute	$ -
Poland	IODPOL	$ -	$1.4886	minute	$ -
Portugal	IODPOR	$ -	$0.2200	minute	$ -
Qatar	IODQAT	$ -	$2.0394	minute	$ -
Reunion	IODREU	$ -	$2.4954	minute	$ -
Romania	IODROM	$ -	$2.0052	minute	$ -
South Africa	IODSOU	$ -	$2.2404	minute	$ -
Russia	IODRUS	$ -	$2.5728	minute	$ -
Rwanda	IODRWA	$ -	$2.3616	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Samoa	IODSAM	$ -	$1.1082	minute	$ -
Sao Tome	IODSAO	$ -	$3.8070	minute	$ -
Saudi Arabia	IODSAU	$ -	$1.5336	minute	$ -
Senegal Republic	IODSEN	$ -	$2.1342	minute	$ -
Seychelles Islands	IODSEY	$ -	$3.0612	minute	$ -
Sierra Leone	IODSIE	$ -	$2.3892	minute	$ -
Singapore	IODSIN	$ -	$1.4070	minute	$ -
Slovakia	IODSVK	$ -	$1.2798	minute	$ -
Slovenia	IODSVN	$ -	$1.5696	minute	$ -
San Marino	IODSAN	$ -	$3.1236	minute	$ -
Solomon Islands	IODSOL	$ -	$3.5676	minute	$ -
Somali Republic	IODSOM	$ -	$1.2348	minute	$ -
Spain	IODSPA	$ -	$0.0960	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Sri Lanka	IODSRI	$ -	$2.6226	minute	$ -
St. Helena	IODSRL	$ -	$3.0090	minute	$ -
St. Kitts	IODSTH	$ -	$1.0656	minute	$ -
St. Lucia	IODSTL	$ -	$1.1994	minute	$ -
St. Pierre and Miquelon	IODSPM	$ -	$0.9420	minute	$ -
St. Vincent and The Grenadines	IODSVG	$ -	$1.2672	minute	$ -
Sudan	IODSUD	$ -	$3.3960	minute	$ -
Suriname	IODSUR	$ -	$2.0508	minute	$ -
Swaziland	IODSWA	$ -	$1.7220	minute	$ -
Sweden	IODSWE	$ -	$0.8256	minute	$ -
Switzerland	IODSWI	$ -	$0.0960	minute	$ -
Syrian Arab Republic	IODSYR	$ -	$2.6514	minute	$ -
Taiwan	IODTAI	$ -	$1.6254	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Tajikistan	IODTAJ	$ -	$2.2404	minute	$ -
Tanzania	IODTAN	$ -	$1.7832	minute	$ -
Thailand	IODTHA	$ -	$1.8720	minute	$ -
Turks and Caicos Islands	IODTKC	$ -	$1.8702	minute	$ -
Togo	IODTOG	$ -	$2.6232	minute	$ -
Tonga Islands	IODTON	$ -	$1.3260	minute	$ -
Trinidad and Tobago	IODTRI	$ -	$1.6056	minute	$ -
Turkmenistan	IODTKM	$ -	$1.5444	minute	$ -
Tunisia	IODTUN	$ -	$2.2404	minute	$ -
Turkey	IODTRK	$ -	$0.1800	minute	$ -
Tuvalu	IODTUV	$ -	$4.7988	minute	$ -
United Arab Emirates	IODUAE	$ -	$1.7226	minute	$ -
United Kingdom	IODUKM	$ -	$0.0690	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Uganda	IODUGA	$ -	$1.4484	minute	$ -
Ukraine	IODUKR	$ -	$0.6696	minute	$ -
Uruguay	IODURU	$ -	$1.5522	minute	$ -
Uzbekistan	IODUZB	$ -	$2.2404	minute	$ -
Vanuatu	IODVAN	$ -	$3.5868	minute	$ -
Vatican City	IODVAT	$ -	$1.1082	minute	$ -
Venezuela	IODVEN	$ -	$0.8946	minute	$ -
Vietnam	IODVIE	$ -	$2.6988	minute	$ -
Wallis and Fortuna Islands	IODWAL	$ -	$3.1182	minute	$ -
Yemen	IODYEM	$ -	$1.7472	minute	$ -
Yugoslavia	IODYUG	$ -	$1.5696	minute	$ -
Zaire	IODZAI	$ -	$1.8060	minute	$ -
Zambia	IODZAM	$ -	$1.5492	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Zimbabwe	IODZIM	$ -	$1.5132	minute	$ -
International Calling Rates – Switched Access - Off-Peak					
Afghanistan	IOSAFG	$ -	$5.4528	minute	$ -
Albania	IOSALB	$ -	$3.0024	minute	$ -
Algeria	IOSALG	$ -	$1.7514	minute	$ -
Andorra	IOSAND	$ -	$1.8102	minute	$ -
Angola	IOSAGL	$ -	$0.8046	minute	$ -
Anguilla	IOSAGU	$ -	$4.0014	minute	$ -
Antarctica (Casey)	IOSANC	$ -	$1.1280	minute	$ -
Antarctica (Scott)	IOSANS	$ -	$3.7098	minute	$ -
Antigua and Barbuda	IOSANT	$ -	$2.9208	minute	$ -
Argentina	IOSARG	$ -	$1.1166	minute	$ -
Armenia	IOSARM	$ -	$1.3908	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Aruba	IOSARU	$ -	$2.2926	minute	$ -
American Samoa	IOSAMS	$ -	$1.0182	minute	$ -
Ascension Island	IOSASC	$ -	$2.2554	minute	$ -
Australia	IOSAST	$ -	$1.1394	minute	$ -
Austria	IOSAUS	$ -	$1.0230	minute	$ -
Azerbaijan	IOSAZE	$ -	$2.2926	minute	$ -
Bahamas	IOSBAH	$ -	$0.7650	minute	$ -
Bahrain	IOSBHR	$ -	$1.5696	minute	$ -
Bangladesh	IOSBAN	$ -	$2.3880	minute	$ -
Barbados	IOSBAR	$ -	$1.2726	minute	$ -
Belarus	IOSBLR	$ -	$2.2926	minute	$ -
Belgium	IOSBLG	$ -	$1.0212	minute	$ -
Belize	IOSBLZ	$ -	$1.7034	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Benin	IOSBEN	$ -	$1.8936	minute	$ -
Bermuda	IOSBER	$ -	$0.7734	minute	$ -
Bhutan	IOSBHU	$ -	$3.6438	minute	$ -
Bolivia	IOSBOL	$ -	$1.6560	minute	$ -
Bosnia and Herzegovina	IOSBOS	$ -	$1.6230	minute	$ -
Botswana	IOSBOT	$ -	$1.8378	minute	$ -
Brazil	IOSBRA	$ -	$0.2450	minute	$ -
Brunei	IOSBRU	$ -	$1.0932	minute	$ -
Bulgaria	IOSBUL	$ -	$1.8018	minute	$ -
Burkina Faso	IOSBKF	$ -	$1.6320	minute	$ -
Burundi	IOSBUR	$ -	$2.4744	minute	$ -
British Virgin Islands	IOSBRI	$ -	$3.2232	minute	$ -
Central African Republic	IOSCEN	$ -	$3.6630	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Cambodia	IOSCAM	$ -	$1.8144	minute	$ -
Cameroon	IOSCMR	$ -	$0.2154	minute	$ -
Canada	IOSCAN	$ -	$0.0410	minute	$ -
Cape Verde	IOSCAP	$ -	$1.0800	minute	$ -
Cayman Islands	IOSCAY	$ -	$3.9846	minute	$ -
Chad	IOSCHA	$ -	$4.0656	minute	$ -
China	IOSCI	$ -	$0.0500	minute	$ -
Chile	IOSCHI	$ -	$2.6346	minute	$ -
Christmas and Cocos Islands	IOSCHR	$ -	$3.7098	minute	$ -
Colombia	IOSCOL	$ -	$1.5468	minute	$ -
Comoros	IOSCOM	$ -	$3.9426	minute	$ -
Congo	IOSCON	$ -	$2.6598	minute	$ -
Cook Islands	IOSCOO	$ -	$4.1652	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Costa Rica	IOSCOS	$ -	$1.2714	minute	$ -
Croatia	IOSCRO	$ -	$1.6230	minute	$ -
Cuba	IOSCUB	$ -	$2.8638	minute	$ -
Cyprus	IOSCYP	$ -	$1.4910	minute	$ -
Czech Republic	IOSCZE	$ -	$1.3308	minute	$ -
Diego Garcia	IOSDIE	$ -	$1.0344	minute	$ -
Djibouti	IOSDJI	$ -	$2.2962	minute	$ -
Denmark	IOSDEN	$ -	$0.200	minute	$ -
Dominica	IOSDMC	$ -	$1.3032	minute	$ -
Dominican Republic	IOSDMR	$ -	$1.2762	minute	$ -
Ecuador	IOSECU	$ -	$4.1652	minute	$ -
Egypt	IOSEGY	$ -	$1.6608	minute	$ -
El Salvador	IOSELS	$ -	$1.7940	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Equatorial Guinea	IOSEQU	$ -	$1.5870	minute	$ -
Eritrea	IOSERI	$ -	$3.5670	minute	$ -
Estonia	IOSEST	$ -	$2.0358	minute	$ -
Ethiopia	IOSETH	$ -	$2.2926	minute	$ -
East Timor	IOSEAS	$ -	$2.2452	minute	$ -
Faeroe Islands	IOSFAE	$ -	$1.0344	minute	$ -
Falkland Islands	IOSFAL	$ -	$2.9502	minute	$ -
Fiji Islands	IOSFIJ	$ -	$2.5482	minute	$ -
Finland	IOSFIN	$ -	$1.0596	minute	$ -
France	IOSFRA	$ -	$0.1030	minute	$ -
French Antilles	IOSFRE	$ -	$1.1724	minute	$ -
French Guiana	IOSFRG	$ -	$1.7364	minute	$ -
French Polynesia	IOSFRP	$ -	$2.4174	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Gabon Republic	IOSGAB	$ -	$1.5936	minute	$ -
Gambia	IOSGAM	$ -	$1.4688	minute	$ -
Georgia	IOSGEO	$ -	$2.2926	minute	$ -
Germany	IOSGER	$ -	$0.1030	minute	$ -
Ghana	IOSGHA	$ -	$1.8966	minute	$ -
Gibraltar	IOSGIB	$ -	$1.4430	minute	$ -
Greece	IOSGRE	$ -	$1.4070	minute	$ -
Greenland	IOSGRL	$ -	$1.5762	minute	$ -
Grenada	IOSGND	$ -	$1.3140	minute	$ -
Guadeloupe	IOSGDL	$ -	$1.3722	minute	$ -
Guantanamo	IOSGNT	$ -	$1.4100	minute	$ -
Guatemala	IOSGTM	$ -	$0.2400	minute	$ -
Guinea-Bissau	IOSGNB	$ -	$2.0862	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Guinea, People's Revolutionary Republic	IOSGPR	$ -	$3.6336	minute	$ -
Guyana	IOSGUY	$ -	$1.8186	minute	$ -
Haiti	IOSHAI	$ -	$1.5798	minute	$ -
Hong Kong	IOSHKG	$ -	$1.5786	minute	$ -
Honduras	IOSHND	$ -	$1.5594	minute	$ -
Hungary	IOSHUN	$ -	$1.3722	minute	$ -
Iceland	IOSICE	$ -	$1.3446	minute	$ -
India	IOSIND	$ -	$0.1400	minute	$ -
Indonesia	IOSIDN	$ -	$2.0706	minute	$ -
Iran	IOSIRN	$ -	$2.0040	minute	$ -
Iraq	IOSIRQ	$ -	$2.5314	minute	$ -
Ireland	IOSIRE	$ -	$0.9450	minute	$ -
Israel	IOSISR	$ -	$0.1800	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Italy	IOSITA	$ -	$0.1030	minute	$ -
Ivory Coast	IOSIVO	$ -	$2.2218	minute	$ -
Jamaica	IOSJAM	$ -	$1.3680	minute	$ -
Japan	IOSJAP	$ -	$0.0860	minute	$ -
Jordan	IOSJOR	$ -	$1.6344	minute	$ -
Kazakhstan	IOSKAZ	$ -	$2.2926	minute	$ -
Kenya	IOSKEN	$ -	$1.8816	minute	$ -
Kiribati	IOSKIR	$ -	$3.9960	minute	$ -
Korea, North	IOSKRN	$ -	$4.5804	minute	$ -
Korea South	IOSKRS	$ -	$0.1030	minute	$ -
Kuwait	IOSKUW	$ -	$1.5336	minute	$ -
Kyrgyzstan	IOSKYR	$ -	$2.2926	minute	$ -
Laos	IOSLAO	$ -	$4.6968	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Latvia	IOSLAT	$ -	$2.2926	minute	$ -
Lebanon	IOSLEB	$ -	$2.7180	minute	$ -
Lesotho	IOSLES	$ -	$1.7124	minute	$ -
Liberia	IOSLBR	$ -	$1.7742	minute	$ -
Libya	IOSLBY	$ -	$2.0394	minute	$ -
Liechtenstein	IOSLIE	$ -	$0.9930	minute	$ -
Lithuania	IOSLIT	$ -	$2.2926	minute	$ -
Luxembourg	IOSLUX	$ -	$1.1280	minute	$ -
Macao	IOSMAC	$ -	$2.2122	minute	$ -
Macedonia	IOSMCD	$ -	$1.6230	minute	$ -
Madagascar	IOSMAD	$ -	$4.3326	minute	$ -
Malawi	IOSMLW	$ -	$1.6560	minute	$ -
Malaysia	IOSMLY	$ -	$1.5996	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Maldives	IOSMLD	$ -	$3.4182	minute	$ -
Mali	IOSMAL	$ -	$2.3862	minute	$ -
Malta	IOSMLT	$ -	$1.6782	minute	$ -
Marshall Islands	IOSMAR	$ -	$2.2836	minute	$ -
Mauritius	IOSMAU	$ -	$2.8962	minute	$ -
Mauritania	IOSMRT	$ -	$2.8392	minute	$ -
Mayotte Island	IOSMAY	$ -	$2.9724	minute	$ -
Mexico	IOSMEX	$ -	$0.1000	minute	$ -
Micronesia	IOSMIC	$ -	$2.2854	minute	$ -
Moldova	IOSMOL	$ -	$2.2926	minute	$ -
Monaco	IOSMNC	$ -	$0.8046	minute	$ -
Mongolian People's Republic	IOSMGP	$ -	$4.3992	minute	$ -
Montserrat	IOSMON	$ -	$1.1706	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Morocco	IOSMOR	$ -	$1.9530	minute	$ -
Mozambique	IOSMOZ	$ -	$2.8056	minute	$ -
Myanmar	IOSMYA	$ -	$5.4360	minute	$ -
Namibia	IOSNAM	$ -	$1.8408	minute	$ -
Nauru	IOSNAU	$ -	$4.6116	minute	$ -
New Caledonia	IOSNCD	$ -	$2.5356	minute	$ -
Nepal	IOSNEP	$ -	$0.8112	minute	$ -
Netherlands	IOSNET	$ -	$1.0470	minute	$ -
Nevis	IOSNEV	$ -	$1.1166	minute	$ -
Nigeria	IOSNIG	$ -	$2.1774	minute	$ -
Nicaragua	IOSNIC	$ -	$1.6788	minute	$ -
Niger	IOSNGR	$ -	$1.6830	minute	$ -
Niue	IOSNIU	$ -	$2.5296	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Norfolk Island	IOSNFK	$ -	$1.3854	minute	$ -
Norway	IOSNOR	$ -	$3.6402	minute	$ -
Netherlands Antilles	IOSNTA	$ -	$3.6402	minute	$ -
New Zealand	IOSNZD	$ -	$0.9624	minute	$ -
Oman	IOSOMA	$ -	$1.6992	minute	$ -
Pakistan	IOSPAK	$ -	$2.4648	minute	$ -
Palau	IOSPAL	$ -	$2.8242	minute	$ -
Panama	IOSPAN	$ -	$1.3614	minute	$ -
Papua New Guinea	IOSPAP	$ -	$1.9986	minute	$ -
Paraguay	IOSPAR	$ -	$1.8474	minute	$ -
Peru	IOSPER	$ -	$1.5732	minute	$ -
Philippines	IOSPHI	$ -	$1.7364	minute	$ -
Poland	IOSPOL	$ -	$1.5402	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Portugal	IOSPOR	$ -	$0.2400	minute	$ -
Qatar	IOSQAT	$ -	$2.0922	minute	$ -
Reunion	IOSREU	$ -	$2.5482	minute	$ -
Romania	IOSROM	$ -	$2.0550	minute	$ -
South Africa	IOSSOU	$ -	$2.2926	minute	$ -
Russia	IOSRUS	$ -	$2.6226	minute	$ -
Rwanda	IOSRWA	$ -	$2.4138	minute	$ -
Samoa	IOSSAM	$ -	$1.1610	minute	$ -
Sao Tome	IOSSAO	$ -	$3.8586	minute	$ -
Saudi Arabia	IOSSAU	$ -	$1.5876	minute	$ -
Senegal Republic	IOSSEN	$ -	$2.1876	minute	$ -
Seychelles Islands	IOSSEY	$ -	$3.1128	minute	$ -
Sierra Leone	IOSSIE	$ -	$2.4414	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Singapore	IOSSIN	$ -	$1.4580	minute	$ -
Slovakia	IOSSVK	$ -	$1.3308	minute	$ -
Slovenia	IOSSVN	$ -	$1.6230	minute	$ -
San Marino	IOSSAN	$ -	$3.1776	minute	$ -
Solomon Islands	IOSSOL	$ -	$3.6192	minute	$ -
Somali Republic	IOSSOM	$ -	$1.2870	minute	$ -
Spain	IOSSPA	$ -	$0.1030	minute	$ -
Sri Lanka	IOSSRI	$ -	$2.6754	minute	$ -
St. Helena	IOSSRL	$ -	$3.0606	minute	$ -
St. Kitts	IOSSTH	$ -	$1.1166	minute	$ -
St. Lucia	IOSSTL	$ -	$1.2498	minute	$ -
St. Pierre and Miquelon	IOSSPM	$ -	$0.9930	minute	$ -
St. Vincent and The Grenadines	IOSSVG	$ -	$1.3200	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Sudan	IOSSUD	$ -	$3.4482	minute	$ -
Suriname	IOSSUR	$ -	$2.1030	minute	$ -
Swaziland	IOSSWA	$ -	$1.7742	minute	$ -
Sweden	IOSSWE	$ -	$0.8772	minute	$ -
Switzerland	IOSSWI	$ -	$0.1030	minute	$ -
Syrian Arab Republic	IOSSYR	$ -	$2.7048	minute	$ -
Taiwan	IOSTAI	$ -	$1.6782	minute	$ -
Tajikistan	IOSTAJ	$ -	$2.2926	minute	$ -
Tanzania	IOSTAN	$ -	$1.8354	minute	$ -
Thailand	IOSTHA	$ -	$1.9254	minute	$ -
Turks and Caicos Islands	IOSTKC	$ -	$1.9224	minute	$ -
Togo	IOSTOG	$ -	$2.6760	minute	$ -
Tonga Islands	IOSTON	$ -	$1.3788	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Trinidad and Tobago	IOSTRI	$ -	$1.6578	minute	$ -
Turkmenistan	IOSTKM	$ -	$1.5948	minute	$ -
Tunisia	IOSTUN	$ -	$2.2926	minute	$ -
Turkey	IOSTRK	$ -	$0.1900	minute	$ -
Tuvalu	IOSTUV	$ -	$4.8504	minute	$ -
United Arab Emirates	IOSUAE	$ -	$1.7754	minute	$ -
United Kingdom	IOSUKM	$ -	$0.0750	minute	$ -
Uganda	IOSUGA	$ -	$1.5000	minute	$ -
Ukraine	IOSUKR	$ -	$0.7236	minute	$ -
Uruguay	IOSURU	$ -	$1.6044	minute	$ -
Uzbekistan	IOSUZB	$ -	$2.2926	minute	$ -
Vanuatu	IOSVAN	$ -	$3.6402	minute	$ -
Vatican City	IOSVAT	$ -	$1.1610	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Venezuela	IOSVEN	$ -	$0.9462	minute	$ -
Vietnam	IOSVIE	$ -	$2.7516	minute	$ -
Wallis and Fortuna Islands	IOSWAL	$ -	$3.1692	minute	$ -
Yemen	IOSYEM	$ -	$1.7982	minute	$ -
Yugoslavia	IOSYUG	$ -	$1.6230	minute	$ -
Zaire	IOSZAI	$ -	$1.8582	minute	$ -
Zambia	IOSZAM	$ -	$1.6014	minute	$ -
Zimbabwe	IOSZIM	$ -	$1.5660	minute	$ -
International LD Mobile Termination – Dedicated & Switched Access					
International – Mobile Term to Brazil	IMTBRA	$ -	$0.3000	minute	$ -
International – Mobile Term to China	IMTCH	$ -	$0.0200	minute	$ -
International – Mobile Term to Denmark	IMTDEN	$ -	$0.2200	minute	$ -
International – Mobile Term to Germany	IMTGER	$ -	$0.2200	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
International – Mobile Term to Guatemala	IMTGTM	$ -	$0.1500	minute	$ -
International – Mobile Term to India	IMTIND	$ -	$0.1700	minute	$ -
International – Mobile Term to Italy	IMTITA	$ -	$0.2400	minute	$ -
International – Mobile Term to Portugal	IMTPOR	$ -	$0.2900	minute	$ -
International – Mobile Term to Mexico – Schedule 1 (Mileage Band: 1-10)	IMTMXB1	$ -	$0.0000	minute	$ -
International – Mobile Term to Mexico – Schedule 1 (Mileage Band: 11-22)	IMTMXB2	$ -	$0.0000	minute	$ -
International – Mobile Term to Mexico – Schedule 1 (Mileage Band: 23-55)	IMTMXB3	$ -	$0.0000	minute	$ -
International – Mobile Term to Mexico – Schedule 1 (Mileage Band: 56-124)	IMTMXB4	$ -	$0.0000	minute	$ -
International – Mobile Term to Mexico – Schedule 1 (Mileage Band: 125-292)	IMTMXB5	$ -	$0.0000	minute	$ -
International – Mobile Term to Mexico – Schedule 1 (Mileage Band: 293-430)	IMTMXB6	$ -	$0.0000	minute	$ -
International – Mobile Term to Mexico – Schedule 1	IMTMXB7	$ -	$0.0000	minute	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
(Mileage Band: 431-925)					
International – Mobile Term to Mexico – Schedule 1 (Mileage Band: 926-3000)	IMTMXB8	$ -	$0.0000	minute	$ -
International – Mobile Term to Mexico – Schedule 2 – Dedicated (Rate Bands 1-8)	IMTMEXD	$ -	$0.2300	minute	$ -
International – Mobile Term to Mexico – Schedule 2 – Switched (Rate Bands 1-8)	IMTMEXS	$ -	$0.2500	minute	$ -
International – Mobile Term to Turkey	IMTTRK	$ -	$0.2100	minute	$ -
International – Mobile Term to United Kingdom	IMTUKM	$ -	$1.2500	minute	$ -
Access					
Dedicated Access DS1	1LVN9 1LNN9 041AC AHOAA	$200.00	$145.00	DS1	$ -
Dedicated Access DS3	1LN44 AHOAA	$700.00	$1,250.00	DS3	$ -
Primary Rate Interface (PRI) on DS1	BHC	$500.00	$ 100.00	DS1	$ -
Shared Access for Switched Services (SASS)	SASS	$ -	$ -	DS1	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Static Integrated Network Access (SINA)	SINA	$ -	$ -	DS1	$ -
Split Access Flexible Egress Routing (SAFER)	SMOER SMOE1	$100.00	$5.00	DS1 after first 25	$ -
Basic Features					
10 Digit/14 Digit Exclusion	SDN1	$ -	$ -	N/A	$ -
Universal Range Privilege	SDN2	$ -	$ -	N/A	$ -
Basic Account Codes	SMOAB	$ -	$ -	N/A	$ -
Customized Message Announcements	SMOAO	$ -	$ -	N/A	$ -
NetPROTECT ® Fraud Protection Service - Basic	NETPR	$ -	$ -	N/A	$ -
Expanded Service Management System (ESMS)	SMOAM	$ -	$ -	N/A	$ -
Chargeable Features					
Flexible Routing	SMOFR	$ 100.00	$ 300.00	network	$ -
Location Sharing	NRZC3	$ 100.00	$ -	sharer	$ -
Authorization Codes	SMOBC	$ 500.00	$0.020	1000 codes	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Expanded Authorization Codes	SMOPC	$ 600.00	$0.030	1000 codes	$ -
Partitioned Database Management	SMOBP	$10,000.00	$ -	database	$ -
Offnet Overflow on Busy (OOTB)	SMOBE	$85.00	$ 200.00		$ -
Virtual Office Connection/NRA IV	SMO84	$ 400.00	$0.030	call	$ -
Enhanced Fraud Protection – NetProtect Plus	NPPRIM	$ 100.00	$ 10.00	Telephone System	$ -
Fully Enhanced Fraud Protection – NetPROTECT Premium	NPPREM	$ 300.00	$200.00	Telephone System	$ -
Switched Digital Services – Data Transmission - SDDN					
SDDN 1	SMOCC1	$ 100.00	$0.048	minute	$ -
SDDN 2	SMOCC2	$ 100.00	$0.049	minute	$ -
SDDN 3	SMOCC3	$ 100.00	$0.077	minute	$ -
SDDN 56 or 64 kbps	SMOCC4	$ 100.00	$0.097	minute	$ -
Subnetwork Screen Groups	SMOSG	$ 200.00	$ 50.00	screening group	$ -
Subnetwork Calling Groups	SMOCG	$ 400.00	$ 50.00	calling group	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Subnetwork Network Intercept Announcements	SMOAO	$ 50.00	$ 100.00 monthly $.070 per announcement	announcement	$ -
Other Services					
ATR Support I – See Note 1	TRGV13	$ -	$ 94.00	hour	$ -
ATR Support II – See Note 1	TRGV14	$ -	$125.00	hour	$ -
ATR Support III – See Note 1	TRGV15	$ -	$138.00	hour	$ -
Overtime Charges – See Note 2	TRGV13 TRGV14 TRGV15	$ -	$50.00	hour	$ -
Premium Charges – See Note 3	TRGV13 TRGV14 TRGV15	$ -	$100.00	hour	$ -

Note 1 - Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.
Note 2 – Overtime Charges are additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday.
Note 3 – Premium Charges are additional per hour rates for work performed anytime on Sunday and/or State holidays.

Feature Name	Identifier	Feature Description	Additional Information
		restriction.	
Basic Account Codes	SMOAB	SDN Basic Account Codes will give the State the flexibility to assign a one- to 15-digit account code to individuals or groups of users. The code, which is dialed after the phone number, will allow calls to be tracked by department, individual or project. These Account Codes will allow calls to be sorted and grouped of the Call Detail Report, simplifying call tracking and allowing for charge-backs.	These codes are designed for call allocation and no validation or screening occurs.
Customized Message Announcements	SMOAO	SDN offers both standard Network Intercept Announcements and customized Special Announcements. It can be based upon an intercept condition such as an invalid ID Code or customized by dialed number.	
NetPROTECT® Toll Fraud Protection Service	NETPR	NetProtect ® monitors both outbound international and domestic toll free calls 24 x 7x 365. AT&T provides timely notification of suspicious calling patterns. AT&T also provides toll fraud education conducted by security experts, who can also initiate toll fraud investigations and answer questions via a 24 hour NetPROTECT hotline. CALNET II users will be	

Feature Name	Identifier	Feature Description	Additional Information
		covered by the Basic NetProtect offer. With the Basic offer, AT&T will monitor and notify the number that is experiencing the fraud.	
Expanded Service Management System (ESMS)	SMOAM	Expanded Service Management System (ESMS) enables Customer to activate and deactivate authorization codes, change flexible routing configurations, and obtain certain reports.	
Chargeable Features			
Flexible Routing	SMOFR	Flexible Routing feature enables SDN users to reroute calls to alternate locations when their network or business conditions deem this necessary. SDN Flexible Routing provides the option of either pre-planning alternate routes or creating alternate routes as needed.	
Location Sharing	NRZC3	Location Sharing will enable customers to receive calls from other SDN customers on their SDN access lines.	
Authorization Codes	SMOBC	Customer can assign one- to 15-digit authorization codes to users, to establish calling privileges and/or restrictions.	
Expanded Authorization Codes	SMOPC	Expanded Authorization Codes, which will allow the Customer to assign one- to 15-digit code.	

Feature Name	Identifier	Feature Description	Additional Information
		These dual-purpose codes allow Customer to use part of an authorization code to manage calling privileges, and use the remainder of the code for user bill-back.	
Partitioned Database Management	SMOPB	Partitioned Database Management allows the Customer to partition their SDN service locations into separate networks, while receiving the benefits of on-network calling capabilities between and/or among the SDN networks. AT&T establishes a separate database for each network.	
Offnet Overflow on Busy (OOTB)	SMOBE	Off-Net Overflow on Terminating Busy (OOTB) is an optional feature that is purchased on a network basis and deployed per location which lets an SDN user complete a domestic or international call to an off-net station or private network interface even though all terminating dedicated access lines are busy.	
Virtual Office Connection	SMO84	Virtual Office Connection–Network Remote Access IV (NRA IV) is a feature that would allow the Customer to have certain users' access their SDN network from a predetermined location using a unique Toll Free number, without the use	

Feature Name	Identifier	Feature Description	Additional Information
		of authorization codes.	
Enhanced Fraud Protection – NetProtect® Plus	NPPRIM	NetPROTECT® – Plus offers the Customer another means of preventing and controlling toll fraud on their SDN Network. AT&T's network is monitored to look for unusual calling patterns suggesting toll fraud. If fraudulent calling is suspected, AT&T will contract the appropriate Customer representative(s) and work with the representative to curtail the toll fraud. The Customer can also elect to order the optional SDN NetPROTECT offering. This will allow different option that the Customer may select for blocking calls from on-network locations by location, to a specific destination, to a specific country or to all international locations. By selecting one or more of these options, the Customer would not be liable for payment on fraudulent calls. AT&T will also make notification to alternative contacts and assist in your effort to stop the suspected fraud, including blocking calls.	
Fully Enhance Fraud Protection – Net PROTECT ® Premium	NPPREM	AT&T's NetPROTECT® - Premium – Premium is a further enhanced value-added Long Distance and Remote Toll Fraud	

Feature Name	Identifier	Feature Description	Additional Information
		protection and notification plan.	
Switched Digital Services – Data Transmission (SDDN)		AT&T's Software Defined Data Network (SDDN) allows end-to-end digital transmission at speeds of 56 kbps or 64 kbps and is available in two modes: static and dynamic. In the Static Mode, access to the network is full time at 56 kbps. In the Dynamic Mode, CALNET II users may initiate 56 kbps calls on a call-by-call basis via the use of a feature code. Dynamic Mode requires a digital PBX. With the use of ISDN utilizing a PRI, CALNET II users will be able to transmit data at 64 kbps in either Static or Dynamic Mode.	
SDDN 1	SMOCC1	Calls which originate from and terminate at on-net locations using special access	
SDDN 2	SMOCC2	Calls which originate from on-net locations using digital special access and terminate at locations using digital switched access or vice-versa	
SDDN 3	SMOCC3	Calls which originate from on-net locations using digital switched access and terminate at locations using digital switched access	
SDDN 56 or 64 kbps	SMOCC4	Calls which originate from on-net locations	

Feature Name	Identifier	Feature Description	Additional Information
		using digital special access and terminate at off-net locations using digital special access and can be reached via 700 numbers assigned to the terminating numbers or public/private data networks	
Subnetwork Screen Groups	SMOSG	Allows the creation of subnetwork call screening groups	
Subnetwork Calling Groups	SMOCG	Allows the creation of subnetwork calling groups	
Subnetwork Network Intercept Announcements	SMOAO	Allows the creation of unique network intercept announcements for subnetworks	
Other Services			
Support Services – I/ATR Support I	TRGV13	Provide experienced telecommunications professionals to support existing State and local resources with telecommunications outside of normal AT&T support activities. Can include conducting comprehensive inventories at locations and review and monitor accuracy of billing and tracking.	
Support Services – II/ATR Support II	TRGV14	Provides experienced telecommunications professionals to provide more complex support to state and local staff to help manage moves, adds and change (MAC) requests and interface	

Feature Name	Identifier	Feature Description	Additional Information
		with vendors; Can project manage vendors for wiring and MAC orders if required; verify on-site equipment and circuits, and compile and maintain an accurate inventory of same. Can also provide project management services such as identifying scope of work, roles and responsibilities, timelines, risk and contingencies as well as day to day support.	
Support Services – III/ATR Support III	TRGV15	Work with departments to support the internal capabilities needed to manage large and extremely complex projects beyond the scope of normal support. Can help develop and establish a Project Management Office specific to a large project or for the support of numerous initiatives. This can include the implementation of project management software, establishing the infrastructure (people, processes and technology) to oversee projects; and establishing an onsite help desk. Provide the resources and expertise to implement and support these functions. Can also provide services to implement specific solutions to meet fiscal management needs,	

Feature Name	Identifier	Feature Description	Additional Information
		including the development of custom databases and reports.	
Regular Charges	TRGV13 TRGV14 TRGV15	Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.	
Overtime Charges	TRGV13 TRGV14 TRGV15	Additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday	
Premium Charges	TRGV13 TRGV14 TRGV15 TRGV16	Additional per hour rates for work performed anytime on Sunday and/or State holidays.	

International Rate Periods - Calls Originating in the US Mainland		
Country	**Peak**	**Off-Peak**
Afghanistan	6pm-10:59am	11am-5:59pm
Albania	7am-12:59pm	1pm-6:59am
Algeria	6am-11:59am	12 noon-5:59am
American Samoa	5pm-10:59pm	11pm-4:59pm
Andorra	7am-12:59pm	1pm-6:59am
Angola	6am-11:59am	12 noon-5:59am
Anguilla	4pm-9:59pm	10pm-3:59pm
Antarctica (Casey)	5pm-10:59pm	11pm-4:59pm
Antarctica (Scott)	5pm-10:59pm	11pm-4:59pm
Antigua and Barbuda	4pm-9:59pm	10pm-3:59pm
Argentina	8am-5:59pm	6pm-7:59am
Armenia	1pm-1:59am	2am-12:59pm

International Rate Periods - Calls Originating in the US Mainland		
Country	**Peak**	**Off-Peak**
Aruba	4pm-9:59pm	10pm-3:59pm
Ascension Island	6am-11:59am	12 noon-5:59am
Australia	2pm-7:59pm	8pm-1:59pm
Austria	7am-12:59pm	1pm-6:59am
Azerbaijan+	1pm-1:59am	2am-12:59pm
Bahamas	8am-4:59pm	5pm-7:59am
Bahrain	8am-2:59pm	3pm-7:59am
Bangladesh	6am-5:59pm	6pm-5:59am
Barbados	4pm-9:59pm	10pm-3:59pm
Belarus	1pm-1:59am	2am-12:59pm
Belgium	7am-12:59pm	1pm-6:59am
Belize	5pm-10:59pm	11pm-4:59pm
Benin	6am-11:59am	12 noon-5:59am
Bermuda	8am-4:59pm	5pm-7:59am
Bhutan	6pm-5:59am	6am-5:59pm
Bolivia	4pm-11:59am	12 noon-3:59pm
Bosnia and Hercegovena	1pm-1:59am	2am-12:59pm
Botswana	6am-11:59am	12 noon-5:59am
Brazil	8am-5:59pm	6pm-7:59am
British Virgin Islands	8am-4:59pm	5pm-7:59am
Brunei	5pm-10:59pm	11pm-4:59pm
Bulgaria	1pm-1:59am	2am-12:59pm
Burkina Faso	6am-11:59am	12 noon-5:59am
Burundi	6am-11:59am	12 noon-5:59am
Cambodia	5pm-1:59am	2am-4:59pm
Cameroon	6am-11:59am	12 noon-5:59am
Canada	8am-5:59pm	6pm-7:59am
Cape Verde	6am-11:59am	12 noon-5:59am
Cayman Islands	8am-4:59pm	5pm-7:59am
Central African Republic	6am-11:59am	12 noon-5:59am
Chad	6am-11:59am	12 noon-5:59am
Chile	8am-5:59pm	6pm-7:59am

International Rate Periods - Calls Originating in the US Mainland		
Country	**Peak**	**Off-Peak**
China	5pm-1:59am	2am-4:59pm
Christmas and Cocos Islands	5pm-10:59pm	11pm-4:59pm
Colombia	4pm-11:59am	12 noon-3:59pm
Comoros	6am-11:59am	12 noon-5:59am
Congo	6am-11:59am	12 noon-5:59am
Cook Islands	5pm-10:59pm	11pm-4:59pm
Costa Rica	5pm-10:59pm	11pm-4:59pm
Croatia	1pm-1:59am	2am-12:59pm
Cuba	4pm-9:59pm	10pm-3:59pm
Cyprus	7am-12:59pm	1pm-6:59am
Czech Republic	7am-12:59pm	1pm-6:59am
Denmark	7am-12:59pm	1pm-6:59am
Diego Garcia	5pm-10:59pm	11pm-4:59pm
Djibouti	6am-11:59am	12 noon-5:59am
Dominica	4pm-9:59pm	10pm-3:59pm
Dominican Republic	4pm-9:59pm	10pm-3:59pm
East Timor	5pm-10:59pm	11pm-4:59pm
Ecuador	4pm-11:59am	12 noon-3:59pm
Egypt	1pm-1:59am	2am-12:59pm
El Salvador	5pm-10:59pm	11pm-4:59pm
Equatorial Guinea	6am-11:59am	12 noon-5:59am
Eritrea	1pm-1:59am	2am-12:59pm
Estonia	1pm-1:59am	2am-12:59pm
Ethiopia	1pm-1:59am	2am-12:59pm
Faeroe Islands	7am-12:59pm	1pm-6:59am
Falkland Islands	8am-5:59pm	6pm-7:59am
Fiji Islands	5pm-1:59am	2am-4:59pm
Finland	7am-12:59pm	1pm-6:59am
France	7am-12:59pm	1pm-6:59am
French Antilles	8am-4:59pm	5pm-7:59am
French Guiana	8am-5:59pm	6pm-7:59am
French Polynesia	5pm-10:59pm	11pm-4:59pm

International Rate Periods - Calls Originating in the US Mainland		
Country	**Peak**	**Off-Peak**
Gabon Republic	6am-11:59am	12 noon-5:59am
Gambia	6am-11:59am	12 noon-5:59am
Georgia	1pm-1:59am	2am-12:59pm
Germany	7am-12:59pm	1pm-6:59am
Ghana	6am-11:59am	12 noon-5:59am
Gibraltar	7am-12:59pm	1pm-6:59am
Greece	7am-12:59pm	1pm-6:59am
Greenland	7am-12:59pm	1pm-6:59am
Grenada	4pm-9:59pm	10pm-3:59pm
Guadeloupe	8am-4:59pm	5pm-7:59am
Guantanamo	4pm-9:59pm	10pm-3:59pm
Guatemala	5pm-10:59pm	11pm-4:59pm
Guinea, People Revolutionary Republic	6am-11:59am	12 noon-5:59am
Guinea-Bissau	6am-11:59am	12 noon-5:59am
Guyana	8am-5:59pm	6pm-7:59am
Haiti	4pm-9:59pm	10pm-3:59pm
Honduras	5pm-10:59pm	11pm-4:59pm
Hong Kong	5pm-10:59pm	11pm-4:59pm
Hungary	7am-12:59pm	1pm-6:59am
Iceland	1pm-7:59pm	8pm-12:59pm
India	6am-5:59pm	6pm-5:59am
Indonesia	5pm-1:59am	2am-4:59pm
Iran	1pm-1:59am	2am-12:59pm
Iraq	1pm-1:59am	2am-12:59pm
Ireland	7am-12:59pm	1pm-6:59am
Israel	8am-4:59pm	5pm-7:59am
Italy	7am-12:59pm	1pm-6:59am
Ivory Coast	6am-11:59am	12 noon-5:59am
Jamaica	4pm-9:59pm	10pm-3:59pm
Japan	2pm-7:59pm	8pm-1:59pm
Jordan	8am-4:59pm	5pm-7:59am
Kazakhstan	1pm-1:59am	2am-12:59pm

International Rate Periods - Calls Originating in the US Mainland		
Country	**Peak**	**Off-Peak**
Kenya	7am-4:59pm	5pm-6:59am
Kiribati	5pm-10:59pm	11pm-4:59pm
Korea, North	2pm-7:59pm	8pm-1:59pm
Korea, South	2pm-7:59pm	8pm-1:59pm
Kuwait	7am-4:59pm	5pm-6:59am
Kyrgyzstan	5pm-10:59pm	11pm-4:59pm
Laos	5pm-10:59pm	11pm-4:59pm
Latvia	1pm-1:59am	2am-12:59pm
Lebanon	8am-2:59pm	3pm-7:59am
Lesotho	7am-4:59pm	5pm-6:59am
Liberia	6am-11:59am	12 noon-5:59am
Libya	6am-11:59am	12 noon-5:59am
Liechtenstein	7am-12:59pm	1pm-6:59am
Lithuania	1pm-1:59am	2am-12:59pm
Luxembourg	7am-12:59pm	1pm-6:59am
Macao	5pm-1:59am	2am-4:59pm
Macedonia	1pm-1:59am	2am-12:59pm
Madagascar	6am-11:59am	12 noon-5:59am
Malawi	6am-11:59am	12 noon-5:59am
Malaysia	5pm-1:59am	2am-4:59pm
Maldives	6pm-12:59am	1am-5:59pm
Mali	6am-11:59am	12 noon-5:59am
Malta	7am-12:59pm	1pm-6:59am
Marshall Islands	5pm-10:59pm	11pm-4:59pm
Mauritania	6am-11:59am	12 noon-5:59am
Mauritius	6am-11:59am	12 noon-5:59am
Mayotte Island	6am-11:59am	12 noon-5:59am
Mexico	7am-6:59pm	7pm-6:59am
Micronesia	5pm-10:59pm	11pm-4:59pm
Moldova	1pm-1:59am	2am-12:59pm
Monaco	7am-12:59pm	1pm-6:59am
Mongolian, People's Rep.	5pm-10:59pm	11pm-4:59pm

International Rate Periods - Calls Originating in the US Mainland		
Country	**Peak**	**Off-Peak**
Montserrat	4pm-9:59pm	10pm-3:59pm
Morocco	6am-11:59am	12 noon-5:59am
Mozambique	6am-11:59am	12 noon-5:59am
Myanmar	5pm-10:59pm	11pm-4:59pm
Namibia	6am-11:59am	12 noon-5:59am
Nauru	5pm-10:59pm	11pm-4:59pm
Nepal	6am-5:59pm	6pm-5:59am
Netherlands	7am-12:59pm	1pm-6:59am
Netherlands Antilles	8am-4:59pm	5pm-7:59am
Nevis	4pm-9:59pm	10pm-3:59pm
New Caledonia	5pm-10:59pm	11pm-4:59pm
New Zealand	5pm-10:59pm	11pm-4:59pm
Nicaragua	5pm-10:59pm	11pm-4:59pm
Niger	6am-11:59am	12 noon-5:59am
Nigeria	7am-4:59pm	5pm-6:59am
Niue	5pm-10:59pm	11pm-4:59pm
Norfolk Island	5pm-10:59pm	11pm-4:59pm
Norway	7am-12:59pm	1pm-6:59am
Oman	8am-2:59pm	3pm-7:59am
Pakistan	6am-5:59pm	6pm-5:59am
Palau	5pm-10:59pm	11pm-4:59pm
Panama	5pm-10:59pm	11pm-4:59pm
Papua New Guinea	5pm-10:59pm	11pm-4:59pm
Paraguay	8am-5:59pm	6pm-7:59am
Peru	4pm-11:59am	12 noon-3:59pm
Philippines	5pm-1:59am	2am-4:59pm
Poland	7am-12:59pm	1pm-6:59am
Portugal	1pm-7:59pm	8pm-12:59pm
Qatar	7am-4:59pm	5pm-6:59am
Reunion	6am-11:59am	12 noon-5:59am
Romania	1pm-1:59am	2am-12:59pm
Russia	1pm-1:59am	2am-12:59pm

International Rate Periods - Calls Originating in the US Mainland		
Country	**Peak**	**Off-Peak**
Rwanda	6am-11:59am	12 noon-5:59am
Samoa	5pm-10:59pm	11pm-4:59pm
San Marino	7am-12:59pm	1pm-6:59am
Sao Tome	6am-11:59am	12 noon-5:59am
Saudi Arabia	7am-4:59pm	5pm-6:59am
Senegal Republic	6am-11:59am	12 noon-5:59am
Seychelles Islands	6am-11:59am	12 noon-5:59am
Sierra Leone	6am-11:59am	12 noon-5:59am
Singapore	5pm-10:59pm	11pm-4:59pm
Slovakia	7am-12:59pm	1pm-6:59am
Slovenia	1pm-1:59am	2am-12:59pm
Solomon Islands	5pm-10:59pm	11pm-4:59pm
Somali	6am-11:59am	12 noon-5:59am
South Africa	6am-11:59am	12 noon-5:59am
Spain	7am-12:59pm	1pm-6:59am
Sri Lanka	6am-5:59pm	6pm-5:59am
St. Helena	6am-11:59am	12 noon-5:59am
St. Kitts	4pm-9:59pm	10pm-3:59pm
St. Lucia	4pm-9:59pm	10pm-3:59pm
St. Pierre and Miquelon	4pm-9:59pm	10pm-3:59pm
St. Vincent and The Grenadines	4pm-9:59pm	10pm-3:59pm
Sudan	1pm-1:59am	2am-12:59pm
Suriname	8am-5:59pm	6pm-7:59am
Swaziland	6am-11:59am	12 noon-5:59am
Sweden	7am-12:59pm	1pm-6:59am
Switzerland	7am-12:59pm	1pm-6:59am
Syrian Arab Republic	1pm-1:59am	2am-12:59pm
Taiwan	5pm-10:59pm	11pm-4:59pm
Tajikistan	1pm-1:59am	2am-12:59pm
Tanzania	1pm-1:59am	2am-12:59pm
Thailand	5pm-1:59am	2am-4:59pm
Togo	6am-11:59am	12 noon-5:59am

International Rate Periods - Calls Originating in the US Mainland		
Country	**Peak**	**Off-Peak**
Tonga Islands	5pm-1:59am	2am-4:59pm
Trinidad and Tobago	4pm-9:59pm	10pm-3:59pm
Tunisia	6am-11:59am	12 noon-5:59am
Turkey	7am-12:59pm	1pm-6:59am
Turkmenistan	1pm-1:59am	2am-12:59pm
Turks and Caicos Islands	8am-4:59pm	5pm-7:59am
Tuvalu	5pm-10:59pm	11pm-4:59pm
Uganda	1pm-1:59am	2am-12:59pm
Ukraine	1pm-1:59am	2am-12:59pm
United Arab Emirates	8am-2:59pm	3pm-7:59am
United Kingdom	7am-12:59pm	1pm-6:59am
Uruguay	4pm-11:59am	12 noon-3:59pm
Uzbekistan	1pm-1:59am	2am-12:59pm
Vanuatu	5pm-10:59pm	11pm-4:59pm
Vatican City	7am-12:59pm	1pm-6:59am
Venezuela	8am-5:59pm	6pm-7:59am
Vietnam	5pm-1:59am	2am-4:59pm
Wallis and Futuna Islands	5pm-10:59pm	11pm-4:59pm
Yemen	8am-2:59pm	3pm-7:59am
Yugoslavia	1pm-1:59am	2am-12:59pm
Zaire	6am-11:59am	12 noon-5:59am
Zambia	6am-11:59am	12 noon-5:59am
Zimbabwe	6am-11:59am	12 noon-5:59am

6.2.6.1 Service Identifier: Network Based Automatic Call Distributor (ACD) Features

Description of Service

AT&T's Network Based ACD platform provides Call Center Service functionality at the network level and evenly distributes call among a designated group, regardless of the geographic location of the agents.

ACD evenly distributes incoming calls among a designated group. The ACD places calls in queue if no agent is available. The distribution of these calls can be provided at the queue level based on:

- Dialed number
- Time of day
- Location of the caller

The network-based ACD, as a hosted service, does *not* require premises-based equipment such as

- Switches
- Private Branch Exchange (PBX)
- Interactive Voice Response (IVR)
- Computer Telephone Integration (CTI)

AT&T can deliver this feature functionality via the network to any location that connects to the public switched telephone network (PSTN). The network-based ACD offers a real-time view to all agents, regardless of geographic location. It connects all inbound calls to the best-qualified available agent. You will receive reports on all activities of all centers, groups, virtual groups, and agents—available as one consolidated view.

All methods of call delivery are supported.

Customers shall procure the local loop from the CALNET II, Module 1 (Core Services) Contractor.

Availability

The Network Based ACD functionality is available Statewide.

Feature Name	Identifier	Feature Description	Additional Information
Virtual Hold Ports	Q14079	Virtual Hold is a queue management solution that ends long hold times for customers. During peak call times, callers are given the choice to receive a return phone call without losing their place in line. As agents become available, Virtual Hold calls the customers back when it is their turn to speak with an agent. Callers can also initiate a callback through the Web or schedule appointments for a callback up to seven days in the future. Check with Account Team for service availability.	Will require ACD Application Development based on customer requirements.
Virtual Hold Rendezvous Add On	QMAN19	Rendezvous is a sub feature to the Virtual Hold functionality. Rendezvous allows a caller to schedule an appointment to speak with a representative at a more convenient time, up to 7 days in to the future.	Will require ACD Application Development based on customer requirements.

Training Classes

Feature Name	Identifier	Feature Description	Additional Information
Network Based ACD - Remote Training - each 4 hours for 1-10 students (sold in 4 hr increments)	QTRAIN	Remote Training covers any of the modules below except for the strategy modules. There is a 4 hour minimum for remote training and 4 hours for each additional increment. Soft copies of	Change Order charge will be based on SOW language.

Feature Name	Identifier	Feature Description	Additional Information
		documentation will be provided on CD. Hard copies of training materials will be provided by Qwest for an additional cost detailed in the SOW.	
Network Based ACD - On site training - up to 8 hours for 1-10 students	QTRAIN	On Site training is provided in minimum 1 day (8 hour) increments. Customers can pick a series of modules up to 8 hours for this training. Additional increments of 4 hour blocks can be purchased above the original 8 hours of training for the price listed, as long as those hours are used consecutively to the original 8 hours. • This includes the Admin, Supervisor or Agent modules. • The total training time cannot be longer than 5 consecutive days for one trip. • Hard copies of the training materials will be provided by Qwest. • QRouting product and Genesys documentation CDs will be provided by Qwest. • Travel expenses included. • Customer to provide conference room for 10 people and projector.	Change Order charge will be based on SOW language.
Network Based ACD - On site training – additional 4 hour increments for 1-10 students	QTRAIN	Additional increments of 4 hour blocks can be purchased above the original 8 hours of training, as long as those hours are used consecutively to the original 8 hours.	

Feature Name	Identifier	Feature Description	Additional Information
Network Based ACD - Strategy Training 1 week for 1-7 students	QTRAIN	This is a 5 day class that will help familiarize the students with Interactive Routing Designer (IRD) objects and terminology. The time will be used to discuss best practices for developing a strategy. Students will build a strategy along with the instructor using the IRD tool. Students will also learn how to troubleshoot problems in strategies using the UR Logs. After this class the students will be familiar with the IRD tool and understand how to build mid level strategies. They will understand how to troubleshoot and fix issues in a strategy.	Change Order charge will be based on SOW language.
Network Based ACD - Strategy Training 2 weeks for 1-7 students	QTRAIN	This is a 10 day class that will help familiarize the students with IRD objects and terminology. The time will be used to discuss best practices for developing a strategy. Students will build a strategy using advanced tools along with the instructor using the IRD tool. Students will also learn how to troubleshoot problems in strategies using the UR Logs. After this class, the students will be familiar with the IRD tool and understand how to build high level strategies. They will understand how to trouble shoot and fix issues in a strategy.	Change Order charge will be based on SOW language.
Network Based ACD - Custom Development for	QTRAIN	At the customer's request, training materials and/or customized training classes	Available on an ICB Basis.

Feature Name	Identifier	Feature Description	Additional Information
Training Materials or Customized Training Classes		will be developed based upon the customer's specific requirements.	

Notes:

All training assumes pre-developed training materials.
Any custom development for training materials or training classes is available on an ICB basis.

Customer Provided Resources:

- Conference room to fit up to 10 people.
- Projector for demonstrating IRD.
- Each class member will need a computer loaded with IRD, CME, and CCPulse to build a strategy and view results.
- Premise database set up to allow database dips from the strategy.

Class Modules	Audience	Time	Offered Remotely?
Using CME	Admin	4 hours	Y
Using MMS	Admin	4 hours	Y
Using CCPulse Reporting	Supervisor	8 hours	Y
Using QuickTrack Historical Reporting	Supervisor	2 hours	Y
Using ERS	Supervisor	2 hours	Y
Using Call Recording	Supervisor	2 hours	Y
Using Stream Manager (Avail date TBD)	Supervisor	2 hours	Y
Unified Login (Description TBD)	Supervisor	2 hours	Y
Supervisor Desktop - GSD	Supervisor	2 hours	Y
Supervisor Desktop - Train the Trainer - TAPI	Supervisor	4 hours	Y
Supervisor Desktop - Train the Trainer - TAPI-less	Supervisor	2 hours	Y
Supervisor Desktop - Train the Trainer - GAD	Supervisor	4 hours	Y
Supervisor Desktop - Train the Trainer - GSD	Supervisor	4 hours	Y
Remote Agent Logout	Supervisor	1 hour	Y
Agent Training - GAD	Agent	2 hours	Y
Agent Training - Quicklaunch TAPI	Agent	2 hours	Y
Agent Training - Quicklaunch TAPI-less	Agent	1 hour	Y
Strategy - IRD Overview	Admin	2 hours	Y
Strategy - Basic Strategy Design	Admin	2 days	N
Strategy - Intermediate Strategy Design	Admin	5 days	N
Strategy - Advanced Strategy Design	Admin	10 days	N
WFM for Agents	Agents	CBT	NA
WFM for Supervisors	Supervisors	CBT	NA

Call Center Consulting Services

Feature Name	Identifier	Feature Description	Additional Information
Call Center Consulting Services – I	TRGV03	Call Center Implementation We will work with agencies/ departments or groups to identify the business case, the requirements and processes needed for a call center. We will support the department in the selection and implementation of the call center including resources, processes, and technology.	
Call Center Consulting Services – II	TRGV04	Business Process Improvement We will work with agencies/departments or groups to identify improvement for call center functions and to create tighter integration among partners, resources, constituents and customers. This includes analysis, recommendation and implementation of enhancements to resources, processes and tools.	
Call Center Consulting Services – III	TRGV05	Resource Augmentation We will provide call center staff augmentation, which can include dedicated on-site support as well as off-site roll-over support.	
Regular Charges	TRGV03 TRGV04 TRGV05	Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.	
Overtime Charges	TRGV03 TRGV04 TRGV05	Additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday	
Premium Charges	TRGV03 TRGV04	Additional per hour rates for work performed anytime on	

Feature Name	Identifier	Feature Description	Additional Information
	TRGV05	Sunday and/or State holidays.	

Network Based NextGen Emergency Routing Service

Description of *Service*

Network Based NEXTGEN Emergency Routing Service delivers E9-1-1 calls to a public agency ("Agency") as defined in Section 53100 of the Warren 9-1-1 Emergency Assistance Act. The public agency may have one or more locations where calls are handled by 9-1-1 call-taker personnel ("Agents").

This service is comprised of several features covering the following components:

- **Hosted 9-1-1 Routing Services**: Provides intelligent call routing for E9-1-1 calls;
- **Gateway Services**: Provides connectivity to external call sources and destinations;
- **Call Handling Services**: Provides network-based environment facilitating Automatic Call Distributor features for emergency response in an E9-1-1 Agency environment;
- **Jurisdictional Mapping Service**: Provides Jurisdictional Maps to facilitate the routing of wireless emergency calls based on their location;
- **Wireless Sector Review**: Provides an ongoing review of existing and newly added wireless sectors for accuracy ;
- **Dashboard Analytics Package**: Series of web based dashboards for displaying key metrics for emergency call information updated on a near real-time basis;
- **Ancillary Services**: Provides additional functionality required for complete operation and management of Agency duties.

Hosted 9-1-1 Routing Services
Network Based NEXTGEN Emergency Routing Service provides emergency call routing based on routing instructions, to a designated Agency. The routing functionality is provided on a network based platform hosted in an AT&T Network Control Center. When this service is provided, the customer must also order supporting features listed below, and in some configurations must order call handling services. This feature requires the use of transport services for call and data delivery, procured from CALNET II MSA1 (Core Services). This service in some configurations requires a managed router which is available on CALNET II.

Gateway Services
Gateways provide secure connectivity for access to and from external entities, such as wireless carriers, legacy selective routers, and PSAP agencies.

Call Handling Services
Network Based Integrated Emergency Response Service delivers a call along with call detail information to an E9-1-1 agent position. The Integrated Emergency Response functionality is provided on a network based platform hosted in an AT&T Network Control Center.

Jurisdictional Mapping Service
Continuous review of jurisdictional shape files, centralized standardized processing of jurisdictional updates, notification and distribution service for County updates. Service includes version control, archiving and web-based access to all GIS data.

Jurisdictional Mapping Service will provide the State 9-1-1 Division staff the capability to monitor:

> Collaborative data updates with Centralized Decision Documentation – 58 counties and hundreds of city GIS departments will be able to logon and update their GIS data. Appropriate control and oversight is built in to this service.
>
> Centralized Maintenance and Distribution to WSP / DB / VOIP – Entities who require accurate and timely GIS information for the routing of wire line and wireless 9-1-1 calls will be able to access GIS data.
>
> Standardized Jurisdictional Mapping Database and Version Control – A key feature of the service is the ability to track and archive changes to the data.
>
> Standardized Quality Control Process – As the State moves towards a future of NG 9-1-1 services, the quality of the GIS data cannot be over emphasized. This service will be essential for California's 9-1-1 call delivery.
>
> NextGEN (NG) 9-1-1 Transition Foundation for Routing - This information contained in the Jurisdictional Mapping Service will be fundamental for the delivery of 9-1-1 calls in the future. This information is essential for managing the current methods of 9-1-1 call delivery (Wireless routing, jurisdictional agreements, etc.), NG 9-1-1 call delivery will require such a service. The service will provide essential GIS data for NG trials and implementations in the future.

Wireless Sector Review
Service continuously looks at wireless sectors in the State of California for all wireless service providers and all PSAPs on an ongoing basis, to enhance wireless 9-1-1 call optimization.

Wireless Sector Routing / ESN Management Service will provide the State 9-1-1 Division staff capability to monitor:

> Routing Changes with Centralized Decision Documentation - The core of this component is the online collaborative system which allows the 9-1-1 Division

manage while providing the CHP, County Coordinators and PSAP managers the ability to access the necessary information to determine cell sector routing.

Accuracy of Standardized, Statewide 9-1-1 Call Routing Database – Documentation of WSP's networks is contained in the routing sheets. These routing sheets are maintained by each WSP. There is little standardization or quality control. In fact, there is substantial error contained in this information. This service establishes a centralized database for all WSPs. Standardized data provides a quality control tool for the 9-1-1 Division and provides the basis for error correction.

Centralized Maintenance and Distribution of data to WSP / DB / VOIP - Standardized and validated tower sector and antenna information is available and distributed to all appropriate stakeholders so they can make necessary updates to their component of the data in one central repository. All updates are audited for correctness and immediately available as appropriate to WSPs, database providers, PSAPs etc. Information is updated directly into online system.

Centralized Wireless Service Provider Interface for Routing Changes – Once a determination on where a sector should be routed is established, change management becomes paramount. Given the enormous size of the State's wireless network, the only practical way to monitor the WSPs performance is through this service.

NG 9-1-1 Transition
An accurate standardized database of wireless sector ESNs and VOIP ESNs is an essential foundation to accurate routing in the NG 9-1-1 environment. Access to this audited data will ensure accurate call delivery to the appropriate Agency based on the X, Y location of the caller. As various jurisdictions transition to NG services, the 9-1-1 Division will be able to see trends affecting the delivery of 9-1-1 calls to the PSAPs and measure the impact on the 9-1-1 caller.

Dashboard Analytics Package
Series of web based dashboards for displaying key metrics for emergency call information updated on a near real-time basis.

Dashboard Suite will provide the State 9-1-1 Division staff with the Independent Verification and Validation capability to monitor:

Critical Infrastructure – The service will allow monitoring of activity and anomalies of the State's 145,000+ cell sectors. Abuse of the 9-1-1 system by repeat callers and overall system activity will be available to users of the service.

Call Activity at PSAPs – Key performance indicators of 464 PSAPs will be available in near real time. Overall system activity for the entire state is a key

feature of this service. Dashboards are designed to allow the visualization of large amounts of data in a concise, understandable format.

Vendor Service Level Performance – Routing Table management, correction of anomalies and other performance indicators are displayed. The dashboard suite will be an efficient way for the 9-1-1 Division to view the performance of the Telcos and WSPs providing 9-1-1 services to the citizens of California.

NG 9-1-1 Transition – Determining the impact of NG trial programs and establishing a baseline for performance will be monitored in the dashboard suite. As various jurisdictions transition to NG services, the 9-1-1 Division will be able to see trends affecting the delivery of 9-1-1 calls to the PSAPs and measure the impact on the 9-1-1 caller.

Special Projects and Initiatives – Monitoring the performance of the NG trials and special initiative such as automatic crash detection, 9-1-1 VoIP calling, CAD information etc, will be displayed in the dashboard suite.

In the future they system will be able to provide direct access to call details and inputs from Face Book, Twitter, Emails, Pictures, Video, and voice E9-1-1 call at all levels of the government of events as they are reported by caller.

Ancillary Services
Additional features deliver capabilities required for effective management of an emergency call center. Features include: Call Metrics Reporting, Call Display Functions, etc.

Notes
- The network based functionality will be provided as a Managed Project.
- AT&T can deliver these feature functionalities via the network to any location that connects to the public switched telephone network (PSTN).
- All hosted equipment and customer edge devices are owned and managed by AT&T and are included in the described services. Transport services used for call and data delivery must be provided by AT&T.

Feature Name	Identifier	Feature Description	Additional Information
Network Based NextGen Emergency Routing Service	911ERS	Provides network based E911 Selective routing of emergency calls to a designated E911 PSAP location based on routing instructions derived from the calling party's	Per port.

Feature Name	Identifier	Feature Description	Additional Information
		Automatic Number Identification (ANI), or other data which may be available. This feature applies to all ports, both ingress and egress.	
Service Translation Routing Services	911STR	Routes call using additional data which may be available from external sources during a call to 9-1-1.	Per 50,000 population. Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS).
Integrated Emergency Response Service, agent services	911ERSN	Provides agent service for Emergency Response Service when 911ERS is provided, including the following standard hardware package for access to call taker services: workstation, 19" LCD monitor, SIP phone, assorted standard cables and connectors, workstation UPS. Additional detail can be provided by AT&T upon request.	Per agent. Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS) and with either 911ERS10 or 911ERS20.
Managed Net Gateway Service	911MNG	Allows legacy connections to carrier components of an E911 system. Required for Network Based NextGen Emergency Routing Service.	Per trunk. Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS).

Feature Name	Identifier	Feature Description	Additional Information
Local Line Service (per line)	911TERM	Provides software support for analog line termination at the edge of the Network Based NextGen Emergency Routing Service.	Per analog voice connection. Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS) or Integrated Emergency Response Service (911ERS10 or 911ERS20).
Local Line Termination (up to 4 lines)	911TERMT1	Provides analog termination capability at the edge of the Network Based NextGen Emergency Routing Service. From 1 to 4 voice connections.	Per initial group of up to 4 voice connections. Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS) or Integrated Emergency Response Service (911ERS10 or 911ERS20).
Local Line Additional Termination 4 lines (5 max)	911TERMT2	Provides analog termination capability at the edge of the Network Based NextGen Emergency Routing Service. Each additional group of up to 4 voice connections. Requires the use of 911TERMT1. A maximum of five 911TERMT2 can be provided with each 911TERMT1.	Per additional group of up to 4 voice connections. Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS) or Integrated Emergency Response Service (911ERS10 or 911ERS20).

Feature Name	Identifier	Feature Description	Additional Information
Managed NextGen 9-1-1 IP PSAP Network Termination Service	911MRSIP	Provides router capability, related equipment and network infrastructure at the edge of the Network Based NextGen Emergency Routing Service, where the call taking equipment is SIP capable, or at the edge of the Integrated (or Independent) Emergency Response Service.	Per agency location. Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS) or Integrated Emergency Response Service (911ERS10 or 911ERS20).
Managed NextGen 9-1-1 Legacy PSAP Router Service, initial	911MRSL1	Provides router/gateway capability at the edge of the Network Based NextGen Emergency Routing Service, where the call taking equipment is NOT SIP capable. From 1 to 4 voice connections.	Per initial group of up to 4 voice connections. Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS) or Integrated Emergency Response Service (911ERS10 or 911ERS20).
Managed NextGen 9-1-1 Legacy PSAP Router Service, additional	911MRSL2	Provides router/gateway capability at the edge of the Network Based NextGen Emergency Routing Service, where the call taking equipment is NOT SIP capable. Each additional group of up to 4 voice connections. Requires the use of 911MRSL1. A maximum of five	Per additional group of up to 4 voice connections. Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS) or Integrated Emergency Response Service (911ERS10 or 911ERS20).

Feature Name	Identifier	Feature Description	Additional Information
		911MRSL2 can be provided with each 911MRSL1.	
Media Delivery Service	911MDS	Provides delivery of 9-1-1 media to the call taking equipment at the agency. Required for Network Based NextGen Emergency Routing Service.	Per media path. The media path is connection between the host location (AT&T Central Office) and the PSAP (Customer Location). Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS).
Jurisdictional Mapping Service Initial Set Up	911JMS	One time charge for implementation of Jurisdictional Mapping Service	
Jurisdictional Mapping Service 1-15 counties per month	911JMS1	Continuous review of jurisdictional shape files, centralized standardized processing of jurisdictional updates, notification and distribution service for County updates. Service includes version control, archiving and web-based access to all GIS data.	From 1 up to 15 counties per month. (Access licensing for 2 State 911 office users and two licenses for each county up to 15 counties) Only offered in conjunction with 911JMS Jurisdictional Mapping Service Implementation
Jurisdictional Mapping Service 1-30 counties per month	911JMS2	Continuous review of jurisdictional shape files, centralized standardized processing of jurisdictional updates, notification and	From 1 up to 30 counties per month. (Access licensing for 2 State 911 office users and two licenses for each county up to 30

Feature Name	Identifier	Feature Description	Additional Information
		distribution service for County updates. Service includes version control, archiving and web-based access to all GIS data.	counties) Only offered in conjunction with 911JMS Jurisdictional Mapping Service Implementation
Jurisdictional Mapping Service 1-45 counties per month	911JMS3	Continuous review of jurisdictional shape files, centralized standardized processing of jurisdictional updates, notification and distribution service for County updates. Service includes version control, archiving and web-based access to all GIS data.	From 1 up to 45 counties per month. (Access licensing for 2 State 911 office users and two licenses for each county up to 45 counties) Only offered in conjunction with 911JMS Jurisdictional Mapping Service Implementation
Jurisdictional Mapping Service 1-60 counties per month	911JMS4	Continuous review of jurisdictional shape files, centralized standardized processing of jurisdictional updates, notification and distribution service for County updates. Service includes version control, archiving and web-based access to all GIS data.	From 1 up to 60 counties per month. (Access licensing for 2 State 911 office users and two licenses for each county up to 60 counties) Only offered in conjunction with 911JMS Jurisdictional Mapping Service Implementation
Wireless Sector Review/ESN Routing (RSDS) 1 - 4,000 sectors / month	911WSR1	Service continuously looks at wireless sectors in the State of California for all wireless service providers and all PSAPs on an ongoing basis, to enhance	From 1 up to 4,000 sectors per month

Feature Name	Identifier	Feature Description	Additional Information
		wireless 9-1-1 call optimization.	
Wireless Sector Review/ESN Routing (RSDS) 1 - 5,000 sectors / month	911WSR2	Service continuously looks at wireless sectors in the State of California for all wireless service providers and all PSAPs on an ongoing basis, to enhance wireless 9-1-1 call optimization.	From 4,001 up to 5,000 sectors per month
Wireless Sector Review/ESN Routing (RSDS) 1 - 6,000 sectors / month	911WSR3	Service continuously looks at wireless sectors in the State of California for all wireless service providers and all PSAPs on an ongoing basis, to enhance wireless 9-1-1 call optimization.	From 5,001 up to 6,000 sectors per month
Wireless Sector Review/ESN Routing (RSDS) 1 - 7,000 sectors / month	911WSR4	Service continuously looks at wireless sectors in the State of California for all wireless service providers and all PSAPs on an ongoing basis, to enhance wireless 9-1-1 call optimization.	From 6,001 up to 7,000 sectors per month
Wireless Sector Review/ESN Routing (RSDS) 1 - 8,000 sectors / month	911WSR5	Service continuously looks at wireless sectors in the State of California for all wireless service providers and all PSAPs on an ongoing basis, to enhance wireless 9-1-1 call optimization.	From 7,001 up to 8,000 sectors per month

Feature Name	Identifier	Feature Description	Additional Information
Dashboard Analytics Package 1-100 PSAPs/month	911DBA1	Series of web based dashboards for displaying key metrics for emergency call information updated on a near real-time basis. (Enterprise Access Licensing for a total 5 State 911 office users) and (one PSAP user license for each PSAP.)	
Dashboard Analytics Package 1 through 200 PSAPs/month	911DBA2	Series of web based dashboards for displaying key metrics for emergency call information updated on a near real-time basis. (Enterprise Access Licensing for a total of 5 State 911 office users) and (one PSAP user license for each PSAP.)	
Dashboard Analytics Package 1 through 300 PSAPs/month	911DBA3	Series of web based dashboards for displaying key metrics for emergency call information updated on a near real-time basis. (Enterprise Access Licensing for a total 5 State 911 office users) and (one PSAP user license for each PSAP.)	
Dashboard Analytics Package 1 through 400 PSAPs/month	911DBA4	Series of web based dashboards for displaying key metrics for emergency call information updated on a near real-time basis. (Enterprise	

Feature Name	Identifier	Feature Description	Additional Information
		Access Licensing for a total 5 State 911 office users) and (one PSAP user license for each PSAP.)	
Dashboard Analytics Package 1 through 500 PSAPs/month	911DBA5	Series of web based dashboards for displaying key metrics for emergency call information updated on a near real-time basis. (Enterprise Access Licensing for a total 5 State 911 office users) and (one PSAP user license for each PSAP.)	
Dashboard Analytics Package Additional License	911DBA6	Additional Dashboard Analytics Package access License (Only offered in conjunction with Dashboard Analytics Package (911DBA1 or 911DBA2 or 911DBA3 or 911DBA4 or 911DBA5)	
Call Metrics Reporting, initial instance per PSAP/Agency	911CMR	Provides administrative data facilitating management of PSAP operations.	Initial instance per County includes (1) PSAP/Agency. Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS) or Integrated Emergency Response Service (911ERS10 or

Feature Name	Identifier	Feature Description	Additional Information
			911ERS20).
Call Metrics Reporting, each additional instance per PSAP/Agency	911CMRA	Provides administrative data facilitating management of PSAP operations.	Each additional instance per PSAP/Agency. Only offered in conjunction with Network Based NextGen Emergency Routing Service (911ERS) or Integrated Emergency Response Service (911ERS10 or 911ERS20).
Call Display Function, initial instance per PSAP/Agency	911CDF	Provides real-time information representing current activity at the PSAP.	Initial instance per County includes (1) PSAP/Agency. Only offered in conjunction with either Network Based NextGen Emergency Routing Service (911ERS) or Integrated Emergency Response Service (911ERS10 or 911ERS20).
Call Display Function, each additional instance per PSAP/Agency	911CDFA	Provides real-time information representing current activity at the PSAP.	Each additional instance per PSAP/Agency. Only offered in conjunction with either Network Based NextGen Emergency Routing Service (911ERS) or Integrated Emergency Response Service (911ERS10 or

Feature Name	Identifier	Feature Description	Additional Information
			911ERS20).
Emergency Response Service, basic agency service, up to 10 positions	911ERS10	Provides network-based environment in support of call taker services. Serves up to 10 agent positions.	Per agency location.
Emergency Response Service, basic agency service, up to 20 positions	911ERS20	Provides network-based environment in support of call taker services. Serves up to 20 agent positions.	Per agency location.
Incremental Emergency Response, basic agency services, up to 10 additional positions	911ERSA10	Provides expanded network-based environment in support of call taker services. Serves up to 10 additional agent positions.	Per agency location. Only offered in conjunction with either 911ERS10 or 911ERS20.
Incremental Emergency Response, basic agency services up to 20 additional positions	911ERSA20	Provides expanded network-based environment in support of call taker services. Serves up to 20 additional agent positions.	Per agency location. Only offered in conjunction with either 911ERS10 or 911ERS20.
Independent Emergency Response Service, agent services	911ERSW	Provides agent service for Emergency Response Service when 911ERS is NOT provided, including the following standard hardware package for access to call taker services: workstation, 19" LCD monitor, assorted standard cables and connectors, workstation UPS. Additional detail can be provided by AT&T upon request.	Per agent. Only offered in conjunction with either 911ERS10 or 911ERS20.

Feature Name	Identifier	Feature Description	Additional Information
Emergency Response Service, Enhanced Call Taking Services	911ERSE	Provides enhanced call taker services in addition to those provided under 911ERSW, 911ERSN, or 911ERSG, including the following upgraded hardware package: 25" LCD monitor, assorted extended length cables, connectors, alternate input device. Additional detail can be provided by AT&T upon request.	Per agent. Only offered in conjunction with 911ERSW, 911ERSN, or 911ERSG.
Emergency Response Service, graphic location interface	911ERSG	Provides graphic location interface in support of call taker services, including the following required hardware for access to graphic location interface: 19" LCD monitor. Additional detail can be provided by AT&T upon request.	Per agent. Only offered in conjunction with either 911ERS10 or 911ERS20.
Emergency Response Service, supplemental telephony interface	911ERST	Provides additional telephony position in support of call taker services, including the following required hardware for access to supplemental telephony interface: SIP phone. Additional detail can be provided by AT&T upon request.	Per agent. Only offered in conjunction with either 911ERS10 or 911ERS20.

6.2.6.1 Service Identifier: Network Based Automatic Call Distributor (ACD) Features

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Virtual Hold Ports	Q14079	$ -	$270.24	per port	$ -
Virtual Hold Rendezvous Add On	QMAN19	$ -	$63.25	per port	$ -
Training Classes					
Network Based ACD - Remote Training - each 4 hours for 1-10 students (sold in 4 hr increments)	QTRAIN	$3,000.00	$ -	per 4 hour increment	based on SOW language
Network Based ACD - On site training - up to 8 hours for 1-10 students	QTRAIN	$7,200.00	$ -	up to 8 hours	based on SOW language
Network Based ACD - On site training – additional 4 hour increments for 1-10 students	QTRAIN	$3,600.00	$ -	additional 4 hour increments	based on SOW language
Network Based ACD - Strategy Training 1 week for 1-7 students	QTRAIN	$20,400.00	$ -	per week	based on SOW language
Network Based ACD - Strategy Training 2 weeks for 1-7 students	QTRAIN	$40,800.00	$ -	per two weeks	based on SOW language
Network Based ACD - Custom Development for Training Materials or Customized Training Classes	QTRAIN	ICB	ICB	per development	based on SOW language
Call Center Consulting Services					
Call Center Consulting Services – I See Note 1	TRGV03	$ -	$125.00	hour	$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Call Center Consulting Services – II See Note 1	TRGV04	$ -	$215.00	hour	$ -
Call Center Consulting Services – III See Note 1	TRGV05	$ -	$94.00	hour	$ -
Overtime Charges – See Note 2	TRGV03 TRGV04 TRGV05	$ -	$50.00	hour	$ -
Premium Charges – See Note 3	TRGV03 TRGV04 TRGV05	$ -	$100.00	hour	$ -

Note 1 - Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.
Note 2 – Overtime Charges are additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday.
Note 3 – Premium Charges are additional per hour rates for work performed anytime on Sunday and/or State holidays.

Network Based NextGen Emergency Routing Service

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Network Based NextGen Emergency Routing Service	911ERS	$100.00	$10.00	Per port	N/A
Service Translation Routing Services	911STR	$1,000.00	$500.00	Per 500,000 population	N/A
Integrated Emergency Response Service, agent services	911ERSN	$12,962.00	$149.00	Per agent	$150.00
Managed Net Gateway Service	911MNG	$126.75	$39.00	Per 9-1-1 trunk	$150.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Local Line Service (per line)	911TERM	$0.00	$13.65	Per line	N/A
Local Line Termination (up to 4 lines)	911TERMT1	$2,535.00	$23.40	Per first group of 4	$150.00
Local Line Additional Termination 4 lines (5 max)	911TERMT2	$542.10	$4.88	Per additional group of 4	N/A
Managed NextGen 9-1-1 IP PSAP Network Termination Service	911MRSIP	$390.00	$422.18	Per agency location	$150.00
Managed NextGen 9-1-1 Legacy PSAP Router Service, initial	911MRSL1	$390.00	$445.58	Per group of up to 4 connections	$150.00
Managed NextGen 9-1-1 Legacy PSAP Router Service, additional	911MRSL2	$0.00	$39.00	Per additional group of 4 connections	N/A
Media Delivery Service	911MDS	$0.00	$22.00	Per media path	N/A
Jurisdictional Mapping Service Initial Set Up	911JMS	$47,000.00	See below	One time setup fee	N/A
Jurisdictional Mapping Service 1-15 counties per month	911JMS1	See above	$3,400.00	Per County	N/A
Jurisdictional Mapping Service 1-30 counties per month	911JMS2	See above	$2,725.00	Per County	N/A
Jurisdictional Mapping Service 1-45 counties per month	911JMS3	See above	$2,025.00	Per County	N/A
Jurisdictional Mapping Service 1-60 counties per month	911JMS4	See above	$1,385.00	Per County	N/A
Wireless Sector Review/ESN Routing (RSDS) 1 - 4,000 sectors / month	911WSR1	$0.00	$40.00	Per Sector	N/A
Wireless Sector Review/ESN Routing (RSDS) 1 - 5,000 sectors /	911WSR2	$0.00	$39.00	Per Sector	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
month					
Wireless Sector Review/ESN Routing (RSDS) 1 - 6,000 sectors / month	911WSR3	$0.00	$37.00	Per Sector	N/A
Wireless Sector Review/ESN Routing (RSDS) 1 - 7,000 sectors / month	911WSR4	$0.00	$36.00	Per Sector	N/A
Wireless Sector Review/ESN Routing (RSDS) 1 - 8,000 sectors / month	911WSR5	$0.00	$35.00	Per Sector	N/A
Dashboard Analytics Package 1-100 PSAPs/month	911DBA1	$0.00	$725.00	Per PSAP	N/A
Dashboard Analytics Package 1 through 200 PSAPs/month	911DBA2	$0.00	$625.00	Per PSAP	N/A
Dashboard Analytics Package 1 through 300 PSAPs/month	911DBA3	$0.00	$525.00	Per PSAP	N/A
Dashboard Analytics Package 1 through 400 PSAPs/month	911DBA4	$0.00	$425.00	Per PSAP	N/A
Dashboard Analytics Package 1 through 500 PSAPs/month	911DBA5	$0.00	$320.00	Per PSAP	N/A
Dashboard Analytics Package Additional License	911DBA6	$0.00	$26.00	Per User	N/A
Call Metrics Reporting, initial instance per PSAP/Agency	911CMR	$195.00	$277.88	Initial instance per PSAP/Agency	N/A
Call Metrics Reporting, each additional instance per PSAP/Agency	911CMRA	$97.50	$29.25	Each additional instance per PSAP/Agency	N/A
Call Display Function, initial instance per PSAP/Agency	911CDF	$195.00	$419.25	Initial instance per PSAP/Agency	$150.00

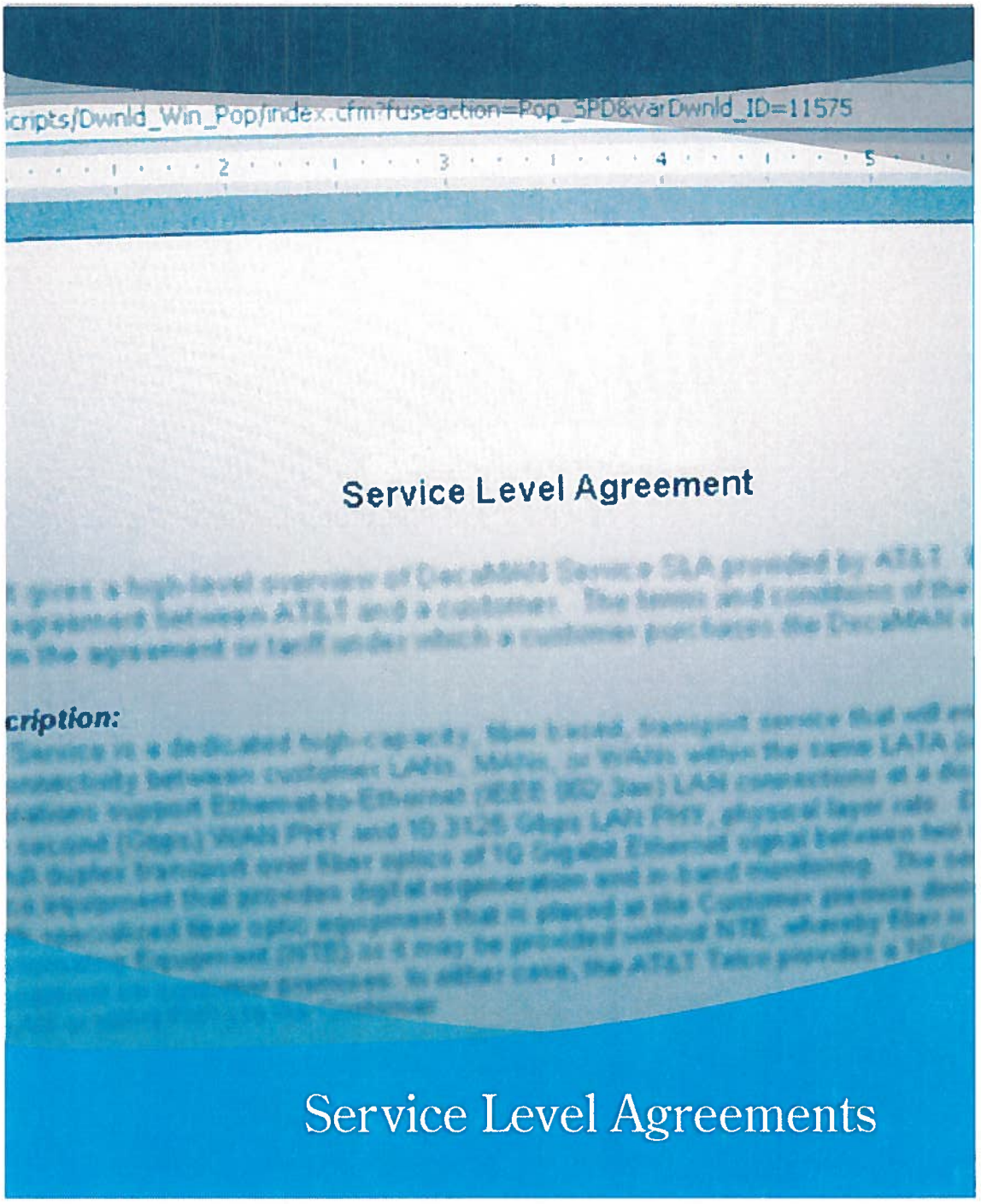
Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Call Display Function, each additional instance per PSAP/Agency	911CDFA	$97.50	$29.25	Each additional instance per PSAP/Agency	$150.00
Emergency Response Service, basic agency service, up to 10 positions	911ERS10	$5,655.00	$19.50	Per agency location	N/A
Emergency Response Service, basic agency service, up to 20 positions	911ERS20	$7,507.50	$29.25	Per agency location	N/A
Incremental Emergency Response, basic agency services, up to 10 additional positions	911ERSA10	$2,730.00	$14.63	Per agency location	N/A
Incremental Emergency Response, basic agency services up to 20 additional positions	911ERSA20	$4,485.00	$24.38	Per agency location	N/A
Independent Emergency Response Service, agent services	911ERSW	$15,138.83	$185.25	Per agent	$150.00
Emergency Response Service Enhanced Call Taking Services.	911ERSE	$560.63	$19.50	Per agent	N/A
Emergency Response Service, graphic location interface	911ERSG	$277.88	$126.75	Per agent	N/A
Emergency Response Service, supplemental telephony interface	911ERST	$609.38	$58.50	Per agent	$150.00

6.2.22 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.2.22 Service Level Agreements—Section Summary

AT&T will meet and exceed the Network and Administrative SLAs the State has outlined for CALNET II. AT&T understands the importance of Service Level Agreements and the need to provide service excellence for our customers. AT&T has successfully supported the existing SLAs in CALNET for the past seven years. Outside of CALNET, AT&T has demonstrated competence in providing SLA support across a broad spectrum of customers and services. To support your requirements, we will use personnel and methodology that are consistent with the level of excellence found in all of our products and services provided for CALNET II.

We will provide a robust and reliable network and services. We believe that the overall design of our network and services, including built-in redundancies, provides our customers with the required services and better financial performance. We will provide SLAs for our products and services that meet and exceed the State's requirements.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6.2.22 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.2.22.1 Service Level Agreement Overview (M)

The intent of the SLA Handbook is to provide the Contract Customers, DTS/STND and the Contractor with a resource that will define and assist in the management of the Service Level Agreements (SLA). This section identifies and explains the required SLAs for voice services identified in this RFP Module. The SLAs shall be categorized as Network, or Administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must meet or exceed the associated SLAs described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

The SLAs in the network category shall each consist of six components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies. All applicable services are listed in each SLA.

Network Service Level Agreement Format

Services	SLA Name
[List of all applicable services]	**Definition** [Definition or description of the SLA] **Measurement Process** [Instructions on how to measure network performance in order to determine compliance] **Objective (s)** [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.2.2-6.2.14 et.al. All Bidders are required to offer Service Level Agreements for all services listed in the adjacent cell. **Immediate Rights and Remedies** [Allows immediate action by DTS/STND and the Customer (e.g. DTS/STND Escalation), and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g. TTR).] **Monthly Rights and Remedies** [Applicable to SLAs that require accumulation of statistics over a period of time.]

The SLAs in the Administrative category shall each consist of the following components: tools, reports and applications, objective (s), measurement process, DTS/STND rights and remedies, and Customer rights and remedies.

Administrative Service Level Agreement Format

Administrative Tools, Reports and Applications	**SLA Name**
[List of all applicable tools, reports and application]	**Definition** [Define or describe the SLA] **Measurement Process** [Instruction on how to measure Contractor administration performance in order to determine compliance.] **Objective (s)** [Defines the performance goal/parameters of each SLA.] **DTS/STND Rights and Remedies** [Identifies actions that may be taken by DTS/STND or rebates from Contractor when the objectives are not met] **Customer Rights and Remedies** [Identifies actions that may be taken by the Customers or rebates from Contractor when the objectives are not met]

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and agrees that the intent of this section is to provide the Contract customers and DTS/STND with requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for the services identified in this RFP Module. We will categorize the SLAs as network or administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event AT&T proposes a service that has been designated as Desirable, AT&T understands that the intent is to meet or exceed the associated SLAs, as described in this section. AT&T understands that the SLAs in the Network category shall each consist of the following components

- Services
- Definition
- Measurement Process
- Objective(s)
- Immediate Rights and Remedies
- Monthly Rights and Remedies.

All applicable services are listed in each SLA. AT&T understands that the SLAs in the administrative category shall each consist of the following components

- Tools
- Reports and Applications
- Objective(s)
- Measurement Processes
- DTS/STND Rights and Remedies
- Customer Rights and Remedies.

Our intent is to provide a robust and reliable network. We've designed our network with built-in redundancies to provide our customers with highly reliable services and on-time provisioning.

AT&T will employ trained, knowledgeable, and experienced staff in the management and monitoring of SLA requirements and performance. Our personnel will have access to the appropriate AT&T trouble ticketing and billing systems from which we will gather and/or monitor information and reports. We will report SLAs through our industry award-winning AT&T BusinessDirect® web portal, which includes GAMnet. We will provide the customer and DTS/STND with appropriate access to BusinessDirect, which will allow them to fulfill their SLA management responsibilities.

To support your requirements, we will use AT&T personnel and methodologies that are consistent with the level of excellence found in AT&T products and services provided for CALNET II. AT&T has demonstrated competence in providing SLA support across a broad spectrum of customers and services. Our large base of customers has provided AT&T with the

opportunity to refine our methodologies. We have a proven track record of providing industry-leading network services.

The dependability and robustness of the AT&T network and associated services provides significant benefit to the State of California. The breadth of the service capabilities and back-office tools meet your service requirements and simplify your back-office tasks.

AT&T will meet and exceed the State's SLA requirements for all products and services proposed for CALNET II.

6.2.22.1.1 Technical Requirements versus SLA (M)

This section shall distinguish between technical Requirements and the SLA objectives. Sections 6.2.2 to 6.2.14 et. al identify the technical Requirements for each service. These Requirements are the minimum parameters each Bidder must meet in order for their Bid to qualify for award. Upon award these committed technical Requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum Requirements, which the Contractor shall be held accountable for all rights and remedies accordingly.

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands that this section shall distinguish between technical requirements and the SLA objectives. AT&T understands that Sections 6.2.2 to 6.2.14 identify the technical requirements for each service. These requirements are the minimum parameters AT&T must meet in order for our bid to qualify for award. Upon award, these committed technical requirements will be maintained throughout the remainder of the contract.

AT&T understands that committed SLA objectives are minimum requirements, which the contractor shall be held accountable for all rights and remedies accordingly.

Our intent is to provide a robust and reliable network and services on a lowest cost/best design methodology. We've designed our network and services, including built-in redundancies, to provide all of our customers with highly reliable services and on-time provisioning. We will provide SLAs for all of our products and services that meet and exceed the State's requirements.

The overall design of the AT&T network and services, including built-in redundancies, provides CALNET II customers with the required services and better network performance.

6.2.22.1.2 Two methods of outage reporting: Customer or Contractor (M)

There are two methods in which outages may be identified and outages durations derived: Customer reported or Contractor reported.

The first method results from a Customer reporting service trouble to the Contractor's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, the Contractor shall open a ticket as a result of network alarms or identification of a service failure in the backbone (i.e. Catastrophic Outage). In each instance a trouble ticket shall be assigned and monitored until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T will comply with these requirements. We have designed and implemented our network with redundancy and reliability to minimize customer-impacting events. However, we understand that there will be instances where troubles will occur that require resolution.

Customer Reported

AT&T offers two methods for CALNET II customers to report trouble

- **BusinessDirect®.** BusinessDirect is a web-enabled tool, accessible from any desktop using standard web browsers and Internet access. BusinessDirect allows you to easily open a trouble ticket, capture the ticket number, and monitor the progress of the trouble resolution process for that ticket. AT&T recommends this method for opening trouble tickets as it conveniently provides you with accurate information, 24 hours a day, seven days a week, 365 days a year.
- **Customer Service Center.** You can call in to report trouble conditions. Our Customer Service Center personnel will open a trouble ticket and assign it to the appropriate technical resources for resolution. Once the Customer Service Center opens a ticket, you can also track it through the BusinessDirect portal.

Contractor Identified

AT&T will open trouble tickets based on receipt of alarms from our network, as appropriate. We will route these trouble tickets to appropriate AT&T technical resources for isolation and resolution of the trouble.

In the event that we isolate the trouble condition to services provided by a third party, AT&T will refer the trouble to the responsible entity for resolution. AT&T is electronically bonded to the majority of LECs to efficiently handle the trouble resolution process.

Regardless of how the trouble ticket is entered into the system—or where it is routed for resolution—the customer and DTS/STND can use the AT&T BusinessDirect® tools to monitor the status of the trouble tickets through resolution.

AT&T BusinessDirect® tools enable you to track the status of trouble tickets, whether they're customer reported or contractor reported.

6.2.22.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.2. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.2.

6.2.22.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC), plus any applicable AMUC
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- If a tool fails to meet its objectives, the tool rights and remedies will apply. If the tool provides reports, only the rights and remedies for the tool shall apply.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- The Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each sub-contractor. Copies of all Service Level Agreements between Subcontractors and the awarded Contractor shall be provided to DTS/STND for all services
- The election by DTS/STND of any remedy covered by this Contract shall not exclude or limit DTS/STND's or any Customer's rights and remedies otherwise available within the Contract or at law or equity
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration, and resolution of service issues or that of their Affiliates, subsidiaries, subcontractors or resellers under this Contract.
- Bidders may provide SLAs for proposed unsolicited services in the description field below

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and agrees to these requirements.

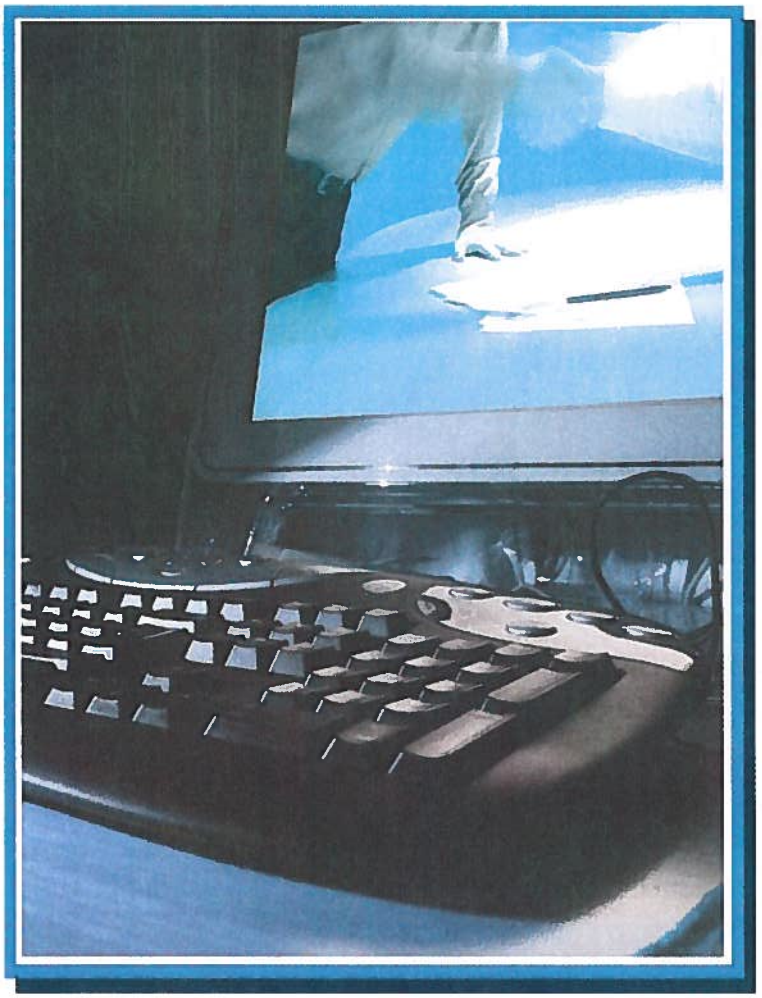

Figure 6.2.22-1. Network Service Level Agreements. *Our Network SLAs will ensure that the State and its end users will have reliable and measurable service.*

6.2.22.2.2 Trouble Ticket Stop Clock Conditions (M)

Stop Clock criteria includes the following: (Note: in this section, the term "End-User" includes End-Users and Customers, whichever is applicable.)

1. Periods when a restoration or testing effort is delayed at the specific request of the End-User. The Stop Clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the End-User during the applicable Stop Clock period.
2. Time after a service has been restored, but End-User request ticket be kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the service has not been restored.
3. Time after a service has been restored, but End-User is not available to verify that the service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored.
4. Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or Affiliates.
5. Trouble caused by a power problem outside of the responsibility of the Contractor.
6. Lack of building entrance facilities or conduit structure that are the End-User's responsibility to provide.
7. The following contact/access problems, provided that Contractor makes reasonable efforts to contact End-User during the applicable stop clock period:
    a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative
    b. Site contact refuses access to technician who displays proper identification
    c. Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information.
    d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.
    e. If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply.
8. Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a reasonable request to End-User staff to correct the problem or delay.
9. End-User applications that interfere with repair of the trouble.
10. Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as Contractor can provide Documentation substantiating message from Contractor's technician.
11. An outage directly related to any properly performed scheduled maintenance or upgrade. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this paragraph 11 stop clock criteria.
12. Any problem or delay caused by a third party not under the control of Contractor, not reasonably preventable by Contractor, including at a minimum, cable cuts not caused by the

Contractor. Contractor's Affiliates, subsidiaries, or subcontractors shall be deemed to be under the control of Contractor with respect to the Equipment, services, or Facilities to be provided under this Contract.

13. Force Majeure events, as defined in the terms and conditions of the Contract (Appendix B, Section 21).

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and agrees to the Trouble Ticket Stop Clock Conditions as stated. AT&T will have skilled and knowledgeable technical resources performing trouble isolation activities. The AT&T Management Center will dispatch resources and manage the trouble isolation process. Our technical resources will have access to the necessary site contact information that we gather from the State during installation or site turn-up procedures. These activities are part of the AT&T proven methodology for installation activities.

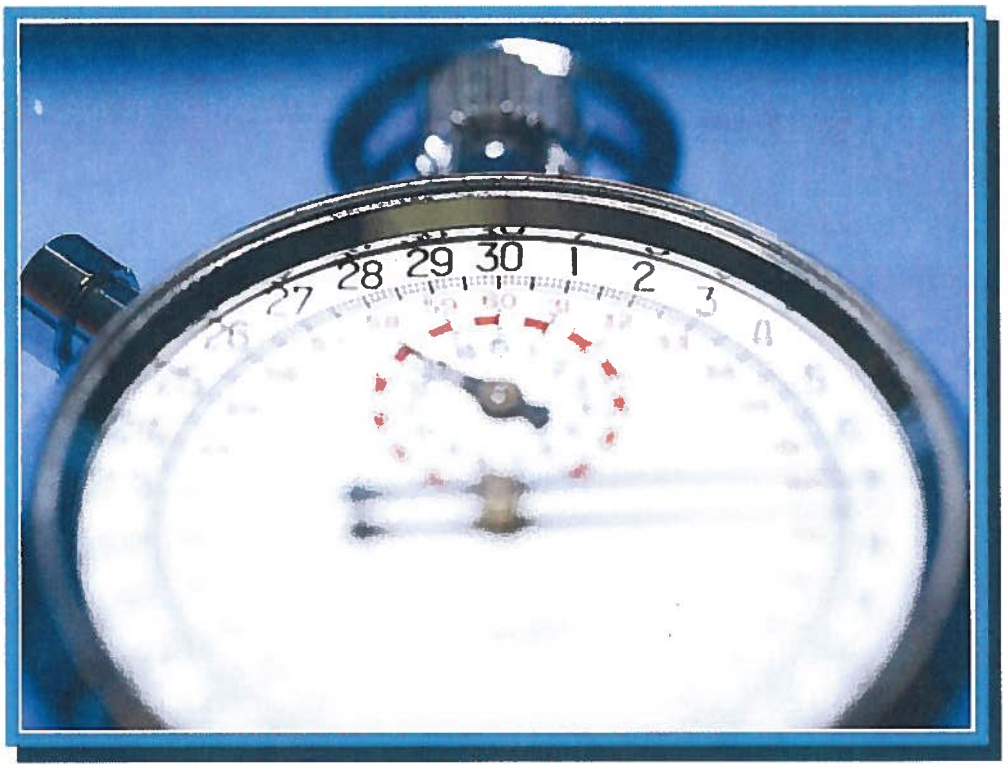

Figure 6.2.22-2. Stop Clock Conditions. *AT&T and that State will work under agreed upon Stop Clock Conditions throughout the trouble ticketing cycle.*

6.2.22.2.3 Service Availability (M)

Services	Service Availability Percentage
Dedicated Access DS1 Dedicated Access DS3 PRI Access on DS1	**Definition** Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month. **Measurement Process** All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total. Monthly Network Availability (%) = 1– [(total minutes of connection outage per month)/(days in month x 24hours x 60mins)] x 100. **Objectives** DS1>99.5 percent DS3>99.8 percent **Immediate Rights and Remedies** End-User Escalation Process DTS/STND Escalation Process **Monthly Rights and Remedies** First month to fail to meet the SLA objective shall result in a 15% rebate of the TMRC. Next consecutive month to fail to meet the SLA objective shall result in a 25% rebate of TMRC. Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

6.2.22.2.4 Calling Card Provisioning (M)

Services	Business Days	Calling Card Provisioning
Billed Monthly Calling Cards	For Transition: Contracted Service Project Work (Section 6.2.25.1) Following Transition: Orders under 500 – 10 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)	**Definition** Provisioning is defined as issuing new Calling Cards on or before the due dates. **Measurement Process** Individual Order: The duration of time beginning when an order is placed for a calling card(s) and delivery of and activation of the ordered card(s) following account setup. **Objective** Activated cards delivered to the Customer within the timeframes **Immediate Rights and Remedies** $1 per card per day that each card is not activated and delivered to the Customer within the required time frames. **Monthly Rights and Remedies:** N/A
Prepaid Calling Cards	Orders under 500 – 15 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)	

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the Calling Card Provisioning SLA requirements, including the provisioning intervals and the financial remedies as described below.

Billed Monthly Calling Cards	
Quantity	**Provisioning Interval**
Orders under 500	10 business days
Orders over 500	Contracted Service Project Work (Coordinated or Managed)
Pre-Paid Calling Cards	
Quantity	**Provisioning Interval**
Orders under 500	15 business days
Orders over 500	Contracted Service Project Work (Coordinated or Managed)

AT&T will meet the SLAs for Billed Monthly and Pre-Paid (Set Value) calling cards as follows

- AT&T will make our Electronic Card Account Provisioning System (ECAM) available to authorized CALNET II representatives. AT&T believes the use of ECAM will be of significant value to CALNET II customers. This will shorten the interval on the Set Value card—for orders under 500 cards—to 15 days and give you immediate control in the event of lost or stolen cards or the need to re-charge a Set Value card.
- The AT&T normal provisioning interval is 7–10 business days for physical card (both Billed Monthly and Set Value) to be received by the customer. However, both Billed Monthly and Set Value calling cards are active in the AT&T network within 2–24 hours, once entered into ECAM.

6.2.22.2.5 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1
Dedicated Access DS1 Dedicated Access DS3 PRI Access on DS1	**Definition** The total loss of either the service or circuits, 25 or greater at the same address location. **Measurement Process** The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24) **Objectives** Less than 2 hours **Immediate Rights and Remedies** 100 percent of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault End-User Escalation Process DTS/STND Escalation Process **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

6.2.22.2.6 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2
Intra-LATA, Intrastate/InterLATA, Interstate Long Distance Calling Network Based Automatic Call Distributor (ACD) Network Based Interactive Voice Response(IVR) Network Based Specialized Call Routing (SCR) Computer Telephone Integration (CTI) for Network Based ACD Toll Free Service 900 Service Network Based Automatic Call Distributor (ACD): NextGen Emergency Routing Services	**Definition** A total failure of a service type. Or, a backbone failure or failure of any part of the Equipment associated with the backbone that causes a service failure. **Measurement Process** The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network Equipment or trouble ticket The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24) **Objectives** Less than 30 minutes **Immediate Rights and Remedies** 100 percent of the TMRC and 2 days of AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault End-User Escalation Process DTS/STND Escalation Process **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

SLA = 100% of the Total Monthly Recurring Cost (TMRC) and two days of the Average Monthly Usage Cost (AMUC) for each phone number/service not meeting the per occurrence objective (less than 30 minutes) for a single CAT 2 fault.

AT&T has skilled and knowledgeable personnel in our Program Management Office whose function will be to

- Track network incidents
- Prepare reports
- Ensure accurate application of SLA credits.

6.2.22.2.7 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3
Intra-LATA, Intrastate/InterLATA, Interstate Long Distance Calling Network Based ACD Network Based Interactive Voice Response (IVR) Netework Based Specialized Call Routing Computer Telephone Integration for Network Based ACD Toll Free Service 900 Service Network Based Automatic Call Distributor (ACD): NextGen Emergency Routing Services	**Definition** A failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network resulting in the total loss of more than one service type, or the loss of any service type on a System wide basis. **Measurement Process** The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network switches or trouble ticket. The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24) **Objectives** Less than 15 minutes **Immediate Rights and Remedies** Senior Management Escalation Process 100 percent of the TMRC and 2 days of AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 3 fault **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

SLA = 100% of the Total Monthly Recurring Cost (TMRC) and two days of the Average Monthly Usage Cost (AMUC) for each phone number/service not meeting the per occurrence objective (less than 15 minutes) for single CAT 3 fault.

AT&T has skilled and knowledgeable personnel in our Program Management Office whose function will be to

- Track network incidents
- Prepare reports
- Ensure accurate application of SLA credits.

6.2.22.2.8 Enhanced Service Outage (M)

Services	Enhanced Service Outage
Network Based ACD Network Based Interactive Voice Response (IVR) Network Based Specialized Call Routing Computer Telephone Integration for Network Based ACD Network Based Automatic Call Distributor (ACD): NextGen Emergency Routing Services	**Definition** The total loss of an Enhanced Service at a single End-User location **Measurement Process** The outage start shall be determined by the network or application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each Enhanced Service affected by the common cause. Each Enhanced Service shall be considered unavailable from the first notification until the Contractor determines the Enhanced Service is restored. Any Enhanced Service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. Monday through Friday 7:00 am to 6:00 pm PST **For NextGen Emergency Routing Services 7X24 where calls cannot be re-routed to a pre-designated alternate site as agreed to by the State and/or customer.** **Objectives** Less than 4 hours **Immediate Rights and Remedies** 15 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single Enhanced Service Outage End-User Escalation Process DTS/STND Escalation Process **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

All components of the Network Based Call Center Platform and IVR systems are deployed as NIBS compliant network elements. The result is a highly survivable robust platform. These elements are managed as part of the Qwest network and are monitored 24x7x365.

The total loss of an enhanced service that is identified by a network alarm or reported by an end-user at a single end-user location shall have a trouble ticket created to track the working progress for isolation and trouble resolution. The objective for isolation and resolution of a total outage is less than four hours, and the contractor will manage the process to that objective.

6.2.22.2.9 Excessive Outage (M)

Services	Excessive Outage
Intra-LATA, Intrastate/InterLATA, Interstate Long Distance Calling Network Based ACD Network Based Interactive Voice Response (IVR) Network Based Specialized Call Routing Computer Telephone Integration for Network Based ACD Toll Free Service 900 Service Dedicated Access DS1 Dedicated Access DS3 PRI Access on DS1 Network Based Automatic Call Distributor (ACD): NextGen Emergency Routing Services	**Definition** An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service for 12 or more hours. **Measurement Process** The service is unavailable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. Monday through Friday 7:00 am to 6:00 pm PST **For NextGen Emergency Routing Services 7X24 where calls cannot be re-routed to a pre-designated alternate site as agreed to by the State and/or customer.** **Objectives** Less than 12 hours **Immediate Rights and Remedies** Senior Management Escalation Customer may request from Contractor an Excessive Outage restoration briefing 100 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 12 hours. **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

SLA = 100% of the Total Monthly Recurring Cost (TMRC) and two days of any applicable Average Monthly Usage Cost (AMUC), as defined in the glossary, for each service outage greater than 12 hours.

AT&T has skilled and knowledgeable personnel in our Program Management Office whose function will be to

- Track network incidents
- Prepare reports
- Ensure accurate application of SLA credits.

6.2.22.2.10 Notification (M)

Services	Notification
Intra-LATA, Intrastate/InterLATA, Interstate Long Distance Calling Network Based ACD Network Based Interactive Voice Response (IVR) Network Based Specialized Call Routing Computer Telephone Integration for Network Based ACD Toll Free Service 900 Service Dedicated Access DS1 Dedicated Access DS3 PRI Access on DS1	**Definition** The Contractor notification to DTS/STND in the event of an Enhanced Service Outage, Catastrophic Outage, network failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET II users or has the potential to impact services in a general or statewide area. **Measurement Process** The Contractor shall invoke the notification process for all Enhanced Service Outages resulting in significant loss of services. The Contractor shall notify DTS/STND via the Contractor's automated notification System. Updates shall be given on the above mentioned failures via the Contractor's automated notification System which shall include time and date of the updates. **Objectives** Within 30 minutes of an Enhanced Service Outage, the Contractor shall notify general stakeholders (as determined by DTS/STND) via the Contractor's automated notification System. At 60 minute intervals, updates shall be given on the above mentioned failures via the Contractors automated notification System which shall include time and date of the updates. **Immediate Rights and Remedies** Senior Management Escalation **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the remedies.

Events Requiring Notification
• Catastrophic outage
• Network failure
• Terrorist activity
• Threat of natural disaster
• Actual natural disaster which results in a significant loss of telecommunication services to CALNET II users or has the potential to impact services in a general or statewide area.

AT&T will invoke the notification process for all catastrophic outages, network failures, terrorist activities, threat of natural disasters, or actual natural disasters resulting in significant loss of services. AT&T will notify DTS/STND via our automated notification system. We will also provide updates on the above failures via the AT&T automated notification system, which includes the time and date of the updates.

Within 30 minutes of an Enhanced Service Outage, AT&T will notify general stakeholders (as determined by DTS/STND) via our automated notification system. At 60-minute intervals, we will provide updates on the above mentioned failures via our automated notification system, including the time and date of the updates.

AT&T is evaluating the use of either our existing automated notification system or possibly using the AT&T CHAIN EMN system. In either case, AT&T will meet the requirements of this SLA.

The illustration on the opposite page depicts an overview of the AT&T CHAIN EMN system, which provides multiple means of notification to customers. The system can generate reports for management purposes. This is a very robust system that is currently in use for corporations and governmental agencies.

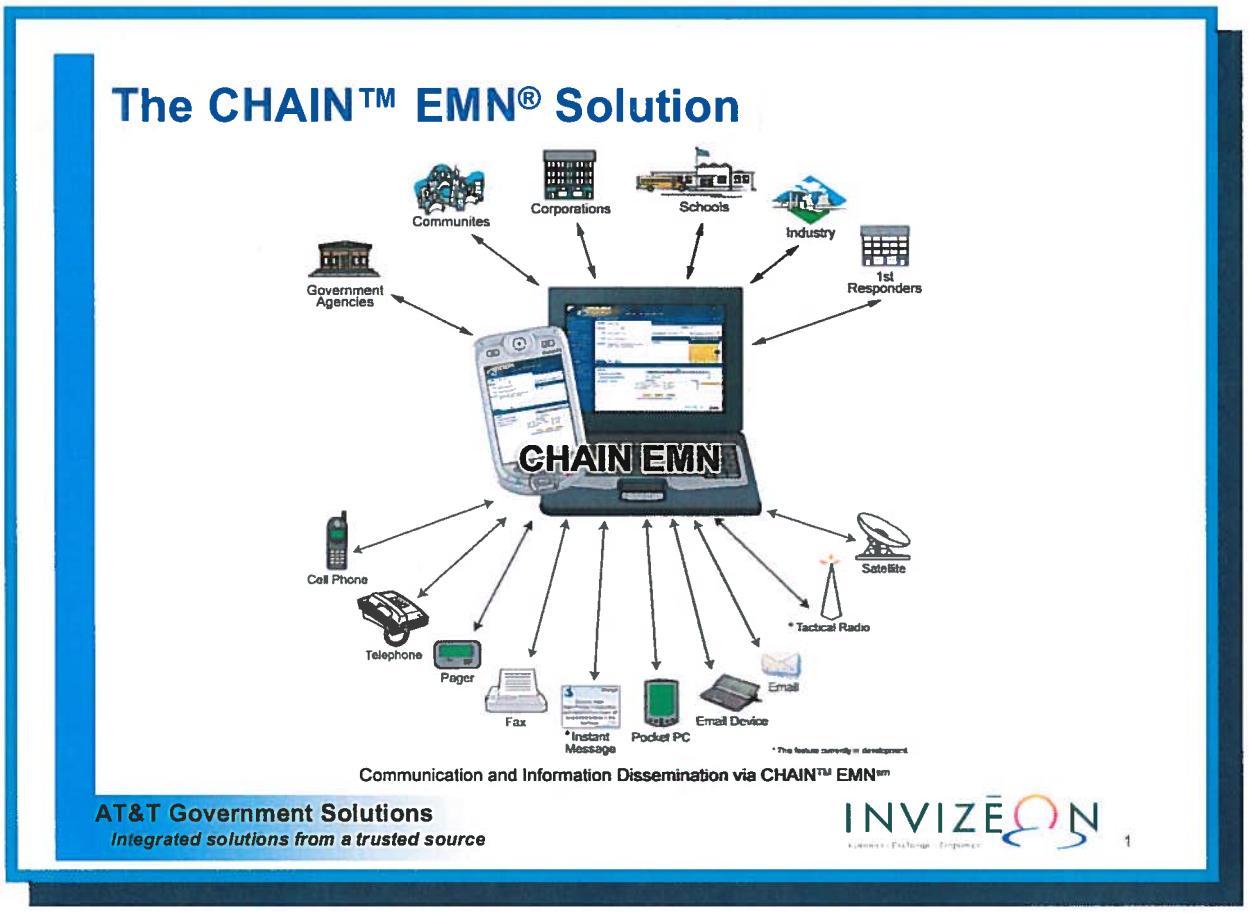

Figure 6.2.22-3. CHAIN™ EMN®. *The CHAIN EMN system can notify customers and can generate management reports.*

6.2.22.2.11 Provisioning (M)

Services	Business Days	Provisioning
Audio Conferencing w/account Account set-up	1 Day 10 Days	**Definition** Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.
Computer Telephone Integration for Network Based ACD	Managed Project	
Inside Wiring	Contracted Service Project Work	**Measurement Process** *Individual Service Order:* Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/System.
Intra-LATA, Intrastate/InterLATA, Interstate Long Distance Services (Up to 100 Lines) Over 100 Lines :	1 Day Managed Project	*Monthly Average Percentage by Service Type:* The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met
Dedicated Transport: DS1- 10 or less DS1s per day Over 10 DS1s per day Expedite DS3 Network Based ACD	 15 Days Managed Project XX Days Managed Project Managed Project	**Objective** Individual Order: Service provisioned on or before the due date per install order. Monthly Average percent by Service Type: 90 percent **Immediate Rights and Remedies** Individual Order: 50 percent of installation fee refunded to Customer for any missed due date. End-User Escalation Process DTS/STND Escalation Process **Monthly Rights and Remedies:**
Network Based Interactive Voice Response (IVR)	Managed Project	
Network Based Specialized Call Routing	Managed Project	

Services	Business Days	Provisioning
Station Cabling	Contracted Service Project Work	- Monthly Average percent by Service Type: The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met
Toll Free	1 Day	
900 Service	Managed Project	
Network Based Automatic Call Distributor (ACD): NextGen Emergency Routing Services	Managed Project	

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

AT&T performs managed project and contracted project services work for the State today and will continue to use the same proven methodologies on CALNET II.

6.2.22.2.12 Response Duration from Receipt of Order (M)

Services	Response Duration from Receipt of Order
All Services in Module 2	**Definition** The interval for Contractor response to initial request from Customer when initiating a service request. **Measurement Process** The Response SLA shall be based on the Customer order submittal date when using either the STD 20 or other authorized ordering System to the date the Contractor responds to the Customer. **Objectives** Next Business Day for Contractor response to initial request from Customer when initiating a service request. **Immediate Rights and Remedies** Escalation to Contractor's Account Manager **Monthly Rights and Remedies** Review process with DTS/STND

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the remedies.

This SLA format is consistent with the current SLA procedures with CALNET. AT&T has procedures in place that will accomplish this goal. We will work with our subcontractors to put methods and procedures in place that will accomplish this for CALNET II services.

AT&T agrees that the immediate rights and remedies include CALNET II Contract customer and/or DTS/STND escalation.

Currently, AT&T provides dedicated customer care and support to our CALNET customers, and we will continue to make these resources for the CALNET II Contract. We will process orders on a less than one-day cycle and implement them based on customer requested due dates and/or standard due date intervals by product.

In addition to meeting the SLA requirements, AT&T has in place a dedicated SLA Manager responsible for calculating the Service Level Agreement rebates. Upon DTS/STND request, the SLA Manager will conduct regular meetings to review results and address any questions as needed.

AT&T will team with DTS/STND to ensure that our CALNET II Contract customers are completely satisfied with their services from AT&T.

6.2.22.2.13 Time To Repair (TTR) – Network Dialing Services (NDS) (M)

Services	Time To Repair (TTR) – Network Dialing Services (NDS)
Audio Conferencing Intra-LATA, Intrastate/InterLATA, Interstate, International Long Distance Calling Toll Free 900 Service	**Definition** A TTR-NDS shall be defined as a trouble ticket opened with the Contractor's helpdesk when the Customer is unable to place calls. **Measurement Process** This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The service shall be considered unavailable during the time the trouble ticket is recorded as open in the Contractors trouble ticket System minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24. **Objectives** Less than 6 hours **Immediate Rights and Remedies** 10 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 6 hours. End-User Escalation Process DTS/STND Escalation Process **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

This SLA is consistent with the current SLA procedures with CALNET and we will comply with this new CALNET II requirement as stated. AT&T has the resources and infrastructure in place today to meet the CALNET II Time to Repair (TTR)—Network Dialing Service.

AT&T agrees and will comply with the Time to Repair (TTR)—Network Dialing Service. In order to administer the CALNET II TTR—Network Dialing Service, an AT&T dedicated Service Level Agreement Manager will collect all reported trouble tickets that have come into your single point of contact—the California Major Accounts Center (CMAC).

You can report trouble to the California Major Accounts Center (CMAC) either by calling the 800-303-0103 number or using CARES. We will review each ticket for a possible rebate based on the CALNET II Service Level Agreement guidelines set in place by DTS/STND and AT&T.

AT&T agrees that TTR—Network Dialing Service shall be defined as a trouble ticket opened with the contractor's helpdesk when the customer is unable to place calls. AT&T agrees that the immediate rights and remedies will be 10% of the TMRC and two days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than six hours.

We have the personnel in place today that are experienced in both the end-user and DTS/STND Escalation Processes. The total rights and remedies for failure to satisfy a single circuit or service shall not exceed 100% of the customer's Total Monthly Recurring Costs (TMRC).

AT&T has managers and highly trained testing technicians in place today who can meet the needs of our CALNET II Contract customers 24x7x365. AT&T will team with DTS/STND to ensure that our CALNET II Contract customers are completely satisfied with their services from AT&T.

6.2.22.3 Administrative Service Level Agreements (M)

SLAs have been established for various aspects of the administrative responsibilities associated with the Contract resulting from the award of the RFP for Module 2.

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this section, including the desired objectives and the financial remedies. AT&T understands the requirements supplied in this section and the importance of accurate and timely data from both the DTS/STND and the end user customer perspective.

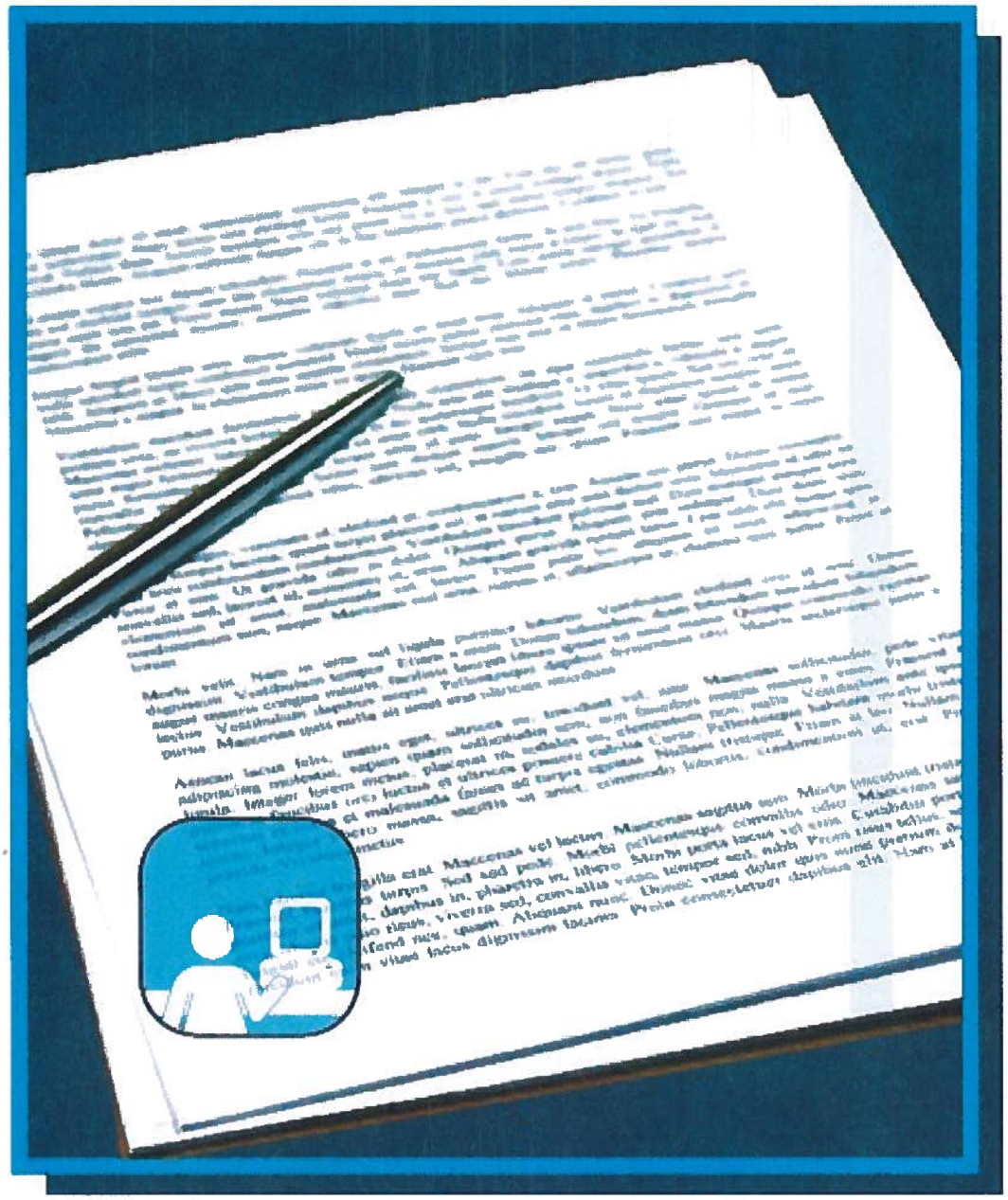

Figure 6.2.22-4. Administrative SLAs. *AT&T will meet and even exceed many of the administrative SLAs required by the State.*

6.2.22.3.1 Administrative Fee Reports /Electronic Fund Transfer Notification Delivery Intervals (M)

Administrative Tools, Reports and Applications	Administration Fee Reports /Electronic Fund Transfer Notification Delivery Intervals
DTS/STND Detail of Services Billed Report by Agency. Section 6.2.23.2.3 DTS/STND Detail of Services Billed Report by Service. Section 6.2.23.2.2 Receipt of Electronic Fund Transfer Notification	**Definition** The reports and electronic fund transfer notification include the total monthly administrative fee monies owed to DTS/STND. **Measurement Process** These reports and electronic fund transfer shall be received within 60 calendar days from the end of each calendar month that a bill is rendered. **Objectives** Deliver reports: Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered. **DTS/STND Rights and Remedies** 0.5 percent of month's administration fees shall be paid to DTS/STND 61 calendar days from the end of each calendar month that a bill is rendered. **Customer Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T agrees to the SLA provisions as listed above for 6.2.22.3.1 Administrative Fee Reports / Electronic Fund Transfer Notification Delivery Intervals.

AT&T has been applying, invoicing, and remitting administrative fees for the State since the early 1980s. For the past seven years, we have managed the administrative fee process for the CALNET contract and have worked with DTS/STND to reduce fees three times. With CALNET, we have collected and transferred administrative fees to the State in a timely manner—well within 60 days after the last bill date. For CALNET II, we are extremely confident that we can provide the FMR reports no later than 60 days after the last bill date of the month.

6.2.22.3.2 Invoicing Accuracy (M)

Administrative Tools, Reports and Applications	Invoicing Accuracy
Invoices for all products, services, and features provided through RFP Section 6.2	**Definition** Contractor to provide accurate and detailed invoices as stated in RFP Section 6.2.19 **Measurement Process** Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification. **Objectives** 100 percent invoice accuracy **DTS/STND Rights and Remedies** DTS/STND Escalation Process **Customer Rights and Remedies** Escalation to Contractor's Account Manager Escalation to DTS

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the remedies.

We will implement the steps outlined in the table below to ensure the highest possible level of invoice accuracy.

AT&T Invoice Accuracy
• We will provide training to all of our service representatives on contract products and rates. In addition, we will provide them with CALNET II specific methods and procedures.
• Wherever possible, we will automate contract rates.
• With AT&T Custom User Solution (ACUS), we will validate all contract rates so we can quickly identify, research, and correct any billing discrepancies.
• Once we identify individual customer billing issues, within 60 days we will correct them or establish a correction process.
• In the event of system issues, we will identify an AT&T team to put a recovery plan in place within 60 days. Findings will be documented, a detailed recovery plan will be developed and a root cause analysis will be conducted. AT&T will provide all documentation to DTS.

6.2.22.3.3 Report Delivery Intervals (M)

Administrative Tools, Reports and Applications	Report Delivery Intervals
Service Level Agreement Reports Section 6.2.24.5 DTS/STND Fiscal Inventory Report of All Services Section 6.2.23.2.1 Trouble Ticket/SLA Credits Fiscal Report Section 6.2.23.2.4 DTS/STND Service Order/Provisioning Fiscal Report Section 6.2.23.2.5 DVBE Tracking Fiscal Report Section 6.2.23.2.6 Service Location Report Section 6.2.23.2.7 General Customer Profile Information Section 6.2.23.2.8 Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.2.24.6.1 and Section 6.2.24.6.2	**Definition** All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Sections 6.2.23 and 6.2.24 Reports Section **Measurement Process** See the objective below **Objectives** Deliver all reports within 3 Business Days of the mutually agreed or DTS/STND designated Delivery Dates from Section 6.2.24 **DTS/STND Rights and Remedies** $400 and $100 per week thereafter for each report **Customer Rights and Remedies** Escalation to DTS/TD

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

AT&T experience with CALNET permits us to understand the importance of these reports to the State and how they impact your ability to manage the Contract. We will deliver reports on the negotiated date.

6.2.22.3.4 Tools and Report Implementation (M)

Administrative Tools, Reports and Applications	Tools and Report Implementation
Public Web Site Section 6.2.24.1 Private Web Site Section 6.2.24.2 Customer Trouble Ticket Reporting and Tracking System Section 6.2.24.3 Service Provisioning and Tracking System Section 6.2.24.4 Service Level Agreement Reports Section 6.2.24.5 Fiscal Management Databases Section 6.2.23.1 DTS/STND Fiscal Inventory Report of All Services Section 6.2.23.2.1 DTS/STND Detail of Services Billed Report by Service Section 6.2.23.2.2 DTS/STND Detail of Services Billed Report by Agency Section 6.2.23.2.3 Trouble Ticket/SLA Credits Fiscal Report Section 6.2.23.2.4 DTS/STND Service Order/Provisioning Fiscal Report Section 6.2.23.2.5 DVBE Tracking Fiscal Report Section 6.2.23.2.6 Service Location Report Section 6.2.23.2.7 General Customer Profile Information Section 6.2.23.2.8	**Definition** All Contractor provided tools and reports shall be functioning and accepted by the State based on the Transition-In schedule. **Measurement Process** Within 45 Business Days after Contract award, the Contractor and DTS/STND shall agree to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed 9 months following Contract award date. **Objectives** All tools and reports shall meet the Requirements and be fully functional and accepted by the State and provided in accordance with the timeline required in Section 6.2.25.1 and agreed upon by DTS/STND. Additional or replacement tools and reports shall be fully functional by dates agreed upon by DTS/STND and the Contractor. **DTS/STND Rights and Remedies** $1000 per tool/report on the first day after due date and $250 per week thereafter **Customer Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

AT&T agrees to meet with DTS/STND within 45 days to reach agreement to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed nine months following the Contract award date.

6.2.22.3.5 Tool Availability (M)

Administrative Tools, Reports and Applications	Tool Availability
Public Web Site Section 6.2.24.1 Private Web Site Section 6.2.24.2 Customer Trouble Ticket and Tracking System Section 6.2.24.3 Service Provisioning and Tracking System Section 6.2.24.4 Fiscal Management Database(s) Section 6.2.23.1	**Definition** The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24x number of calendar days in the month. **Measurement Process** DTS/STND shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened. The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.2.22.2.2 shall apply. The monthly Availability percent shall be based on the accumulative total of all outage durations for each tool, per calendar month. **Objectives** 100 percent Functional 90 percent of the time for each tool, measured on a monthly basis. **DTS/STND Rights and Remedies** $400 per month, per tool **Customer Rights and Remedies** Escalation to DTS/TD

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

AT&T understands the importance of these platforms to the operation of the contract and the business of the State. We have built the level of redundancy / availability required into our tool set for the final tool requirements.

6.2.22.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Average Monthly Usage Cost (AMUC)	A means of calculating rights and remedies for usage-based outages. AMUC shall be derived by dividing the total business day usage minutes in a month by the number of business days in the month in which the failure occurs. This will produce a daily average of usage minutes which can be multiplied by the cost for the associated service to produce an average daily cost of the service for the current month. AMUC rights and remedies will be a number of those average daily costs rebated back to the customers impacted by the service outages that trigger the associated service level agreements.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the Equipment associated with the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a System wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 2, and CAT 3 outages.
Enhanced Services	Shall be defined to include the following services Computer Telephone Integration, Network Based ACD, Network Based Interactive Voice Response/Call Router (IVR), Specialized Call Routing
Enhanced Service Outage	The total loss of an Enhanced Service at a single End-User location.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for 12 or more hours.
Response Duration	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled or scheduled upgrades
Time to Repair	The circuit is unusable during the time the trouble ticket is recorded as open in the Contractor's trouble ticket System minus stop clock conditions. This SLA is applied per occurrence.
Total Monthly Recurring Charges (TMRC)	All charges that comprise the total monthly reoccurring charges per service.
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*_____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

AT&T understands the definitions established in this section.