

STATE OF CALIFORNIA  
**STANDARD AGREEMENT AMENDMENT**  
 STD. 213 A (Rev 8/03)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

Pages 355

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-22 (DTS 06E1392)	12
REGISTRATION NUMBER	

- 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  
MCI Network Services, Inc. or MCI Financial Management, Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies
- The term of this Agreement is 1/30/2007 through 1/29/2014
- The maximum amount of this agreement after this amendment is: N/A
- 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: **This Amendment provides replacement of the CSGNET network with the CGEN network, Administrative, Service Level Agreement (SLA), and Table of Contents changes.**

**A. This amendment includes the following changes, Subject CALNET 2, MSA 3 (Verizon Business):**

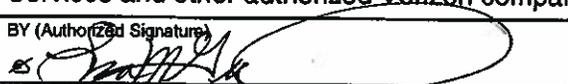
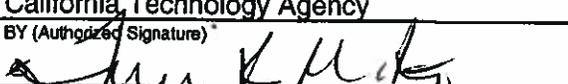
The CSGNET network hosted by the Office of Technology Services is being replaced by the CGEN network. All of the CSGNET clients must migrate over to the new CGEN network design. In order to implement and provide the required services to these State agencies new Internet Operating System (IOS) Encryption and security standards had to be developed. While the CALNET 2 Contract has Managed Services the new IOS security standards for these managed services was not fully developed until now. We are by approval of this amendment enhancing the managed services on the CALNET 2 contract in order to provide our client agencies with a variety of security options necessary to support the State needs.

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

**Continued on the next page.**

This Agreement is effective February 1, 2011 or upon DGS approval, whichever is later. All other terms and conditions of the original agreement shall remain the same.

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

<b>CONTRACTOR</b>		CALIFORNIA Department of General Services Use Only <b>GENERAL SERVICES</b> <b>LEGAL SERVICES</b>  DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION  <b>APPROVED</b> <i>Tim Butte</i> DATE <u>6/15/11</u>
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) <u>MCI Network Services, Inc. or MCI Financial Management, Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies</u>		
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>3/16/11</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING <u>Lisa M Guignard, Director-Pricing/Contract Management</u>		
<b>STATE OF CALIFORNIA</b>		<input type="checkbox"/> Exempt per:
AGENCY NAME <u>California Technology Agency</u>		
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>3/23/11</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING <u>Tricia Rodriguez - Manager - Purchasing and Support Services</u>		
ADDRESS <u>P.O. Box 1810, MS Y-18, Rancho Cordova, CA 95741-1810</u>		

## **Continuation**

### **STD 213A Standard Agreement Amendment 5-06-58-22 (DTS 06E1392) 12**

1. 6.3.2.4 Hosted Standalone IP Telephony Voice Mail Service Attachment 4 has been modified to include "Service" at the end of the service name in the footer, page 1.

**Replace Attachment 4 Section 6.3.2.4 (Page 1) with amended section (Page 1).**

2. 6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 3 has been modified to include the Customized Net Set Up Fee: WebEx w/SSL that was removed in error in Amendment 3.8, page 20

**Replace Attachment 3 Section 6.3.2.5 and 6.3.4.6 (1-29) with amended section (1-30)**

3. 6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing, Attachment 4 has been modified to include the Customized Net Set-Up Fee: WebEx w/SSL that was removed in error in Amendment 3.8, page 5

**Replace Attachment 4 Section 6.3.2.5 and 6.3.4.6 (1-14) with amended section (1-14)**

4. 6.3.3.8 Converged Services, IP and Network IP Transport Services, Attachment 3 has been modified to include Additional Router IOS Encryption options:

- Additional Router IOS Encryption Option subheading addition, page 4
  - Encryption Cisco x800 Series – Advanced IP Services to SNA/IPX Cisco 3900 Series – Data License additions, pages 4-18

**Replace Attachment 3 Section 6.3.3.8 (1-58) with amended section (1-73)**

5. 6.3.3.8 Converged Services, IP and Network IP Transport Services, Attachment 4 has been modified to include Additional Router IOS Encryption options:

- Additional Router IOS Encryption Option subheading addition, page 4
  - Encryption Cisco x800 Series – Advanced IP Services to SNA/IPX Cisco 3900 Series – Data License additions, pages 4-5

**Replace Attachment 4 Section 6.3.3.8 (1-24) with amended section (1-26)**

6. 6.3.5.1.1 Converged Services, IP Network Based Agent Package Service, Attachment 3 has been modified to correct the Attachment service name:

- Service name corrected in header to include "Converged Services" and deletion of "ACD:", and footer corrected to include full feature name 6.3.5.1.1 Converged Services, IP Network Based Agent Package Service, pages 1-2

**Replace Attachment 3 Section 6.3.5.1.1 (1-2) with amended section (1-2)**

7. 6.3.5.1.1 Converged Services, IP Network Based Agent Package Service, Attachment 4 has been modified to correct the Attachment service name:
- Service name corrected in header and footer to include “Converged Services” and deletion of “ACD”, pages 1-2
- Replace Attachment 4 Section 6.3.5.1.1 (1-2) with amended section (1-2)**
8. 6.3.5.1.2 Converged Services, IP Network Based Agent Package Service, Attachment 3 has been modified to correct the Attachment service name:
- Service name corrected in header to include “Converged Services” and deletion of “ACD”, and footer changed to 6.3.5.1.2 Converged Services, IP Network Based Supervisor’s Package Service, pages 1-4
- Replace Attachment 3 Section 6.3.5.1.2 (1-4) with amended section (1-4)**
9. 6.3.5.1.2 Converged Services, IP Network Based Agent Package Service, Attachment 4 has been modified to correct the service name:
- Service name corrected in header and footer to include “Converged Services”, pages 1-2
- Replace Attachment 4 Section 6.3.5.1.2 (1-2) with amended section (1-2)**
10. 6.3.5.1.3 Converged Services, IP Network Based System Administrator’s Software Package, Attachment 3 has been modified to correct the Attachment service name:
- Service name corrected in header and footer to include “Converged Services” and deletion of “ACD”, pages 1-3
- Replace Attachment 3 Section 6.3.5.1.3 (1-3) with amended section (1-3)**
11. 6.3.5.1.3 Converged Services, IP Network Based System Administrator’s Software Package, Attachment 4 has been modified to correct the service name:
- Service name corrected in header and footer to include “Converged Services” and deletion of “ACD”, page 1
- Replace Attachment 4 Section 6.3.5.1.3 (Page 1) with amended section (Page 1)**
12. 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System, Attachment 3 has been modified to update feature ID’s, feature names, and services:
- IVR with Standard application Usage, Feature ID correction, page 2
  - IP Hosted Intelligent Contact Routing (HICR), addition of “T” to feature name, page 4
  - IP Hosted Intelligent Contact Routing (HICR), addition of “A” to feature name and feature description update, pages 5-6
  - Custom Reports Package, addition of “M” to feature name, page 14
  - Custom Reports Package, addition of “C” to feature name, page 15
  - Custom Application Development, addition of “N” to feature name, page 20
  - Custom Application Development, addition of “M” to feature name, page 20
  - Custom Identity Management Application Development, addition of “N” to feature name, page 21
  - Custom Identity Management Application Development, addition of “M” to feature name, page 22

- Quota Routing addition, page 26

**Replace Attachment 3 Section 6.3.5.2 (1-26) with amended section (1-27)**

13. 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System, Attachment 4 has been modified to update feature ID's, feature names, and services:

- IVR with Standard application Usage, Feature ID correction, page 1
- IP Hosted Intelligent Contact Routing (HICR), addition of "T" to feature name, page 1
- IP Hosted Intelligent Contact Routing (HICR), addition of "A" to feature name, and change NRC from N/A to ICB, page 1
- Custom Reports Package (Per application), addition of "M" to feature name, page 2
- Custom Reports Package (Per Change), addition of "C" to feature name, page 2
- Consulting – Applications, correction of Unit Non-Recurring and Unit Recurring rates, page 2
- Custom Application Development, addition of "N" to feature name, page 3
- Custom Application Development, addition of "M" to feature name, page 3
- Custom Identity Management Application Development, addition of "N" to feature name, page 3
- Custom Identity Management Application Development, addition of "M" to feature name, page 3
- Quota Routing addition, page 3

**Replace Attachment 4 Section 6.3.5.2 (1-4) with amended section (1-4)**

14. 6.3.5.3 Converged Services, IP Network Based Specialized Call Routing, Attachment 3 has been modified to correct the Attachment service name:

- Service name corrected in header and footer to include "Converged Services" and deletion of "(SCR) Service", pages 1-2

**Replace Attachment 3 Section 6.3.5.3 (1-2) with amended section (1-2)**

15. 6.3.5.3 Converged Services, IP Network Based Specialized Call Routing, Attachment 4 has been modified to correct the Attachment service name:

- Service name corrected in header and footer to include "Converged Services" and deletion of "(SCR) Service", page 1

**Replace Attachment 4 Section 6.3.5.3 (Page 1) with amended section (Page 1)**

16. 6.3.6.2 Converged Services, Unified Messaging, Attachment 3 has been modified to correct the Attachment service name:

- Service name corrected in the header and footer to include "Converged Services", pages 1- 2

**Replace Attachment 3 Section 6.3.6.2 (1-2) with amended section (1-2)**

17. 6.3.6.2 Converged Services, Unified Messaging, Attachment 4 has been modified to correct the Attachment service name:

- Service name corrected in the header and footer to include "Converged Services", pages 1-2

**Replace Attachment 4 Section 6.3.6.2 (1-2) with amended section (1-2)**

18. 6.3.9 Converged Services, Required Customer Premise Equipment (CPE), Attachment 3 has been modified to update feature names:

- Cisco 3560 (Feature ID CSCO3560),, addition of "/24 Port" to feature name, page 1
- Cisco 3560, Feature ID corrected to CSCC3560 and addition of "/48 Port" to feature name, page 1
- Cisco 2851 (Feature ID CSCB2851), addition of "1xT1" to feature name, page 2
- Cisco 2851 (Feature ID CSCC2851), addition of "2xT1" to feature name, page 2
- Cisco 2851 (Feature ID CSCD2851), addition of "3/4xT1" to feature name, page 2
- Cisco IPICS PMC Client Software Feature Identifier correction, page 24
- Nortel headings and feature names updated to "Avaya", pages 57-62

**Replace Attachment 3 Section 6.3.9 (1-65) with amended section (1-65)**

19. 6.3.9 Converged Services, Required Customer Premise Equipment (CPE), Attachment 4 has been modified to update feature names:

- Cisco 3560 (Feature ID CSCO3560), addition of "/24 Port" to feature name, page 1
- Cisco 3560, Feature ID corrected to CSCC3560 and addition of "/48 Port" to feature name, page 1
- Cisco 2851 (Feature ID CSCB2851), addition of "1xT1" to feature name, page 1
- Cisco 2851 (Feature ID CSCC2851), addition of "2xT1" to feature name, page 1
- Cisco 2851 (Feature ID CSCD2851), addition of "3/4xT1" to feature name, page 1
- Cisco IPICS PMC Client Software Feature Identifier correction, page 8
- Nortel headings and feature names updated to "Avaya", pages 13-14

**Replace Attachment 4 Section 6.3.9 (1-16) with amended section (1-16)**

20. The RFP Response to Requirements, Module 3, Exhibit 5B, Contractor's License Information, has been modified to reflect the new license expiration dates for the Contractor, Verizon Select Services Inc. from 5/31/2008 to 5/31/2012, and Subcontractor, Irish Communication Company from 12/31/2007 to 12/31/2011.

**Replace RFP Response to Requirements, Module 3, Volume 1, Exhibit 5B, Contractors License Information (Page 19) with amended (Page 19)**

21. The RFP Response to Requirements, Module 3, Exhibit 5C, List of Proposed Subcontractors (Public Works), has been modified to reflect the name change for Direct Apps to Direct Technology; to add Intrado Inc., and to remove subcontractors Eagles Heart Consulting and Ethotec.

**Replace RFP Response to Requirements, Module 3, Volume 1, Exhibit 5C, List of Proposed Subcontractors (Public Works) (Page 20) with amended (Page 20)**

22. Model Contract Language, Module 3, Attachment 1, General Provisions, Appendix B-3, page 2, has been modified to change the office location from Roseville to Rancho Cordova, CA.

**Replace Model Contract Language, Module 3, Attachment 1, General Provisions, Appendix B-3, (Page 2) with amended (Page 2)**

23. Model Contract Language, Module 3, Contact Information, Exhibit B-3, page 3, has been modified to change Department of Technology Services to Office of Technology Services, change CALNET II to CALNET 2 in the header, and change Verizon Business's Suite from 100G to 200.

**Replace Model Contract Language, Module 3, Contact information Exhibit B-3, (Page 3) with amended (Page 3)**

24. Model Contract Language, Module 3, Exhibit A-2, Authorization to Order Under State Contract, Appendix B-3, pages 62-64 have been modified to change Department of Technology Services to Office of Technology Services; change DTS to OTech, and change CALNET II to CALNET 2.

Replace Model Contract Language, Module 3, Exhibit A-2, Authorization to Order Under State Contract, Appendix B-3, (Pages 62-64) with amended (Pages 62-64)

25. MSA 3, Appendix A Glossary has been modified to change DTS to OTech, and change CALNET II to CALNET 2.

✓ Replace MSA 3, Appendix A Glossary, (Pages 1-12) with amended (Pages 1-12)

26. MSA 3 Service Level Agreements have been modified to update the SLA table to include Encryption and PIP SLA additions:

6.3.14.2.3.1 Service Availability Percentage (M), deletion of Converged Services, IP and Network IP Transport Services, and addition of Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option, page 342

6.3.14.2.3.1 Service Availability Percentage (M) – Converged Services, IP and Network IP Transport Services addition, page 343-a

6.3.14.2.3.2 Service Availability Percentage (M) – DAN, changed from 6.3.14.2.3.1 to 6.3.14.2.3.2, page 344

6.3.14.2.3.3 Service Availability Percentage (M) – Managed Router and Managed LAN Service changed from 6.3.14.2.3.2 to 6.3.14.2.3.3, page 345

6.3.14.2.4 Catastrophic Outage 1 (M), Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option addition, page 347

6.3.14.2.5 Catastrophic Outage 2 (M), Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option addition, page 348

6.3.14.2.6 Catastrophic Outage 3 (M), Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option addition, page 349

6.3.14.2.7 Round Trip Transmission Delay (M), Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option addition, page 350

6.3.14.2.10 Packet Loss (M), Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option addition, page 356

6.3.14.2.12 Excessive Outage (M), Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option addition, page 361

6.3.14.2.14 Provisioning (M), Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option addition, page 365

6.3.14.2.15 Response Duration from Receipt of Order (M), renumbered from page 367 to page 368

6.3.14.2.17 Time to Repair (TTR) - Major addition, page 368-a

6.3.14.2.18 Time to Repair (TTR) – Minor addition, page 368-b

6.3.14.3 Administrative Service Level Agreements renumbered from page 368 to page 369

Replace MSA 3, Volume 1, Service Level Agreements section (6.3-328 thru 6.3-376) with amended (6.3-328 thru 6.3-376)

27. Section 6.3 Internet Protocol Services – MODULE 3, Table of Contents was modified to reflect the pagination changes in the MSA 3 Service Level Agreements.

Replace Section 6.3 Internet Protocol Services – Module 3, Table of Contents (6.3i - 6.3v) with amended section (6.3i - 6.3vi)

**B. 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.**

### **C. Amendment Summary:**

- **What is this amendment about?**

- 1) Additional IP Transport features.
- 2) Improved Service Level Agreements (SLA's)
- 3) Administrative corrections

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

This contract is being amended to add additional IP Transport features, to improve the SLA's, and to make Administrative corrections.

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

- 1) To accommodate the governor's Executive Order requiring agencies to migrate to the CGEN Network. The additional features are needed by CGEN customers.
- 2) To bring the SLA's more in line with AT&T SLA's.
- 3) Administrative corrections

6.3.2.4 Hosted Standalone IP Telephony Voice Mail Service Attachment 4

**Service Identifier:** Hosted Standalone IP Telephony Voice Mail Service

The pricing includes the following elements: planning, applicable design, engineering, testing, wiring, termination, installation, and training, where applicable.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges
VOIP Voice Mail Service	IPVM0000	Per Box	-	\$2.52	-

**Note:**

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge
CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge
California High Cost Fund
Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6  
 Converged Services, Managed IP Audio Conferencing Attachment 3

**Service Identifier:** Audio Conferencing

**Description of the Service:** Audio Conferencing for users of the Hosted IP Telephone and Converged IP networks. Audio Conferencing services provide for connections for external subscribers (off-net) through a gateway service (IP-to-TDM, TDM-to-IP), allowing non-IP subscribers to utilize the same set of services.

**Availability:** Nationwide. International locations are available on an ICB basis.

Unless noted separately in Attachment 4, services include the following elements: planning, applicable design, engineering, testing, training and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Audio Conferencing Services:</b>			
Standard Meet Me Conferencing (In/Outbound)	ISMM0000	Includes a Conference Coordinator to greet and announces each participant. Or to expedite entry, each participant will be prompted to enter a passcode. Conference calls are periodically scanned and checked for quality. Coordinator assistance is available as needed by pressing *0 on a touchtone phone. Standard Service is available with all audio conferencing access types. The service can support	

Revised: MSA 3 Amendment No. 12 - 6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6  
 Converged Services, Managed IP Audio Conferencing Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		hundreds of conference participants utilizing both PSTN and IP Telephony endpoints.	
Premier Meet Me Conferencing (In/Outbound)	IPMM0000	Ideal for high-visibility events, including investor relations calls, focus groups, and press conferences. Premier Services provides a dedicated Conference Coordinator to continuously provide support throughout the call. A Meeting Manager will be the point of contact before, during, and after the conference to ensure call requirements are met. Premier Service is available with all access types. The service can support hundreds of conference participants utilizing both PSTN and IP Telephony endpoints.	Certain advanced features are only available with Premier Service.

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6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6  
 Converged Services, Managed IP Audio Conferencing Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Direct Dial, Basic Dial-In Instant Meeting Service (per port)</b>	OIMM0000	Verizon Conferencing offers direct Dial, Basic Dial in Meet me service up to 96 ports known as the "Instant Meeting" service. Participants can dial a pre-established number to join the conference call.	
<b>Toll Free, Basic Dial-In Instant Meeting Service (per port)</b>	IIMM0000	Verizon Conferencing offers Toll Free, Dial In meet me service up to 96 ports, known as Instant Meeting, where participants dial a pre-established toll free number to join the conference call.	
<b>Off Net Meet Me</b>	ONMM0000	Off Net Meet Me Gateway services provide access to IP based audio conferencing events when calling in to the event on PSTN based services, Direct Dial or Toll Free Meet Me.	

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6  
 Converged Services, Managed IP Audio Conferencing Attachment 3

**Additional available services:**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Audio Streaming:</b>	See Below	See Below	See Below
<b>- Audio Streaming</b>	IAST0000	Audio Streaming provides a real time broadcast of a live conference call over the public Internet. At the time of the conference, the leader uses the Meet Me number to dial into the bridge. The Coordinator then dials out to the streaming vendor, and the call is streamed to the Internet in real time	
<b>- Audio Streaming Replay 1-1000 Participants</b>	IASR0004 IASR0010 IASR0025 IASR0050 IASR0250 IASR0500 IASR1000	A replay of a previous live conference call is made available to participants over the public Internet.	Requires initial Audio Streaming of live event.

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6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6  
 Converged Services, Managed IP Audio Conferencing Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Audio Conferencing Features:</b>			
<p><b>Conference Recording</b></p> <p>Cassette                      CD                      .wav on CD                      MP3 or wav file                      Download</p>	<p>IRAC0000                      IRCD0000                      IRWF0000                      ICMP0000</p>	<p>Conference Recording can be done by any of the conferencing service levels. With Instant Meeting the leader of the call may use "Instant WebModerator", a tool to initiate the recording of the call. With Standard and Premier Level service at time of reservation the leader may request for an operator to start the recording of the conference call.</p>	<p>Recordings are available in the following formats only:</p> <ul style="list-style-type: none"> <li>- Audiocassette</li> <li>- CD</li> <li>- Downloadable file; MP3 or .wav</li> </ul>

Revised: MSA 3 Amendment No. 12 - 6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6  
 Converged Services, Managed IP Audio Conferencing Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Conference Transcription</b></p>	<p>ICTR0000</p>	<p>When making reservations the leader may request to have a transcription sent to them after the call. The transcriptionist listens to the recording and transcribes the spoken content into a written format. The conference is transcribed to either paper or diskette and then is sent to the customer via fax, modem or e-mail by a transcriptionist. Within 48 business hours the leader will receive the transcription of their meeting in the format requested.</p>	<p>The conference must be recorded.</p>

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6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6  
 Converged Services, Managed IP Audio Conferencing Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Instant Replay Plus</b>	IIRP0000	Instant Replay Plus allows callers to dial in and listen to a digital replay of a previously held conference or other recorded audio announcement at their convenience. Callers access the replay call by dialing a toll or toll-free number and following voice prompts.	Customers must request Instant Replay Plus when making their reservation.
<b>Participant List</b>	IRPL0000	Verizon operators will capture up to 3 pieces of information for the callers and send the participant list to the leader in an MS Excel format immediately following the call.	Available with Standard and Premier level services only. Must be requested when reserving call.  Verizon's Instant Meeting Audio platform has a web moderator tool, which allows the leaders of the call to capture the phone number and the name of the person who joined their meeting free of charge.

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6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6  
 Converged Services, Managed IP Audio Conferencing Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Pre-Notification - US</b>	IRPN0000	With 48-hour notice, the Conference Coordinator will notify all participants of the date and time of their scheduled call. Participants will be contacted throughout the day prior to the conference call.	Verizon conference operators require 48 hours advance notice from the conference leader.
<b>Web RSVP</b>	RSVP0000	Web RSVP is an Internet registration tool designed to collect and view meeting participant information online. Conference leaders can post meeting-specific information for their participants and collect up to five pieces of information about their participants, including name and e-mail address. Web RSVP allows conference leaders to download participant list reports via e-mail	

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6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6  
 Converged Services, Managed IP Audio Conferencing Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Duplicate Billing</b>	IADB0000	Duplicate Billing is requested from the Conference leader or department who may need to see these conferencing charges separate from where the invoice is being sent.	
<b>Operational Reports - Standard</b>	IORS0000	Operational Reports – Standard provides a conference call leader additional paper or electronic reports sent to them separate from the original reports.	
<b>Cancellation Fee for Meet Me Services</b>	CIMM0000	Cancellation fees may apply to CALNET 2 Customers with scheduled Meet Me Services that cancel the scheduled conference with less than 2 hours notice.	
<b>Underutilization Fee</b>	IPUF0000	Underutilization Fees associated with instances of CALNET 2 customers utilizing less than 80% of reserved ports on a Dial In Meet Me call.	

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Listen Only (Broadcast)</b>	CSLO0000	A broadcast only call, where participants are put into a listen-only-mode by the presenter. The presenter may open the call to participants at any time.	Requires the use of 'Web Moderator'

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>IP Net Conferencing Services which includes WebEx and MS LiveMeeting:</b>			
<b>IP Net Conferencing</b>			
<b>Reserved Net Conferencing port</b>	RSCF0000	Reserved Net Conferencing allows users to view presentations or share applications via the Internet while listening to the presenter through a standard audio conference connection. Meeting attendees log on to a pre-determined Web site to view presentations. Customers can host their own Net Conference, or use Premier Service or Operator Hosting to have the Coordinator changes the slides and manages the Net Conference.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Instant Net Conferencing - Instant MS Live Meeting or WebEx port</b></p>	<p>INCF0000</p>	<p>Instant Net Conferencing is offered through Verizon by the leader preference of either MS Live Meeting or WebEx. With the Instant Net Subscription the leaders can send out an email invite combining both their Audio bridge information and the hyper link to their Instant Net Meeting. This allows leaders to view documents real time, make changes, go to live websites, pull up and show any application on their desktop, record the meetings and have multiple choices as downloads, pass leader control over to another participant, polling, white board capabilities, and chat. Each Instant Net Leader has their own unique Account and can access their Instant Net 24 x 7 365 days a year.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Verizon recommends using this type of a conferencing service with groups up to 100 or smaller.	
<b>Reserved Net</b>	IRPM000	Reserved Net Conferencing allows users to view presentations or share applications via the Internet while listening to the presenter through a standard audio conference connection. Meeting attendees log on to a pre-determined Web site to view presentations. Customers can host their own Net Conference, or use Premier Service or Operator Hosting to have the Verizon Coordinator change the slides and manages the Net Conference.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>WebEx Enterprise Edition Committed Minutes Range:</b>                      Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.</p>			
<p><b>1,500 to 4,999</b></p>	<p>WECM0005</p>	<p>Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.</p>	
<p><b>5,000 to 9,999</b></p>	<p>WECM0010</p>	<p>Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
10,000 to 24,999	WECM0025	Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.	
25,000 to 49,999	WECM0050	Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.	
50,000 to 99,999	WECM0100	Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
100,000 to 249,999	WECM0250	Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.	
250,000 to 499,999	WECM0500	Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.	
500,000 to 999,999	WECM01000	Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
1,000,000 to 2,499,999	WECM2500	Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.	
2,500,000 to 4,999,999	WECM5000	Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.	
5,000,000 +	WECM5001	Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Features of WebEx and/or MS Live Meeting:</b>			
<b>Cancellation Charge - Reserve Net</b>	ICRN0000	Per reserved bridge port charges may apply for each pre-scheduled conference call either cancelled by the Customer within 30 minutes of the scheduled conference call time or during which fewer than two bridge ports participate.	
<b>Overbooking</b>	IOBK0000	Per each unused connection after the first 50 unused connections per completed call	
<b>Operator Hosting</b>	IHST0000	Operator Hosting provides a Verizon Coordinator to change the slides and manages the Net Conference.	
<b>Customized Net Storage - WebEx</b>	ICNS0000	Additional 100 megabytes beyond first 100 megabytes per Internet site per 30-day period.	
<b>Customized Net Storage – WebEx</b>	ICNS0500	Per 500 megabytes beyond first 100 megabytes per Internet site per 30-day period.	

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>File Download</b>	ICFD0000	A recorded file of the Net Conference may be requested and downloaded following the Net Conference, by the Conference leader.	
<b>Reserved Net Replay Additional Storage</b>	IRNR0000	Following the initial 30 days of storage, an additional 30 days of storage may be requested.	
<b>Reserved Net Replay Set Up and Storage</b>	INRS0000	Initial set up and first 30 days of storage, upon request of the Conference leader.	
<b>Seat Based Overage Charge</b>	ISBC0000	A charge may be assessed for each 15-minutes of Net Conference overage	
<b>Applicable to Per Minute Net Conference</b>	See Below	See Below	See Below
<b>Customized Net Set Up Fee: MSLive Meeting</b>	NFLM0000	A customized Net Conference web site can be established for Conference leaders, using the Live Meeting platform.	

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Customized Net Set Up Fee: WebEx w/SSL Per Minute</b>	NFSS0000	A customized Net Conference web site can be established for Conference leaders, using the WebEx with SSL platform.	

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**WebEx Named Host which includes Meeting Center Pro, Training Center, Sales Center, Support Center and Enterprise Edition:**

Named Host through Verizon offers WebEx Named Hosts as a pay per month option in Named Host tiers. A Named Host is any host who may host an unlimited number of meetings using the meeting tools identified above. Each Meeting must be hosted by a Named Host (identified above) and may include no more than the listed maximum number of meeting participants (including the Named Host).

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>WebEx Meeting Center Pro Named Host</b> The online meeting standard - present information, share applications, and collaborate on projects with customers and coworkers around the globe.			
<b>WebEx Meeting Center Pro Named Host 5-24</b> <i>(15 participants maximum)</i>	WMPC0001	Meeting Center Pro Named Host 5-24 (15 participants maximum)	
<b>WebEx Meeting Center Pro Named Host 25-49</b> <i>(15 participants maximum)</i>	WMPC0002	Meeting Center Pro Named Host 25-49 (15 participants maximum)	
<b>WebEx Meeting Center Pro Named Host 50-199</b> <i>(15 participants maximum)</i>	WMPC0003	Meeting Center Pro Named Host 50-199 (15 participants maximum)	
<b>WebEx Meeting Center Pro Named Host 200-499</b> <i>(15 participants maximum)</i>	WMPC0004	Meeting Center Pro Named Host 200-499 (15 participants maximum)	

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>WebEx Meeting Center Pro Named Host 500-999</b> <i>(15 participants maximum)</i>	WMPC0005	Meeting Center Pro Named Host 500-999 (15 participants maximum)	
<b>WebEx Meeting Center Pro Named Host 1,000 +</b> <i>(15 participants maximum)</i>	WMPC0006	Meeting Center Pro Named Host 1,000+ (15 participants maximum)	
<b>WebEx Training Center Pro Named Host</b> An online virtual classroom solution that enables organizations to deliver engaging, effective interactive instructor-led training—to anyone, any time, anywhere.			
<b>WebEx Training Center Pro Named Host 5-9</b> <i>(30 participants)</i>	WTCP0001	Training Center Pro Named Host 5-9 (30 participants maximum)	
<b>WebEx Training Center Pro Named Host 10-24</b> <i>(30 participants maximum)</i>	WTCP0002	Training Center Pro Named Host 10-24 (30 participants maximum)	
<b>WebEx Training Center Pro Named Host 25-49</b> <i>(30 participants maximum)</i>	WTCP0003	Training Center Pro Named Host 25-49 (30 participants maximum)	
<b>WebEx Training Center Pro Named Host 50-99</b> <i>(30 participants maximum)</i>	WTCP0004	Training Center Pro Named Host 50-99 (30 participants maximum)	

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>WebEx Training Center Pro Named Host 100-249</b> (30 participants maximum)	WTCP0005	Training Center Pro Named Host 100-249 (30 participants maximum)	
<b>WebEx Training Center Pro Named Host 250-499</b> (30 participants maximum)	WTCP0006	Training Center Pro Named Host 250-499 (30 participants maximum)	
<b>WebEx Training Center Pro Named Host 500-999</b> (30 participants maximum)	WTCP0007	Training Center Pro Named Host 500-999 (30 participants maximum)	
<b>WebEx Training Center Pro Named Host 1000+</b> (30 participants maximum)	WTCP0008	Training Center Pro Named Host 1000+ (30 participants maximum)	
<b>WebEx Training Center Pro Named Host 5-9</b> (50 participants maximum)	WTCP0009	Training Center Pro Named Host 5-9 (50 participants maximum)	
<b>WebEx Training Center Pro Named Host 10-24</b> (50 participants maximum)	WTCP0010	Training Center Pro Named Host 10-24 (50 participants maximum)	
<b>WebEx Training Center Pro Named Host 25-49</b> (50 participants maximum)	WTCP0011	Training Center Pro Named Host 25-49 (50 participants maximum)	

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>WebEx Training Center Pro Named Host 50-99</b> (50 participants maximum)	WTCP0012	Training Center Pro Named Host 50-99 (50 participants maximum)	
<b>WebEx Training Center Pro Named Host 100-249</b> (50 participants maximum)	WTCP0013	Training Center Pro Named Host 100-249 (50 participants maximum)	
<b>WebEx Training Center Pro Named Host 250-499</b> (50 participants maximum)	WTCP0014	Training Center Pro Named Host 250-499 (50 participants maximum)	
<b>WebEx Training Center Pro Named Host 500-999</b> (50 participants maximum)	WTCP0015	Training Center Pro Named Host 500-999 (50 participants maximum)	
<b>WebEx Training Center Pro Named Host 1,000+</b> (50 participants maximum)	WTCP0016	Training Center Pro Named Host 1,000+ (50 participants maximum)	
<b>WebEx Training Center Pro Named Host 5-9</b> (100 participants maximum)	WTCP0017	Training Center Pro Named Host 5-9 (100 participants maximum)	
<b>WebEx Training Center Pro Named Host 10-24</b> (100 participants maximum)	WTCP0018	Training Center Pro Named Host 10-24 (100 participants maximum)	

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>WebEx Training Center Pro Named Host 25-49</b> (100 participants maximum)	WTCP0019	Training Center Pro Named Host 25-49 (100 participants maximum)	
<b>WebEx Training Center Pro Named Host 50-99</b> (100 participants maximum)	WTCP0020	Training Center Pro Named Host 50-99 (100 participants maximum)	
<b>WebEx Training Center Pro Named Host 100-249</b> (100 participants maximum)	WTCP0021	Training Center Pro Named Host 100-249 (100 participants maximum)	
<b>WebEx Training Center Pro Named Host 250-499</b> (100 participants maximum)	WTCP0022	Training Center Pro Named Host 250-499 (100 participants maximum)	
<b>WebEx Training Center Pro Named Host 500-999</b> (100 participants maximum)	WTCP0023	Training Center Pro Named Host 500-999 (100 participants maximum)	
<b>WebEx Training Center Pro Named Host 1,000+</b> (100 participants maximum)	WTCP0024	Training Center Pro Named Host 1,000+ (100 participants maximum)	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>WebEx Sales Center Pro Named Host</b>                      An online communication solution that delivers a personalized and compelling buyer experience for prospects while providing comprehensive sales management analytics and collaborative team selling tools to sales reps and managers.</p>			
<p><b>WebEx Sales Center Pro Named Host 5-24</b>                      (15 participants maximum)</p>	<p>WSCP0001</p>	<p>Sales Center Pro Named Host 5-24                      (15 participants maximum)</p>	
<p><b>WebEx Sales Center Pro Named Host 25-49</b>                      (15 participants maximum)</p>	<p>WSCP0002</p>	<p>Sales Center Pro Named Host 25-49                      (15 participants maximum)</p>	
<p><b>WebEx Sales Center Pro Named Host 50-199</b>                      (15 participants maximum)</p>	<p>WSCP0003</p>	<p>Sales Center Pro Named Host 50-199                      (15 participants maximum)</p>	
<p><b>WebEx Sales Center Pro Named Host 200-499</b>                      (15 participants maximum)</p>	<p>WSCP0004</p>	<p>Sales Center Pro Named Host 200-499                      (15 participants maximum)</p>	
<p><b>WebEx Sales Center Pro Named Host 500-999</b>                      (15 participants maximum)</p>	<p>WSCP0005</p>	<p>Sales Center Pro Named Host 500-999                      (15 participants maximum)</p>	
<p><b>WebEx Sales Center Pro Named Host 1,000 +</b>                      (15 participants maximum)</p>	<p>WSCP0006</p>	<p>Sales Center Pro Named Host 1000+                      (15 participants maximum)</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>WebEx Support Center Named Host</b>                      A real-time, remote support solution that enables technical support representatives (TSR) to remotely diagnose problems, transfer files, and resolve issues for customers around the world.</p>			
<p><b>WebEx Support Center Named Host 5-9</b> (5 participants maximum)</p>	<p>WSPC0001</p>	<p>Support Center Named Host 5-9 (5 participants maximum)</p>	
<p><b>WebEx Support Center Named Host 10-24</b> (5 participants maximum)</p>	<p>WSPC0002</p>	<p>Support Center Named Host 10-24 (5 participants maximum)</p>	
<p><b>WebEx Support Center Named Host 25-49</b> (5 participants maximum)</p>	<p>WSPC0003</p>	<p>Support Center Named Host 25-49 (5 participants maximum)</p>	
<p><b>WebEx Support Center Named Host 50-99</b> (5 participants maximum)</p>	<p>WSPC0004</p>	<p>Support Center Named Host 50-99 (5 participants maximum)</p>	
<p><b>WebEx Support Center Named Host 100-249</b> (5 participants maximum)</p>	<p>WSPC0005</p>	<p>Support Center Named Host 100-249 (5 participants maximum)</p>	
<p><b>WebEx Support Center Named Host 250-499</b> (5 participants maximum)</p>	<p>WSPC0006</p>	<p>Support Center Named Host 255-499 (5 participants maximum)</p>	
<p><b>WebEx Support Center Named Host 500-999</b> (5 participants maximum)</p>	<p>WSPC0007</p>	<p>Support Center Named Host 500-999 (5 participants maximum)</p>	

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>WebEx Support Center Named Host 1,000+ (5 participants maximum)</b>	WSPC0008	Support Center Named Host 1,000+ (5 participants maximum)	
<b>WebEx Enterprise Edition Named Host</b> WebEx Enterprise Edition consists of the following service platforms: Meeting Center, Event Center, Training Center, Sales Center and Support Center			
<b>WebEx Enterprise Edition Named Host 100-199 (200 participants maximum)</b>	WNTP0001	Enterprise Edition Named Host 100-199 (200 participants maximum)	
<b>WebEx Enterprise Edition Named Host 200-299 (200 participants maximum)</b>	WNTP0002	Enterprise Edition Named Host 200-299 (200 participants maximum)	
<b>WebEx Enterprise Edition Named Host 300-399 (200 participants maximum)</b>	WNTP0003	Enterprise Edition Named Host 300-399 (200 participants maximum)	
<b>WebEx Enterprise Edition Named Host 400-599 (200 participants maximum)</b>	WNTP0004	Enterprise Edition Named Host 400-599 (200 participants maximum)	
<b>WebEx Enterprise Edition Named Host 600-799 (200 participants maximum)</b>	WNTP0005	Enterprise Edition Named Host 600-799 (200 participants maximum)	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>WebEx Enterprise Edition Named Host 800+ (200 participants maximum)</b>	WNTTP0006	Enterprise Edition Named Host 800+ (200 participants maximum)	
<p><b>WebEx Presentation Studio - Number of Slots</b>                      WebEx Presentation Studio is a monthly service for presenting, managing and distributing pre-recorded multimedia presentations on the customer's customized web site provided by the Named Host subscription. Presentation Studio provides an easy to use, cost effective solution for communicating a consistent message to an audience for viewing at their convenience. Presentation Slots: Each online presentation can be made available simultaneously and utilizes a "Presentation Slot". A "Presentation Slot" is an allocated space on the Customer's assigned Presentation Studio internet site where a single presentation can be made available. The number of simultaneous Participants, minute usage, and duration of the recorded presentation(s) is unlimited.</p>			
<b>WebEx Presentation Studio Slots 10-40</b>	WSLT0001	Presentation Studio Slots 10-40	
<b>WebEx Presentation Studio Slots 41-100</b>	WSLT0002	Presentation Studio Slots 41-100	
<b>WebEx Presentation Studio Slots 101-150</b>	WSLT0003	Presentation Studio Slots 101-150	
<b>WebEx Presentation Studio Slots 151+</b>	WSLT0004	Presentation Studio Slots 151+	

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**Applicable Service Level Agreements:**

- Service Availability Percentage
- Excessive Outage
- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

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**Service Identifier:** Audio Conferencing

The pricing includes the following elements: planning, applicable design, engineering, testing, training and applicable service level agreements.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Audio Conferencing Services:</b>					
Standard Meet Me Conferencing (In/Outbound) per port	ISMM0000	Per Minute	\$0.00	\$0.1190	\$0.00
Premier Meet Me Conferencing (In/Outbound) per port	IPMM0000	Per Minute	\$0.00	\$0.1445	\$0.00
Direct Dial, Basic Dial-In Instant Meeting Service (per port)	OIMM0000	Per Minute	\$0.00	\$0.0230	\$0.00
Toll Free, Basic Dial-In Instant Meeting Service (per port)	IIMM0000	Per Minute	\$0.00	\$0.0230	\$0.00
Off Net Meet Me	ONMM0000	Per Minute	\$0.00	\$0.0230	\$0.00

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**Additional available services:**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Audio Streaming:</b>	See Below		See Below	See Below	See Below
- Audio Streaming per call/event	IAST0000	Per Call/Event	\$476.00	\$0.00	\$0.00
- Audio Streaming Replay 1-4 Participants	IASR0004	Per Replay	\$527.00	\$0.00	\$0.00
- Audio Streaming Replay 5-10 Participants	IASR0010	Per Replay	\$544.00	\$0.00	\$0.00
- Audio Streaming Replay 11-25 Participants	IASR0025	Per Replay	\$578.00	\$0.00	\$0.00
- Audio Streaming Replay 26-50 Participants	IASR0050	Per Replay	\$612.00	\$0.00	\$0.00
- Audio Streaming Replay 51-250 Participants	IASR0250	Per Replay	\$680.00	\$0.00	\$0.00
- Audio Streaming Replay 251-500 Participants	IASR0500	Per Replay	\$1,020.00	\$0.00	\$0.00
- Audio Streaming Replay 501-1000 Participants	IASR1000	Per Replay	\$1,360.00	\$0.00	\$0.00
<b>Audio Conferencing Features:</b>					
<b>Conference Recording</b>	See Below	See Below	See Below	See Below	See Below
<b>Cassette</b>	IRAC0000	Per Audio Cassette	\$12.75	\$0.00	\$0.00
<b>CD</b>	IRCD0000	Per CD	\$12.75	\$0.00	\$0.00

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>.wav on CD</b>	IRWF0000	Per .wav on CD	\$38.25	\$0.00	\$0.00
<b>MPC or .wav file download</b>	ICMP0000	Per MP3 or .wav file Download	\$38.25	\$0.00	\$0.00
<b>Conference Transcription</b>	ICTR0000	Per Occurrence	\$0.00	\$0.00	\$0.00
<b>Instant Replay Plus</b>	IIRP0000	Per Occurrence	\$0.00	\$0.00	\$0.00
<b>Participant List</b>	IRPL0000	Per List	\$21.25	\$0.00	\$0.00
<b>Pre-Notification – US</b>	IRPN0000	Per Participant	\$0.00	\$2.13	\$0.00
<b>Web RSVP</b>	RSVP0000	Per Event	\$0.00	\$0.00	\$0.00
<b>Duplicate Billing per invoice</b>	IADB0000	Per Invoice	\$0.00	\$8.50	\$0.00
<b>Operational Reports – Standard</b>	IORS0000	Per month per report after first report	\$0.00	\$85.00	\$0.00
<b>Cancellation Fee for Meet Me Services</b>	CIMM0000	Per Occurrence	\$0.00	\$0.00	\$0.00
<b>Underutilization Fee</b>	IPUF0000	Per Occurrence	\$0.00	\$0.00	\$0.00
<b>Listen Only (Broadcast)</b>	CSLO0000	Per Occurrence	\$0.00	\$0.00	\$0.00

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

**IP Net Conferencing Services which includes WebEx and MS LiveMeeting:**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>IP Net Conferencing Services:</b>					
Reserved Net Conferencing port	RSCF0000	Per Minute	\$0.00	\$0.1275	\$0.00
Instant Net Conferencing - Instant MS Live Meeting or WebEX port	INCF0000	Per Minute	\$0.00	\$0.1275	\$0.00
Reserved Net	IRPM000	Per Minute	\$0.00	\$0.1275	\$0.00
<b>WebEx Enterprise Edition Committed Minutes Range:</b> Enterprise Edition is a committed minute's module per month of all the WebEx custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.					
1,500 to 4,999	WECM0005	Per Minute	\$0.00	\$0.2720	\$0.00
5,000 to 9,999	WECM0010	Per Minute	\$0.00	\$0.2550	\$0.00
10,000 to 24,999	WECM0025	Per Minute	\$0.00	\$0.2380	\$0.00
25,000 to 49,999	WECM0050	Per Minute	\$0.00	\$0.2125	\$0.00
50,000 to 99,999	WECM0100	Per Minute	\$0.00	\$0.1955	\$0.00
100,000 to 249,999	WECM0250	Per Minute	\$0.00	\$0.1870	\$0.00
- 250,000 to 499,999	WECM0500	Per Minute	\$0.00	\$0.1700	\$0.00
500,000 to 999,999	WECM01000	Per Minute	\$0.00	\$0.1445	\$0.00
1,000,000 to 2,499,999	WECM2500	Per Minute	\$0.00	\$0.1360	\$0.00
2,500,000 to 4,999,999	WECM5000	Per Minute	\$0.00	\$0.1275	\$0.00
5,000,000 +	WECM5001	Per Minute	\$0.00	\$0.1190	\$0.00
<b>Features of WebEx and/or MS LiveMeeting:</b>					
Cancellation Charge - Reserve Net	ICRN0000	Per Occurrence	\$0.00	\$0.00	\$0.00
Overbooking	IOBK0000	Per Occurrence	\$0.00	\$0.00	\$0.00
Operator Hosting per call/event	IHST0000	Per Occurrence	\$85.00	\$0.00	\$0.00

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6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Customized Net Storage – WebEx</b>	ICNS0000	Per 100 megabytes beyond first 100 megabytes per Internet site per 30-day period	\$0.00	\$170.00	\$0.00
<b>Customized Net Storage – WebEx</b>	ICNS0500	Per 500 megabytes beyond first 100 megabytes per Internet site per 30-day period	\$0.00	\$510.00	\$0.00
<b>File Download</b>	ICFD0000	Per Download	\$85.00	\$0.00	\$0.00
<b>Reserved Net Replay Additional Storage</b>	IRNR0000	Per 30 days after initial 30 days of storage	\$0.00	\$42.50	\$0.00
<b>Reserved Net Replay Set Up and Storage</b>	INRS0000	Per initial set up and first 30 days of storage	\$85.00	\$0.00	\$0.00
<b>Seat Based Overage Charge</b>	ISBC0000	Per 15-minutes of overage	\$0.00	\$6.38	\$0.00
<b>Applicable to Per Minute Net Conference</b>	See Below	See Below	See Below	See Below	See Below
<b>Customized Net Set Up Fee: MSLive Meeting</b>	NFLM0000	Per Occurrence	\$0.00	\$0.00	\$0.00
<b>Customized Net Set Up Fee: WebEx w/SSL</b>	NFSS0000	Per Occurrence	\$5,500.00	\$0.00	\$0.00

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

**WebEx Named Host which includes Meeting Center Pro, Training Center, Sales Center, Support Center and Enterprise Edition:**

Named Host through Verizon offers WebEx Named Hosts as a pay per month option in Named Host tiers. A Named Host is any host who may host an unlimited number of meetings using the meeting tools identified above. Each Meeting must be hosted by a Named Host (identified above) and may include no more than the listed maximum number of meeting participants (including the Named Host).

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>WebEx Meeting Center Pro Named Host</b>					
The online meeting standard - present information, share applications, and collaborate on projects with customers and coworkers around the globe.					
<b>WebEx Meeting Center Pro Named Host 5-24 (15 participants maximum)</b>	WMPC0001	Per Host	\$55.34	\$55.34	\$0.00
<b>WebEx Meeting Center Pro Named Host 25-49 (15 participants maximum)</b>	WMPC0002	Per Host	\$44.27	\$44.27	\$0.00
<b>WebEx Meeting Center Pro Named Host 50-199 (15 participants maximum)</b>	WMPC0003	Per Host	\$36.89	\$36.89	\$0.00
<b>WebEx Meeting Center Pro Named Host 200-499 (15 participants maximum)</b>	WMPC0004	Per Host	\$25.82	\$25.82	\$0.00
<b>WebEx Meeting Center Pro Named Host 500-999 (15 participants maximum)</b>	WMPC0005	Per Host	\$18.45	\$18.45	\$0.00
<b>WebEx Meeting Center Pro Named Host 1,000 + (15 participants maximum)</b>	WMPC0006	Per Host	\$14.76	\$14.76	\$0.00

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>WebEx Training Center Pro Named Host</b>					
An online virtual classroom solution that enables organizations to deliver engaging, effective interactive instructor-led training—to anyone, any time, anywhere.					
<b>WebEx Training Center Pro Named Host 5-9</b> (30 participants maximum)	WTCP0001	Per Host	\$221.34	\$221.34	\$0.00
<b>WebEx Training Center Pro Named Host 10-24</b> (30 participants maximum)	WTCP0002	Per Host	\$184.45	\$184.45	\$0.00
<b>WebEx Training Center Pro Named Host 25-49</b> (30 participants maximum)	WTCP0003	Per Host	\$147.56	\$147.56	\$0.00
<b>WebEx Training Center Pro Named Host 50-99</b> (30 participants maximum)	WTCP0004	Per Host	\$125.43	\$125.43	\$0.00
<b>WebEx Training Center Pro Named Host 100-249</b> (30 participants maximum)	WTCP0005	Per Host	\$95.91	\$95.91	\$0.00
<b>WebEx Training Center Pro Named Host 250-499</b> (30 participants maximum)	WTCP0006	Per Host	\$73.78	\$73.78	\$0.00
<b>WebEx Training Center Pro Named Host 500-999</b> (30 participants maximum)	WTCP0007	Per Host	\$59.02	\$59.02	\$0.00

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>WebEx Training Center Pro Named Host 1000+ (30 participants maximum)</b>	WTCP0008	Per Host	\$44.27	\$44.27	\$0.00
<b>WebEx Training Center Pro Named Host 5-9 (50 participants maximum)</b>	WTCP0009	Per Host	\$368.90	\$368.90	\$0.00
<b>WebEx Training Center Pro Named Host 10-24 (50 participants maximum)</b>	WTCP0010	Per Host	\$332.01	\$332.01	\$0.00
<b>WebEx Training Center Pro Named Host 25-49 (50 participants maximum)</b>	WTCP0011	Per Host	\$295.12	\$295.12	\$0.00
<b>WebEx Training Center Pro Named Host 50-99 (50 participants maximum)</b>	WTCP0012	Per Host	\$239.79	\$239.79	\$0.00
<b>WebEx Training Center Pro Named Host 100-249 (50 participants maximum)</b>	WTCP0013	Per Host	\$184.45	\$184.45	\$0.00
<b>WebEx Training Center Pro Named Host 250-499 (50 participants maximum)</b>	WTCP0014	Per Host	\$132.80	\$132.80	\$0.00
<b>WebEx Training Center Pro Named Host 500-999 (50 participants maximum)</b>	WTCP0015	Per Host	\$81.16	\$81.16	\$0.00

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>WebEx Training Center Pro Named Host 1,000+ (50 participants maximum)</b>	WTCP0016	Per Host	\$66.40	\$66.40	\$0.00
<b>WebEx Training Center Pro Named Host 5-9 (100 participants maximum)</b>	WTCP0017	Per Host	\$553.35	\$553.35	\$0.00
<b>WebEx Training Center Pro Named Host 10-24 (100 participants maximum)</b>	WTCP0018	Per Host	\$498.02	\$498.02	\$0.00
<b>WebEx Training Center Pro Named Host 25-49 (100 participants maximum)</b>	WTCP0019	Per Host	\$442.68	\$442.68	\$0.00
<b>WebEx Training Center Pro Named Host 50-99 (100 participants maximum)</b>	WTCP0020	Per Host	\$387.35	\$387.35	\$0.00
<b>WebEx Training Center Pro Named Host 100-249 (100 participants maximum)</b>	WTCP0021	Per Host	\$332.01	\$332.01	\$0.00
<b>WebEx Training Center Pro Named Host 250-499 (100 participants maximum)</b>	WTCP0022	Per Host	\$258.23	\$258.23	\$0.00
<b>WebEx Training Center Pro Named Host 500-999 (100 participants maximum)</b>	WTCP0023	Per Host	\$184.45	\$184.45	\$0.00

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>WebEx Training Center Pro Named Host 1,000+ (100 participants maximum)</b>	WTCP0024	Per Host	\$110.67	\$110.67	\$0.00
<p><b>WebEx Sales Center Pro Named Host</b>                      An online communication solution that delivers a personalized and compelling buyer experience for prospects while providing comprehensive sales management analytics and collaborative team selling tools to sales reps and managers.</p>					
<b>WebEx Sales Center Pro Named Host 5-24 (15 participants maximum)</b>	WSCP0001	Per Host	\$55.34	\$55.34	\$0.00
<b>WebEx Sales Center Pro Named Host 25-49 (15 participants maximum)</b>	WSCP0002	Per Host	\$44.27	\$44.27	\$0.00
<b>WebEx Sales Center Pro Named Host 50-199 (15 participants maximum)</b>	WSCP0003	Per Host	\$36.89	\$36.89	\$0.00
<b>WebEx Sales Center Pro Named Host 200-499 (15 participants maximum)</b>	WSCP0004	Per Host	\$25.82	\$25.82	\$0.00
<b>WebEx Sales Center Pro Named Host 500-999 (15 participants maximum)</b>	WSCP0005	Per Host	\$18.45	\$18.45	\$0.00
<b>WebEx Sales Center Pro Named Host 1,000 + (15 participants maximum)</b>	WSCP0006	Per Host	\$14.76	\$14.76	\$0.00

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>WebEx Support Center Named Host</b>					
A real-time, remote support solution that enables technical support representatives (TSR) to remotely diagnose problems, transfer files, and resolve issues for customers around the world					
<b>WebEx Support Center Named Host 5-9 (5 participants maximum)</b>	WSPC0001	Per Host	\$110.67	\$110.67	\$0.00
<b>WebEx Support Center Named Host 10-24 (5 participants maximum)</b>	WSPC0002	Per Host	\$99.60	\$99.60	\$0.00
<b>WebEx Support Center Named Host 25-49 (5 participants maximum)</b>	WSPC0003	Per Host	\$88.54	\$88.54	\$0.00
<b>WebEx Support Center Named Host 50-99 (5 participants maximum)</b>	WSPC0004	Per Host	\$81.16	\$81.16	\$0.00
<b>WebEx Support Center Named Host 100-249 (5 participants maximum)</b>	WSPC0005	Per Host	\$73.78	\$73.78	\$0.00
<b>WebEx Support Center Named Host 250-499 (5 participants maximum)</b>	WSPC0006	Per Host	\$62.71	\$62.71	\$0.00
<b>WebEx Support Center Named Host 500-999 (5 participants maximum)</b>	WSPC0007	Per Host	\$51.65	\$51.65	\$0.00

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6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>WebEx Support Center Named Host 1,000+ (5 participants maximum)</b>	WSPC0008	Per Host	\$36.89	\$36.89	\$0.00
<b>WebEx Enterprise Edition Named Host</b> WebEx Enterprise Edition consists of the following service platforms: Meeting Center, Event Center, Training Center, Sales Center and Support Center					
<b>WebEx Enterprise Edition Named Host 100-199 (200 participants maximum)</b>	WNTP0001	Per Host	\$40.59	\$40.59	\$0.00
<b>WebEx Enterprise Edition Named Host 200-299 (200 participants maximum)</b>	WNTP0002	Per Host	\$39.84	\$39.84	\$0.00
<b>WebEx Enterprise Edition Named Host 300-399 (200 participants maximum)</b>	WNTP0003	Per Host	\$38.37	\$38.37	\$0.00
<b>WebEx Enterprise Edition Named Host 400-599 (200 participants maximum)</b>	WNTP0004	Per Host	\$37.26	\$37.26	\$0.00
<b>WebEx Enterprise Edition Named Host 600-799 (200 participants maximum)</b>	WNTP0005	Per Host	\$35.41	\$35.41	\$0.00
<b>WebEx Enterprise Edition Named Host 800+ (200 participants maximum)</b>	WNTP0006	Per Host	\$34.31	\$34.31	\$0.00

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<p><b>WebEx Presentation Studio - Number of Slots</b>                      WebEx Presentation Studio is a monthly service for presenting, managing and distributing pre-recorded multimedia presentations on the customer's customized web site provided by the Named Host subscription. Presentation Studio provides an easy to use, cost effective solution for communicating a consistent message to an audience for viewing at their convenience. Presentation Slots: Each online presentation can be made available simultaneously and utilizes a "Presentation Slot". A "Presentation Slot" is an allocated space on the Customer's assigned Presentation Studio internet site where a single presentation can be made available. The number of simultaneous Participants, minute usage, and duration of the recorded presentation(s) is unlimited.</p>					
WebEx Presentation Studio Slots 10-40	WSLT0001	Per Slot	\$93.50	\$93.50	\$0.00
WebEx Presentation Studio Slots 41-100	WSLT0002	Per Slot	\$85.00	\$85.00	\$0.00
WebEx Presentation Studio Slots 101-150	WSLT0003	Per Slot	\$76.50	\$76.50	\$0.00
WebEx Presentation Studio Slots 151+	WSLT0004	Per Slot	\$68.00	\$68.00	\$0.00

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing Attachment 4

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge
CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge
California High Cost Fund
Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

**Service Identifier:** IP and Network IP Transport Service

**Description of the Service:** IP Transport services that support Voice, Video and Data. IP transport may include, at a minimum: DSL, DS0, DS1, DS3, Fractional DS3, Ethernet, or a combination to augment geographic coverage or bandwidth.

IP transport supports, at a minimum:

- Hosted IP Centrex (HIPC) Services 6.3.4
- IP Contact Center Applications 6.3.5
- IP Communication Applications – Other Services 6.3.6

**Availability:** Nationwide. International locations are available on an ICB basis.

Unless noted separately in Attachment 4, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>IP Transport at a minimum (1 end point):</b>  <b>56 Kbps</b> <b>128 Kbps</b> <b>384 Kbps</b> <b>512 Kbps</b> <b>640 Kbps</b> <b>768 Kbps</b> <b>896 Kbps</b> <b>1.024 Mbps</b> <b>1.152 Mbps</b> <b>1.280 Mbps</b> <b>1.408 Mbps</b> <b>1.536 Mbps</b> <b>1.792 Mbps</b> <b>2.048 Mbps</b> <b>2.304 Mbps</b> <b>2.560 Mbps</b> <b>2.816 Mbps</b> <b>3.072 Mbps</b> <b>3.328 Mbps</b> <b>3.584 Mbps</b> <b>3.840 Mbps</b> <b>4.096 Mbps</b> <b>4.352 Mbps</b>	IPTK0056 IPTK0128 IPTK0384 IPTK0512 IPTK0640 IPTK0768 IPTK0896 IPTK1024 IPTK1152 IPTK1280 IPTK1408 IPTK1536 IPTK1792 IPTK2048 IPTK2304 IPTK2560 IPTK2816 IPTK3072 IPTK3328 IPTK3584 IPTK3840 IPTK4096 IPTK4352	Bundled – includes Router, Mgmt of Router, PIP Access, PIP Port	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>4.608 Mbps</b> <b>4.864 Mbps</b> <b>5.120 Mbps</b> <b>5.632 Mbps</b> <b>6.144 Mbps</b> <b>6.656 Mbps</b> <b>7.168 Mbps</b> <b>7.680 Mbps</b> <b>8.192 Mbps</b> <b>8.704 Mbps</b> <b>9.216 Mbps</b> <b>9.768 Mbps</b> <b>11 Mbps</b> <b>12 Mbps</b> <b>13 Mbps</b> <b>14 Mbps</b> <b>15 Mbps</b> <b>16 Mbps</b> <b>17 Mbps</b> <b>18 Mbps</b> <b>19 Mbps</b> <b>20 Mbps</b> <b>21 Mbps</b> <b>22 Mbps</b> <b>23 Mbps</b> <b>24 Mbps</b> <b>25 Mbps</b> <b>30 Mbps</b> <b>35 Mbps</b> <b>40 Mbps</b> <b>45 Mbps</b> <b>155 Mbps</b> <b>622 Mbps</b> <b>2.5 Gbps</b> <b>10 Gbps</b>	IPTK4608 IPTK4864 IPTK5120 IPTK5632 IPTK6144 IPTK6656 IPTK7168 IPTK7680 IPTK8192 IPTK8704 IPTK9216 IPTK9768 IPTM0011 IPTM0012 IPTM0013 IPTM0014 IPTM0015 IPTM0016 IPTM0017 IPTM0018 IPTM0019 IPTM0020 IPTM0021 IPTM0022 IPTM0023 IPTM0024 IPTM0025 IPTM0030 IPTM0035 IPTM0040 IPTM0045 IPTM0155 IPTM0622 IPTG0025 IPTG0010		
<b>Ethernet Bundle:</b>   <b>1 Mbps</b> <b>2 Mbps</b> <b>3 Mbps</b>	ETRN0001 ETRN0002 ETRN0003	Includes Router, Router Management, PIP Ethernet Access and PIP Ethernet Port	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
4 Mbps	ETRN0004		
5 Mbps	ETRN0005		
6 Mbps	ETRN0006		
7 Mbps	ETRN0007		
8 Mbps	ETRN0008		
9 Mbps	ETRN0009		
10 Mbps	ETRN0010		
15 Mbps	ETRN0015		
20 Mbps	ETRN0020		
25 Mbps	ETRN0025		
30 Mbps	ETRN0030		
35 Mbps	ETRN0035		
40 Mbps	ETRN0040		
50 Mbps	ETRN0050		
60 Mbps	ETRN0060		
70 Mbps	ETRN0070		
80 Mbps	ETRN0080		
90 Mbps	ETRN0090		
100 Mbps	ETRN0100		
200 Mbps	ETRN0200		
300 Mbps	ETRN0300		
400 Mbps	ETRN0400		
500 Mbps	ETRN0500		
600 Mbps	ETRN0600		
700 Mbps	ETRN0700		
800 Mbps	ETRN0800		
900 Mbps	ETRN0900		
1000 Mbps	ETRN1000		
VPLS	VPLS0000		

**Additional Router IOS Encryption Option:**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Encryption Cisco x800 Series - Advanced IP Services</b>	ENCA1800	Encryption for the Cisco 1800 Series includes upgrading from standard IP Base IOS to Advanced IP Services to enable IPsec and DMVPN features onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption for the Cisco 1800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SNA/IPX Cisco x800 Series - Enterprise Base</b></p>	<p>ESIE1800</p>	<p>SNA/IPX for the Cisco 1800 Series includes upgrading from standard IP Base IOS to Enterprise Base Services to enable SNA/IPX option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 1800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Encryption &amp; SNA/IPX Cisco x800 Series - Advanced Enterprise Services</b></p>	<p>ESIP1800</p>	<p>Encryption &amp; SNA/IPX for the Cisco 1800 Series includes upgrading from standard IP Base IOS to Advanced Enterprise Services to enable IPsec or DMVPN and SNA/IPX switching option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption &amp; SNA/IPX for Cisco 1800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Encryption Cisco x900 Series - Security License</b></p>	<p>ENCS1900</p>	<p>Encryption for the Cisco 1900 Series includes activation of the Security License on the Universal/IP Base License to enable IPsec and DMVPN features onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. Encryption for the 1900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SNA/IPX Cisco x900 Series - Data License</b></p>	<p>ESND1900</p>	<p>SNA/IPX for the Cisco 1900 Series includes activation of the Data License on the Universal/IP Base License to enable SNA/IPX option onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 1900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Encryption Cisco 2800 Series - Advanced IP Services</b></p>	<p>ENCA2800</p>	<p>Encryption for the Cisco 2800 Series includes upgrading from standard IP Base IOS to Advanced IP Services to enable IPsec and DMVPN features onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption for the Cisco 2800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SNA/IPX Cisco 2800 Series - Enterprise Base</b></p>	<p>ESNE2800</p>	<p>SNA/IPX for the Cisco 2800 Series includes upgrading from standard IP Base IOS to Enterprise Base Services to enable SNA/IPX option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 2800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Encryption &amp; SNA/IPX Cisco 2800 Series - Advanced Enterprise Services</b></p>	<p>ESIP2800</p>	<p>Encryption &amp; SNA/IPX for the Cisco 2800 Series includes upgrading from standard IP Base IOS to Advanced Enterprise Services to enable IPsec or DMVPN and SNA/IPX switching option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption &amp; SNA/IPX for Cisco 2800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Encryption Cisco 2900 Series - Security License</b></p>	<p>ENCS2900</p>	<p>Encryption for the Cisco 2900 Series includes activation of the Security License on the Universal/IP Base License to enable IPsec and DMVPN features onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. Encryption for the 2900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SNA/IPX Cisco 2900 Series - Data License</b></p>	<p>ESND2900</p>	<p>SNA/IPX for the Cisco 2900 Series includes activation of the Data License on the Universal/IP Base License to enable SNA/IPX option onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 2900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Encryption Cisco 3800 Series - Advanced IP Services</b></p>	<p>ENCA3800</p>	<p>Encryption for the Cisco 3800 Series includes upgrading from standard IP Base IOS to Advanced IP Services to enable IPsec and DMVPN features onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption for the Cisco 3800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SNA/IPX Cisco 3800 Series - Enterprise Base</b></p>	<p>ESNE3800</p>	<p>SNA/IPX for the Cisco 3800 Series includes upgrading from standard IP Base IOS to Enterprise Base Services to enable SNA/IPX option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 3800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Encryption &amp; SNA/IPX Cisco 3800 Series - Advanced Enterprise Services</b></p>	<p>ESIP3800</p>	<p>Encryption &amp; SNA/IPX for the Cisco 3800 Series includes upgrading from standard IP Base IOS to Advanced Enterprise Services to enable IPsec or DMVPN and SNA/IPX switching option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption &amp; SNA/IPX for Cisco 3800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Encryption Cisco 3900 Series - Security License</b></p>	<p>ENCS3900</p>	<p>Encryption for the Cisco 3900 Series includes activation of the Security License on the Universal/IP Base License to enable IPsec and DMVPN features onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. Encryption for the 3900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SNA/IPX Cisco 3900 Series - Data License</b></p>	<p>ESND3900</p>	<p>SNA/IPX for the Cisco 3900 Series includes activation of the Data License on the Universal/IP Base License to enable SNA/IPX option onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 3900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

**Additional features and services available for purchase, not required for bundled IP Transport Services described above:**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Private IP Port Only:</b>  <b>56/64 KB</b> <b>128 KB</b> <b>256 KB</b> <b>384 KB</b> <b>512 KB</b> <b>768 KB</b> <b>1.024 Mbps</b> <b>1.536 Mbps</b> <b>3.072 Mbps</b> <b>4.608 Mbps</b> <b>6.144 Mbps</b> <b>7.680 Mbps</b> <b>9.216 Mbps</b> <b>10.752 Mbps</b> <b>12.288 Mbps</b> <b>19.800 Mbps</b> <b>44.736 Mbps</b> <b>155.52 Mbps (OC3)</b>  <b>622.08 Mbps (OC12)</b>  <b>2,488 Mbps (OC48)</b>  <b>9,953.28 Mbps (OC192)</b> <b>Ethernet</b>  <b>1 Mbps</b> <b>2 Mbps</b> <b>3 Mbps</b> <b>4 Mbps</b> <b>5 Mbps</b> <b>6 Mbps</b> <b>7 Mbps</b> <b>8 Mbps</b> <b>9 Mbps</b> <b>10 Mbps</b>	  PORT0064 PORT0128 PORT0256 PORT0384 PORT0512 PORT0768 PORT1024 PORT1536 PORT3072 PORT4608 PORT6144 PORT7680 PORT9216 PORT1075 PORT1228 PORT1980 PORT4473  PIOC0003  PIOC0012  PIOC0048  PIOC0192  PIET0001 PIET0002 PIET0003 PIET0004 PIET0005 PIET0006 PIET0007 PIET0008 PIET0009 PIET0010	PIP Port only options in several speeds are available for purchase without the bundled Router, Mgmt of Router, or Access.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>15 Mbps</b> <b>20 Mbps</b> <b>25 Mbps</b> <b>30 Mbps</b> <b>35 Mbps</b> <b>40 Mbps</b> <b>50 Mbps</b> <b>60 Mbps</b> <b>70 Mbps</b> <b>80 Mbps</b> <b>90 Mbps</b> <b>100 Mbps</b> <b>200 Mbps</b> <b>300 Mbps</b> <b>400 Mbps</b> <b>500 Mbps</b> <b>600 Mbps</b> <b>700 Mbps</b> <b>800 Mbps</b> <b>900 Mbps</b> <b>1000 Mbps</b>	PIET0015 PIET0020 PIET0025 PIET0030 PIET0035 PIET0040 PIET0050 PIET0060 PIET0070 PIET0080 PIET0090 PIET0100 PIET0200 PIET0300 PIET0400 PIET0500 PIET0600 PIET0700 PIET0800 PIET0900 PIET1000		
<b>Private IP Multicasting Per Host Port:</b>  <b>Small Tier</b> <b>16kbps - 511kbps</b>  <b>Medium Tier</b> <b>512kbps - 1.4Mbps</b>  <b>Large Tier 1.5 Mbps - 2.99Mbps</b>  <b>Extra Large Tier</b> <b>3Mbps - 5.99Mbps</b>  <b>Jumbo Tier</b> <b>6Mbps &amp; Greater</b>	IPMC0511  IPMC1400  IPMC2990  IPMC5990  IPMC0000	Private IP Multicasting is a bandwidth conserving technology that helps reduce traffic by simultaneously delivering a steady stream of information to multiple locations from a host PIP port. Charge applies per host port multicast.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>PIP Expedited Forwarding Gold Car Option:</b></p> <p><b>8 Kbps</b>  <b>16 Kbps</b>  <b>32 Kbps</b>  <b>48 Kbps</b>  <b>64 Kbps</b>  <b>128 Kbps</b>  <b>192 Kbps</b>  <b>256 Kbps</b>  <b>320 Kbps</b>  <b>384 Kbps</b>  <b>448 Kbps</b>  <b>512 Kbps</b>  <b>576 Kbps</b>  <b>640 Kbps</b>  <b>704 Kbps</b>  <b>768 Kbps</b>  <b>832 Kbps</b>  <b>896 Kbps</b>  <b>960 Kbps</b>  <b>1.024 Mbps</b>  <b>1.152 Mbps</b>  <b>1.280 Mbps</b>  <b>1.408 Mbps</b>  <b>1.536 Mbps</b>  <b>2.048 Mbps</b>  <b>3.072 Mbps</b>  <b>4.608 Mbps</b>  <b>6.144 Mbps</b>  <b>7.680 Mbps</b>  <b>9.216 Mbps</b>  <b>10.752 Mbps</b>  <b>12.288 Mbps</b>  <b>15.360 Mbps</b>  <b>18.432 Mbps</b>  <b>21.504 Mbps</b>  <b>24.576 Mbps</b>  <b>27.648 Mbps</b>  <b>30.720 Mbps</b>  <b>33.792 Mbps</b>  <b>36.864 Mbps</b></p>	<p>CRGD0008  CRGD0016  CRGD0032  CRGD0048  CRGD0064  CRGD0128  CRGD0192  CRGD0256  CRGD0320  CRGD0384  CRGD0448  CRGD0512  CRGD0576  CRGD0640  CRGD0704  CRGD0768  CRGD0832  CRGD0896  CRGD0960  CRGD1024  CRGD1152  CRGD1280  CRGD1408  CRGD1536  CRGD2048  CRGD3072  CRGD4608  CRGD6144  CRGD7680  CRGD9216  CRGD1075  CRGD1228  CRGD1560  CRGD1843  CRGD2150  CRGD2457  CRGD2764  CRGD3070  CRGD3379  CRGD3686</p>	<p>A Gold CAR Option is an available option for high-priority applications, as required/defined by the user. Traffic marked EF has the highest traffic priority.</p> <p>Note that EF Gold Car is included with all CALNET II Module 3 Voice and Video services.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
39.936 Mbps 43.008 Mbps	CRGD3993 CRGD4300		
<b>Private IP Access for Port Only:</b>  <b>DS1 Access</b>  <b>DS3 Access</b>  <b>155.52 Mbps (OC3) Access</b>  <b>622.08 Mbps (OC12 Access)</b>  <b>2,488 Mbps (OC48 Access)</b>  <b>9,953.28 Mbps (OC192 Access)</b>  <b>Ethernet Access</b> <b>1 Mbps</b> <b>2 Mbps</b> <b>3 Mbps</b> <b>4 Mbps</b> <b>5 Mbps</b> <b>6 Mbps</b> <b>7 Mbps</b> <b>8 Mbps</b> <b>9 Mbps</b> <b>10 Mbps</b> <b>15 Mbps</b> <b>20 Mbps</b> <b>25 Mbps</b> <b>30 Mbps</b> <b>35 Mbps</b> <b>40 Mbps</b> <b>50 Mbps</b> <b>60 Mbps</b>	  IPAA0001  IPAA0003  OCAC0003  OCAC0012  OCAC0048  OCAC0192   CEAT0001 CEAT0002 CEAT0003 CEAT0004 CEAT0005 CEAT0006 CEAT0007 CEAT0008 CEAT0009 CEAT0010 CEAT0015 CEAT0020 CEAT0025 CEAT0030 CEAT0035 CEAT0040 CEAT0050 CEAT0060	Provides customer high access speeds to connect to a Private IP Port maintaining the scalability option to grow bandwidth.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>70 Mbps</b>	CEAT0070		
<b>80 Mbps</b>	CEAT0080		
<b>90 Mbps</b>	CEAT0090		
<b>100 Mbps</b>	CEAT0100		
<b>200 Mbps</b>	CEAT0200		
<b>300 Mbps</b>	CEAT0300		
<b>400 Mbps</b>	CEAT0400		
<b>500 Mbps</b>	CEAT0500		
<b>600 Mbps</b>	CEAT0600		
<b>700 Mbps</b>	CEAT0700		
<b>800 Mbps</b>	CEAT0800		
<b>900 Mbps</b>	CEAT0900		
<b>1000 Mbps</b>	CEAT1001		

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

**IP Network Transport Management (Router):**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Management (Router) - Managed WAN Monitor and Notify (Small)</b>	MWMS0000	Managed Services WAN Monitor & Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Router must be certified by VzB MNS. VzB PIP network will provide in-band mgmt. Small would facilitate bandwidth speeds between 56KB and 12Meg service. This service requires Feature ID of either MWTO0001 or MWND0001.	Hardware must not be identified as End of Life by the manufacturer.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Management (Router) - Managed WAN Monitor and Notify (Medium)</b></p>	<p>MWMM0000</p>	<p>Managed Services WAN Monitor &amp; Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Router must be certified by VzB MNS. VzB PIP network will provide in-band mgmt. Medium would facilitate bandwidth speeds between T1 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Management (Router) - Managed WAN Monitor and Notify (Large)</b></p>	<p>MWML0000</p>	<p>Managed Services WAN Monitor &amp; Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Router must be certified by VzB MNS. VzB PIP network will provide in-band mgmt. Large would facilitate bandwidth speeds between DS3 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Management (Router) - Managed WAN Physical (Small)</b></p>	<p>MWPH0000</p>	<p>Managed Services WAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem &amp; Modem Line is required from the customer. Small would facilitate bandwidth speeds between 56KB and 12Meg service. This service requires Feature ID of either MWTO0001 or MWND0001.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Management (Router) - Managed WAN Physical (Medium)</b></p>	<p>MWPM0000</p>	<p>Managed Services WAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem &amp; Modem Line is required from the customer. Medium would facilitate bandwidth speeds between T1 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Management (Router) - Managed WAN Physical (Large)</b></p>	<p>MWPL0000</p>	<p>Managed Services WAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem &amp; Modem Line is required from the customer. Large would facilitate bandwidth speeds between DS3 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Management (Router) - Managed WAN Full (Small)</b></p>	<p>MWFS0000</p>	<p>Managed Services WAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem &amp; Modem Line is required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. Small would facilitate bandwidth speeds between 56KB and 12Meg service. This service requires Feature ID of either MWTO0001 or MWND0001.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Management (Router) - Managed WAN Full (Medium)</b></p>	<p>MWFM0000</p>	<p>Managed Services WAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem &amp; Modem Line is required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. Medium would facilitate bandwidth speeds between T1 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Management (Router) - Managed WAN Full (Large)</b>	MWFL0000	Managed Services WAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line is required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. Large would facilitate bandwidth speeds between DS3 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.	Hardware must not be identified as End of Life by the manufacturer.
<b>Takeover of Existing Device Management Takeover of Existing Circuit and Router</b>	MWTO0001	This applies to Management (Router) of Monitor & Notify, Physical and Full (Small, Medium and Large).	
<b>New Device - New Circuit or Router Installation requiring initial configuration and implementation support</b>	MWND0001	This applies to Management (Router) of Monitor & Notify, Physical and Full (Small, Medium and Large).	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Management (Router) Threshold Reporting</b>	THRP0000	Managed (Router) Threshold Reporting is an add on service to Management WAN. This feature notifies Managed Network Service engineers of performance exceptions, including enhanced latency, discards, traffic shaping, and more.	
<b>Management (Router) Order Expedite</b>	MROX0000	Managed (Router) Order Expedite is an add on service to Management WAN. This request is to activate a router in 15 days or less. Not including circuit.	
<b>Management (Router) New Implementation Rescheduling</b>	MIRS0000	Managed (Router) Rescheduling is an additional charge to reschedule Router Activation within less than 48 hours (2 calendar days) of original scheduled installation date. If Router Activation is rescheduled before 48 hours then no additional charge shall apply.	
<b>Management (Router) After Hours Premium Charge (M-F, 5 p.m. to 8 a.m., including weekends and holidays</b>	MAHP0000	Managed (Router) After Hours Premium Charge is a one site charge for standby support at the NOC during non-business hour installations. This charge is in addition to the normal business installation charge.	

**Optional Change Management provides additional change management support for items customers are not likely to encounter on a daily basis.** Optional Change Management items are charged on a per-incident basis (NRC), and are available to customers that subscribe to 6.3.3.8 Converged Services, IP and Network IP Transport Services. These are enhanced features and a subset of the 6.3.3.8 Converged Services, IP and Network IP Transport Services.

**Optional Change Management Activities:**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Management (Router-remote labor configuration) Dynamic Host Configuration Protocol (“DHCP”) IP Helper - Add / Modify / Delete</b>	IPMW0012	Mgmt Dynamic Host Configuration Protocol (Router) is an add on service to Management WAN. This service provides Router configuration to Add / Modify / Delete Dynamic Host Configuration Protocol IP changes as the customer requires configuration changes to an existing configuration on the router.	Remote configuration activity on the Router.
<b>Management (Router-remote labor configuration) IP Network Address Translation - Add / Modify / Delete</b>	IPMW0013	Mgmt IP Network Address Translation (NAT) is an add on service to Management WAN. This service provides Router configuration to Add / Modify / Delete IP Network Address Translation (NAT) changes as the customer requires configuration changes to an existing configuration on the router.	Remote configuration activity on the Router.

## 6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Management (Router-remote labor configuration) Network Routed Protocol - Add / Modify / Delete</b>	IPMW0014	Mgmt Network Protocol (Router) is an add on service to Management WAN. This service provides Router configuration to Add / Modify / Delete a network routed protocol (e.g., IPX, DLSW, RTP, SIP, HSRP) changes as the customer requires configuration changes to an existing configuration on the router.	Remote configuration activity on the Router.
<b>Management (Router-remote labor configuration) Managed Service Operations (“MSO”) IP/address Subnet Mask Changes</b>	IPMW0015	Mgmt Managed Service Operations IP/address Subnet Mask is an add on service to Management WAN. Verizon will Add/Modify/Delete an existing router configuration according to a new IP address plan (Managed Services Operations approved IP addressing).	Remote configuration activity on the Router.
<b>Management (Router-remote labor configuration) Virtual Circuit Add / Modify / Delete</b>	IPMW0016	Mgmt Virtual Circuit is an add on service to Management WAN. Router configuration to Add / Modify / Delete a Virtual Circuit.	Remote configuration activity on the Router.
<b>Management (Router-remote labor configuration) Routing Protocol - Add / Modify / Delete</b>	IPMW0017	Mgmt Routing Protocol is an add on service to Management WAN. Router configuration to Add/Modify/Delete a routing protocol (e.g., static, EIGRP, OSPF, RIP, BGP) changes as the customer requires configuration changes to an existing configuration on the router.	Remote configuration activity on the Router.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Management (Router-remote labor configuration) VPN Tunnel - Add / Modify / Delete</b>	IPMW0018	Mgmt VPN Tunnel is an add on service to Management WAN. Router configuration to Add/Modify/Delete a Virtual Private Network tunnel changes as the customer requires configuration changes to an existing configuration on the router.	Remote configuration activity on the Router.
<p>In lieu of the optional change management per occurrence services described above, customers have the option to utilize the established hourly rate. Labor charges will commence upon arrival at customer site. Only the highest single NRC will be charged per device. Feature ID's are IPMW0001, IPMW0002, IPMW0003, IPMW0004, IPMW0005, IPMW0006, IPMW0007, IPMW0008, IPMW0009, IPMW0010, and IPMW0011.</p>			
<b>Management (Router-labor only) Bandwidth Increase / Decrease Physical</b>	IPMW0001	Management Bandwidth Increase / Decrease Physical Dispatch of a technician to the premises to perform Router configuration changes to support increase or decrease of bandwidth and/or CSU/DSU/Router module changes required to support bandwidth change.	
<b>Management (Router-labor only) Hardware Module Upgrade</b>	IPMW0002	Management Hardware Module Upgrade dispatches a technician to the premises to perform Add or swap a component to upgrade a module. This includes additional remote management and configuration services.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Management (Router-labor only) Intra-Building Move</b>	IPMW0003	Management (Router-labor only) Intra-building Move dispatches a technician to the premises to perform In-building move of existing router – using same circuit and no design impact. Done during normal business hours.	
<b>Management (Router-labor only) Router Move, Inter-Building or Across Town</b>	IPMW0004	Management Router Move, Inter-Building or Across Town dispatches a technician to the premises to perform Across town is within 30 miles of original circuit, same router but new circuit, done during normal business hours. This includes additional remote management and configuration services.	
<b>Management (Router-labor only) Memory Upgrade</b>	IPMW0005	Management Memory Upgrade dispatches a technician to the premises to perform Add or swap to an upgraded memory (flash or DRAM). This includes additional remote management and configuration services.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Management (Router-labor only) Router Exchange</b>	IPMW0006	Management Router Exchange dispatches a technician to the premises to perform Substitute one router for another at an existing site. This includes additional remote management and configuration services.	
<b>Management (Router-labor only) Router IOS Change Support New Features</b>	IPMW0007	Management (Router-labor only) Router IOS Change support new features dispatches a technician to the premises to perform Changes the IOS on the router for new feature requirements. This includes additional remote management and configuration services.	
<b>Management (Router-labor only) Traffic Shaping/Queuing Add/ Delete</b>	IPMW0008	Mgmt Shaping/Queuing is an add on service to Management WAN. Dispatch of a technician to the premises to perform Router configuration to traffic shaping or queuing changes as the customer requires configuration changes to an existing configuration on the router.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Management (Router-labor only) Traffic Filter Design</b>	IPMW0009	Mgmt Traffic Filter is an add on service to Management WAN. Dispatch of a technician to the premises to perform Router configuration to traffic filters changes as the customer requires configuration changes to an existing configuration on the router.	
<b>Management (Router) Field Service Technicians (labor only) Normal business hours (M-F, 8 a.m. to 5 p.m.).</b>	IPMW0010	Management Field Service Technicians hourly rate during Normal business hours (M-F, 8 a.m. to 5 p.m.). Dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.	
<b>Management (Router) Field Service Technicians (labor only) After hours (M-F, 5 p.m. to 8 am, including weekends and holidays).</b>	IPMW0011	Management Field Service Technicians hourly rate After hours (M-F, 5 p.m. to 8 am, including weekends and holidays) dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.	

**Private IP Secure Gateway Services (Secure Gateway Universal Port - data only not to be used for voice)** is a suite of services that includes the three components listed below through a single network based port. This section includes optional managed services for Remote Office connectivity.

*Secure Gateway Firewall* - provides enterprise employees secure access to the Internet from customer locations connected to private networks via a network-based firewall. Secure Gateway- Firewall is available with Private IP. This service extends the power of Verizon's private networks to safely provide Internet access without the requirement of multiple links and premise based firewalls. Secure Gateway Firewall bundles access with a "stateful firewall" to help protect against a range of network security threats. The network-based firewall inspects and tracks all inbound and outbound data streams, allowing passage of only those packets that match a known and authorized state. Stateful firewalls help improve the security and performance of more traditional packet filters because they capture and hold attributes of each data stream for the entire length of the connection.

*Secure Gateway Mobile User* – provides secure, encrypted, remote access to the customers' private network for their mobile workforce and remote employees. Mobile User is enabled by geographically-dispersed network gateways deployed at Verizon points of presence (PoPs). The service provides remote access through an exclusively-provisioned port between the customer's private network and the company's public IP network. Remote sites use Verizon or third-party dial, DSL or cable to connect to the Verizon IP backbone or the Internet. Then, using a VPN software client, the remote site automatically establishes a secure IPsec tunnel, through the IP network to the Secure Gateway Port located on a Verizon network gateway. The VPN client allows optional split tunneling for flexible end-user access to the customer's private network only, or to both their private network and the public Internet.

*Secure Gateway Remote Office* – creates a secure end-to-end logical link between corporate resources or corporate "hubs" on the Verizon network and remote sites connected to the Internet or Verizon's IP network via low cost broadband or T1 access. Verizon network service "hubs" are typically data centers, corporate headquarters, regional offices and other locations hosting mission-critical enterprise servers. Secure Gateway Remote Office utilizes Cisco technology for the hardware client, the Universal Port, or network gateway and the EasyVPN feature of the IOS operating system. Secure Gateway Remote Office leverages industry standard security protocols - IPsec, 3DES, and AES encryption and is an ideal solution for customers with sensitive price points and ease-of-implementation requirements.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Secure Gateway Universal Port 64 Kbps</b>	SEGU0064	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 128 Kbps</b>	SEGU00128	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 256 Kbps</b>	SEGU0256	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Secure Gateway Universal Port 384 Kbps</b>	SEGU0384	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 512 Kbps</b>	SEGU0512	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 768 Kbps</b>	SEGU0768	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Secure Gateway Universal Port 1.024 Mbps</b>	SGUP0001	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 1.536 Mbps</b>	SGUP0002	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 3.07 Mbps</b>	SGUP0003	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Secure Gateway Universal Port 4.608 Mbps</b>	SGUP0004	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 6.144 Mbps</b>	SGUP0006	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 7.680 Mbps</b>	SGUP0007	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Secure Gateway Universal Port</b> <b>9.216 Mbps</b>	SGUP0009	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port</b> <b>10.752 Mbps</b>	SGUP0010	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port</b> <b>12.288 Mbps</b>	SGUP0012	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Secure Gateway Universal Port 15.360 Mbps</b>	SGUP0015	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 18.432 Mbps</b>	SGUP0018	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 25.600 Mbps</b>	SGUP0025	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Secure Gateway Universal Port 43.008 Mbps</b>	SGUP0043	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 50 Mbps</b>	SGUP0050	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 60 Mbps</b>	SGUP0060	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Secure Gateway Universal Port 70 Mbps</b>	SGUP0070	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 80 Mbps</b>	SGUP0080	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 90 Mbps</b>	SGUP0090	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Secure Gateway Universal Port 100 Mbps</b>	SGUP0100	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 155 Mbps</b>	SGUP0155	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.
<b>Secure Gateway Universal Port 622 Mbps</b>	SGUP0622	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Secure Gateway Firewall (Custom)</b></p>	<p>SGFC0000</p>	<p>Custom Gateway Firewall service is an additional add on service to Secure Gateway service. Custom Firewall enables the customer to administer its firewall policies via a web-based Graphic User Interface (GUI) to customize the types of Internet traffic to allow into and out of the customer's VzB network service.</p>	<p>Requires Private IP Port for this service. Customer must manage policy.</p>

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Reporting Standard Select	RSTS0000	<p>Reporting Standard Select service is an additional add on service to Secure Gateway service. This service enables Volume, bandwidth utilization, and Health statistics for Customer Edge (CE) device LAN interfaces, CE WAN interfaces, CE WAN sub-interfaces, and CE routers. Router details CE memory and CE CPU utilization. Customers can retrieve granular data for the performance of network components. On-demand reporting allows end-users to filter data based on their needs (time-of-day, week, month, etc.). Capacity "What-if" report allows end-users to simulate load and bandwidth changes to existing network infrastructure.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SIG Client CPE Managed Service Small</b></p>	<p>HCCR0871</p>	<p>Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 871. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SIG Client CPE Managed Service Small - On Site</b></p>	<p>HCOS0871</p>	<p>Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 871. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SIG Client CPE Managed Service Small - Remote</b></p>	<p>HCRM0871</p>	<p>Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 871. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SIG Client CPE Managed Service Medium</b></p>	<p>HCCR1811</p>	<p>Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1811. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SIG Client CPE Managed Service Medium - On Site</b></p>	<p>HCOS1811</p>	<p>Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1811. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SIG Client CPE Managed Service Medium - Remote</b></p>	<p>HCRM1811</p>	<p>Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1811. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SIG Client CPE Managed Service Large</b></p>	<p>HCCR1841</p>	<p>Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1841. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>SIG Client CPE Managed Service Large - On Site</b></p>	<p>HCOS1841</p>	<p>Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1841. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<p><b>SIG Client CPE Managed Service Large - Remote</b></p>	<p>HCRM1841</p>	<p>Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1841. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>OOB Management Analog Connection Service Full</b>	OOBM0001	Out of Band (OOB) Modem with Analog Line service is an additional add on service to SIG Client CPE Managed service. This service enables VzB to provide the require Analog Line and Modem required to provide Management to the Hardware Client CPE. Modem and 1MB service. Includes Modem and Plain Old Telephone Service (POTS). This is used to provide Out of Band (OOB) Mgmt for CPE and Mgmt.	
<b>OOB Management Analog Connection Service Partial</b>	OOBM0002	Out Of Band (OOB) Modem without Analog Line service is an additional add on service to SIG Client CPE Managed service. This service enables VzB to provide the require Modem and the customer provides the Analog Line required to provide Management to the Hardware Client CPE. This is used to provide Out of Band (OOB) Mgmt for CPE and Mgmt.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

**Dial Access** is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.

Feature Name	Feature Identifier	Feature Description	Feature Limits
<b>Dial Access Flat-Rate Monthly 10 Hours</b>	DAFR0000	Dial Access is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.	US contiguous 48 states
<b>Overage 10</b>	DAFR0001	Overage applies above defined Hours Per Month Per User.	
<b>Acct Maintenance</b>	DAFR0002	Acct Maintenance includes a monthly charge for Dial Access Network customer group.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits
<b>Additional Domain/Sub Domain Name</b>	DAFR0003	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.	
<b>Additional Domain/Sub Domain Name – Change Charges</b>	DAFR0004	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits</b>
<b>Dial Access Flat-Rate Monthly 50 Hours</b>	DIAF0000	Dial Access is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.	US contiguous 48 states
<b>Overage 50</b>	DIAF0001	Overage applies above defined Hours Per Month Per User.	
<b>Acct Maintenance</b>	DAFR0002	Acct Maintenance includes a monthly charge for Dial Access Network customer group.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits
<b>Additional Domain/Sub Domain Name</b>	DAFR0003	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.	
<b>Additional Domain/Sub Domain Name – Change Charges</b>	DAFR0004	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits
<b>Dial Access Flat-Rate Monthly 150 Hours</b>	DFRM0000	Dial Access is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.	Verizon Business reserves the right to modify its Dial Access pricing at its sole discretion if the average monthly usage of all active Dial Access users of the 150 hours per user per month service offering purchasing under CALNET II exceeds one hundred (100) hours for three (3) consecutive months.  US contiguous 48 states
<b>Overage 150</b>	DFRM0001	Overage applies above defined Hours Per Month Per User.	
<b>Acct Maintenance</b>	DAFR0002	Acct Maintenance includes a monthly charge for Dial Access Network customer group.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits
<b>Additional Domain/Sub Domain Name</b>	DAFR0003	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.	
<b>Additional Domain/Sub Domain Name – Change Charges</b>	DAFR0004	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits</b>
<b>Dial Access Usage-Based Hourly</b>	DAUB0000	Dial Access is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. This charge is applied on an Hour by Hour basis. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.	US contiguous 48 states
<b>Acct Maintenance</b>	DAFR0002	Acct Maintenance includes a monthly charge for Dial Access Network customer group.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits
<b>Additional Domain/Sub Domain Name</b>	DAFR0003	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.	
<b>Additional Domain/Sub Domain Name – Change Charges</b>	DAFR0004	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits
<p><b>Dial Access Usage-Based Toll Free Hourly</b></p>	<p>DAUT0000</p>	<p>Dial Access is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. This charge is applied on a Toll Free Hour by Hour basis. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.</p>	<p>US contiguous 48 states</p>
<p><b>Acct Maintenance</b></p>	<p>DAFR0002</p>	<p>Acct Maintenance includes a monthly charge for Dial Access Network customer group.</p>	

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits
<p><b>Additional Domain/Sub Domain Name</b></p>	<p>DAFR0003</p>	<p>Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.</p>	
<p><b>Additional Domain/Sub Domain Name – Change Charges</b></p>	<p>DAFR0004</p>	<p>Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.</p>	

**Managed Internet Dedicated:**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Managed Internet Dedicated Connection Service Small</b>	MNID0001	Managed Internet Dedicated Connection Service Small device provides management services (implementation and ongoing support) on associated CPE for Internet Dedicated access solutions. Managed Internet Dedicated service is available to purchasers of Verizon Internet Dedicated T1, NxT1, T3, or Internet Dedicated Ethernet Service.	Verizon Business will manage up to and including the local area network (LAN) interface on the CPE, but is not responsible for customers LAN operations or the interoperability of the CPE with customers LAN. Verizon Business supports up to 25 static routes on the managed CPE router.
<b>Managed Internet Dedicated Connection Service Medium</b>	MNID0002	Managed Internet Dedicated Connection Service Medium device provides management services (implementation and ongoing support) on associated CPE for Internet Dedicated access solutions. Managed Internet Dedicated service is available to purchasers of Verizon Internet Dedicated T1, NxT1, T3, or Internet Dedicated Ethernet Service.	Verizon Business will manage up to and including the local area network (LAN) interface on the CPE, but is not responsible for customers LAN operations or the interoperability of the CPE with customers LAN. Verizon Business supports up to 25 static routes on the managed CPE router.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Managed Internet Dedicated Connection Service Large</b>	MNID0003	Managed Internet Dedicated Connection Service Large device provides management services (implementation and ongoing support) on associated CPE for Internet Dedicated access solutions. Managed Internet Dedicated service is available to purchasers of Verizon Internet Dedicated T1, NxT1, T3, or Internet Dedicated Ethernet Service.	Verizon Business will manage up to and including the local area network (LAN) interface on the CPE, but is not responsible for customers LAN operations or the interoperability of the CPE with customers LAN. Verizon Business supports up to 25 static routes on the managed CPE router.

**Applicable Service Level Agreements:**

- Service Availability Percentage
- Catastrophic Outage 1
- Catastrophic Outage 2
- Catastrophic Outage 3
- Round Trip Transmission Delay
- Packet Loss
- Excessive Outage
- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

**Service Identifier:** IP and Network IP Transport Services

The pricing includes the following elements: planning, applicable design, engineering, testing, wiring, termination, and applicable service level agreements.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>IP Transport at a minimum (1 end point):</b>					
<b>56 Kbps</b>	IPTK0056	Per Month	\$522.75	\$285.83	\$0.00
<b>128 Kbps</b>	IPTK0128		\$522.75	\$508.47	\$0.00
<b>384 Kbps</b>	IPTK0384		\$522.75	\$572.22	\$0.00
<b>512 Kbps</b>	IPTK0512		\$522.75	\$593.47	\$0.00
<b>640 Kbps</b>	IPTK0640		\$522.75	\$614.72	\$0.00
<b>768 Kbps</b>	IPTK0768		\$522.75	\$614.72	\$0.00
<b>896 Kbps</b>	IPTK0896		\$522.75	\$635.97	\$0.00
<b>1.024 Mbps</b>	IPTK1024		\$522.75	\$635.97	\$0.00
<b>1.152 Mbps</b>	IPTK1152		\$522.75	\$635.97	\$0.00
<b>1.280 Mbps</b>	IPTK1280		\$522.75	\$635.97	\$0.00
<b>1.408 Mbps</b>	IPTK1408		\$522.75	\$635.97	\$0.00
<b>1.536 Mbps</b>	IPTK1536		\$522.75	\$635.97	\$0.00
<b>1.792 Mbps</b>	IPTK1792		\$1,202.75	\$1,989.49	\$0.00
<b>2.048 Mbps</b>	IPTK2048		\$1,202.75	\$1,989.49	\$0.00
<b>2.304 Mbps</b>	IPTK2304		\$1,202.75	\$1,989.49	\$0.00
<b>2.560 Mbps</b>	IPTK2560		\$1,202.75	\$1,989.49	\$0.00
<b>2.816 Mbps</b>	IPTK2816		\$1,202.75	\$1,989.49	\$0.00
<b>3.072 Mbps</b>	IPTK3072		\$1,202.75	\$1,989.49	\$0.00
<b>3.328 Mbps</b>	IPTK3328		\$1,202.75	\$2,059.49	\$0.00
<b>3.584 Mbps</b>	IPTK3584		\$1,202.75	\$2,059.49	\$0.00
<b>3.840 Mbps</b>	IPTK3840		\$1,202.75	\$2,059.49	\$0.00
<b>4.096 Mbps</b>	IPTK4096		\$1,202.75	\$2,059.49	\$0.00
<b>4.352 Mbps</b>	IPTK4352		\$1,202.75	\$2,059.49	\$0.00
<b>4.608 Mbps</b>	IPTK4608		\$1,202.75	\$2,059.49	\$0.00
<b>4.864 Mbps</b>	IPTK4864		\$1,202.75	\$2,129.49	\$0.00
<b>5.120 Mbps</b>	IPTK5120		\$1,202.75	\$2,129.49	\$0.00
<b>5.632 Mbps</b>	IPTK5632		\$1,202.75	\$2,129.49	\$0.00
<b>6.144 Mbps</b>	IPTK6144		\$1,202.75	\$2,129.49	\$0.00
<b>6.656 Mbps</b>	IPTK6656		\$1,202.75	\$2,199.49	\$0.00
<b>7.168 Mbps</b>	IPTK7168		\$1,202.75	\$2,199.49	\$0.00

## 6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
7.680 Mbps	IPTK7680		\$1,202.75	\$2,199.49	\$0.00
8.192 Mbps	IPTK8192		\$1,202.75	\$2,840.81	\$0.00
8.704 Mbps	IPTK8704		\$1,202.75	\$2,840.81	\$0.00
9.216 Mbps	IPTK9216		\$1,202.75	\$2,840.81	\$0.00
9.768 Mbps	IPTK9768		\$1,202.75	\$3,095.81	\$0.00
11 Mbps	IPTM0011		\$1,202.75	\$3,265.81	\$0.00
12 Mbps	IPTM0012		\$1,202.75	\$3,457.92	\$0.00
13 Mbps	IPTM0013		\$1,202.75	\$3,637.92	\$0.00
14 Mbps	IPTM0014		\$1,202.75	\$3,637.92	\$0.00
15 Mbps	IPTM0015		\$1,202.75	\$3,637.92	\$0.00
16 Mbps	IPTM0016		\$1,202.75	\$3,637.92	\$0.00
17 Mbps	IPTM0017		\$1,202.75	\$3,637.92	\$0.00
18 Mbps	IPTM0018		\$1,202.75	\$3,637.92	\$0.00
19 Mbps	IPTM0019		\$1,202.75	\$3,637.92	\$0.00
20 Mbps	IPTM0020		\$1,202.75	\$3,637.92	\$0.00
21 Mbps	IPTM0021		\$1,202.75	\$3,907.92	\$0.00
22 Mbps	IPTM0022		\$1,202.75	\$3,907.92	\$0.00
23 Mbps	IPTM0023		\$1,202.75	\$3,907.92	\$0.00
24 Mbps	IPTM0024		\$1,202.75	\$3,907.92	\$0.00
25 Mbps	IPTM0025		\$1,202.75	\$3,907.92	\$0.00
30 Mbps	IPTM0030		\$1,202.75	\$3,907.92	\$0.00
35 Mbps	IPTM0035		\$1,202.75	\$3,907.92	\$0.00
40 Mbps	IPTM0040		\$1,202.75	\$3,907.92	\$0.00
45 Mbps	IPTM0045		\$1,202.75	\$3,907.92	\$0.00
155 Mbps	IPTM0155		ICB	ICB	ICB
622 Mbps	IPTM0622		ICB	ICB	ICB
2.5 Gbps	IPTG0025		ICB	ICB	ICB
10 Gbps	IPTG0010		ICB	ICB	ICB
<b>Ethernet Bundle:</b>	See Below	Per Month	See Below	See Below	See Below
1 Mbps	ETRN0001		ICB	ICB	ICB
2 Mbps	ETRN0002		ICB	ICB	ICB
3 Mbps	ETRN0003		ICB	ICB	ICB
4 Mbps	ETRN0004		ICB	ICB	ICB
5 Mbps	ETRN0005		ICB	ICB	ICB
6 Mbps	ETRN0006		ICB	ICB	ICB
7 Mbps	ETRN0007		ICB	ICB	ICB
8 Mbps	ETRN0008		ICB	ICB	ICB
9 Mbps	ETRN0009		ICB	ICB	ICB
10 Mbps	ETRN0010		ICB	ICB	ICB

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>15 Mbps</b>	ETRN0015		ICB	ICB	ICB
<b>20 Mbps</b>	ETRN0020		ICB	ICB	ICB
<b>25 Mbps</b>	ETRN0025		ICB	ICB	ICB
<b>30 Mbps</b>	ETRN0030		ICB	ICB	ICB
<b>35 Mbps</b>	ETRN0035		ICB	ICB	ICB
<b>40 Mbps</b>	ETRN0040		ICB	ICB	ICB
<b>50 Mbps</b>	ETRN0050		ICB	ICB	ICB
<b>60 Mbps</b>	ETRN0060		ICB	ICB	ICB
<b>70 Mbps</b>	ETRN0070		ICB	ICB	ICB
<b>80 Mbps</b>	ETRN0080		ICB	ICB	ICB
<b>90 Mbps</b>	ETRN0090		ICB	ICB	ICB
<b>100 Mbps</b>	ETRN0100		ICB	ICB	ICB
<b>200 Mbps</b>	ETRN0200		ICB	ICB	ICB
<b>300 Mbps</b>	ETRN0300		ICB	ICB	ICB
<b>400 Mbps</b>	ETRN0400		ICB	ICB	ICB
<b>500 Mbps</b>	ETRN0500		ICB	ICB	ICB
<b>600 Mbps</b>	ETRN0600		ICB	ICB	ICB
<b>700 Mbps</b>	ETRN0700		ICB	ICB	ICB
<b>800 Mbps</b>	ETRN0800		ICB	ICB	ICB
<b>900 Mbps</b>	ETRN0900		ICB	ICB	ICB
<b>1000 Mbps</b>	ETRN1000		ICB	ICB	ICB
<b>VPLS</b>	VPLS0000		ICB	ICB	ICB

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

**Additional Router IOS Encryption Option**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Encryption Cisco x800 Series - Advanced IP Services</b>	ENCA1800	Per Router	\$2,378.80	N/A	N/A
<b>SNA/IPX Cisco x800 Series - Enterprise Base</b>	ESIE1800	Per Router	\$1,752.80	N/A	N/A
<b>Encryption &amp; SNA/IPX Cisco x800 Series - Advanced Enterprise Services</b>	ESIP1800	Per Router	\$2,629.20	N/A	N/A
<b>Encryption Cisco x900 Series - Security License</b>	ENCS1900	Per Router	\$626.00	N/A	N/A
<b>SNA/IPX Cisco x900 Series - Data License</b>	ESND1900	Per Router	\$375.60	N/A	N/A
<b>Encryption Cisco 2800 Series - Advanced IP Services</b>	ENCA2800	Per Router	\$3,693.40	N/A	N/A
<b>SNA/IPX Cisco 2800 Series - Enterprise Base</b>	ESNE2800	Per Router	\$3,004.80	N/A	N/A
<b>Encryption &amp; SNA/IPX Cisco 2800 Series - Advanced Enterprise Services</b>	ESIP2800	Per Router	\$4,131.60	N/A	N/A
<b>Encryption Cisco 2900 Series - Security License</b>	ENCS2900	Per Router	\$751.20	N/A	N/A
<b>SNA/IPX Cisco 2900 Series - Data License</b>	ESND2900	Per Router	\$438.20	N/A	N/A
<b>Encryption Cisco 3800 Series - Advanced IP Services</b>	ENCA3800	Per Router	\$4,194.20	N/A	N/A

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>SNA/IPX Cisco 3800 Series - Enterprise Base</b>	ESNE3800	Per Router	\$3,130.00	N/A	N/A
<b>Encryption &amp; SNA/IPX Cisco 3800 Series - Advanced Enterprise Services</b>	ESIP3800	Per Router	\$4,920.20	N/A	N/A
<b>Encryption Cisco 3900 Series - Security License</b>	ENCS3900	Per Router	\$1,252.00	N/A	N/A
<b>SNA/IPX Cisco 3900 Series - Data License</b>	ESND3900	Per Router	\$626.00	N/A	N/A

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

**Additional features and services available for purchase, not required for services described above:**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Private IP Port Only:</b>					
<b>56/64 KB</b>	PORT0064	Per Month	\$170.00	\$127.50	\$0.00
<b>128 KB</b>	PORT0128		\$170.00	\$212.50	\$0.00
<b>256 KB</b>	PORT0256		\$170.00	\$255.00	\$0.00
<b>384 KB</b>	PORT0384		\$170.00	\$276.25	\$0.00
<b>512 KB</b>	PORT0512		\$170.00	\$297.50	\$0.00
<b>768 KB</b>	PORT0768		\$170.00	\$318.75	\$0.00
<b>1.024 Mbps</b>	PORT1024		\$170.00	\$340.00	\$0.00
<b>1.536 Mbps</b>	PORT1536		\$170.00	\$340.00	\$0.00
<b>3.072 Mbps</b>	PORT3072		\$170.00	\$425.00	\$0.00
<b>4.608 Mbps</b>	PORT4608		\$170.00	\$510.00	\$0.00
<b>6.144 Mbps</b>	PORT6144		\$170.00	\$595.00	\$0.00
<b>7.680 Mbps</b>	PORT7680		\$170.00	\$680.00	\$0.00
<b>9.216 Mbps</b>	PORT9216		\$170.00	\$850.00	\$0.00
<b>10.752 Mbps</b>	PORT1075		\$170.00	\$1,105.00	\$0.00
<b>12.288 Mbps</b>	PORT1228		\$170.00	\$1,275.00	\$0.00
<b>19.800 Mbps</b>	PORT1980		\$170.00	\$1,445.00	\$0.00
<b>44.736 Mbps</b>	PORT4473		\$170.00	\$1,700.00	\$0.00
<b>155.52 Mbps (OC3)</b>	PIOC0003		\$0.00	\$4,282.30	\$0.00
<b>622.08 Mbps (OC12)</b>	PIOC0012		\$0.00	\$13,217.50	\$0.00
<b>2,488 Mbps (OC48)</b>	PIOC0048		ICB	ICB	ICB
<b>9,953.28 Mbps (OC192)</b>	PIOC0192		ICB	ICB	ICB
<b>Ethernet</b>	See Below		See Below	See Below	See Below
<b>1 Mbps</b>	PIET0001		\$0.00	\$287.30	\$0.00
<b>2 Mbps</b>	PIET0002		\$0.00	\$531.25	\$0.00
<b>3 Mbps</b>	PIET0003		\$0.00	\$586.29	\$0.00

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
4 Mbps	PIET0004		\$0.00	\$675.11	\$0.00
5 Mbps	PIET0005		\$0.00	\$743.75	\$0.00
6 Mbps	PIET0006		\$0.00	\$781.36	\$0.00
7 Mbps	PIET0007		\$0.00	\$818.55	\$0.00
8 Mbps	PIET0008		\$0.00	\$887.83	\$0.00
9 Mbps	PIET0009		\$0.00	\$920.13	\$0.00
10 Mbps	PIET0010		\$0.00	\$1,012.14	\$0.00
15 Mbps	PIET0015		\$0.00	\$1,173.43	\$0.00
20 Mbps	PIET0020		\$0.00	\$1,258.85	\$0.00
25 Mbps	PIET0025		\$0.00	\$1,297.10	\$0.00
30 Mbps	PIET0030		\$0.00	\$1,335.56	\$0.00
35 Mbps	PIET0035		\$0.00	\$1,412.49	\$0.00
40 Mbps	PIET0040		\$0.00	\$1,476.88	\$0.00
50 Mbps	PIET0050		\$0.00	\$1,593.75	\$0.00
60 Mbps	PIET0060		\$0.00	\$1,848.75	\$0.00
70 Mbps	PIET0070		\$0.00	\$2,082.50	\$0.00
80 Mbps	PIET0080		\$0.00	\$2,295.00	\$0.00
90 Mbps	PIET0090		\$0.00	\$2,486.25	\$0.00
100 Mbps	PIET0100		\$0.00	\$2,656.25	\$0.00
200 Mbps	PIET0200		\$0.00	\$5,100.00	\$0.00
300 Mbps	PIET0300		\$0.00	\$7,331.25	\$0.00
400 Mbps	PIET0400		\$0.00	\$9,350.00	\$0.00
500 Mbps	PIET0500		\$0.00	\$10,625.00	\$0.00
600 Mbps	PIET0600		\$0.00	\$12,112.50	\$0.00
700 Mbps	PIET0700		\$0.00	\$13,387.50	\$0.00
800 Mbps	PIET0800		\$0.00	\$14,450.00	\$0.00
900 Mbps	PIET0900		\$0.00	\$15,300.00	\$0.00
1000 Mbps	PIET1000		\$0.00	\$15,937.50	\$0.00
<b>PIP Multicasting Per Host Port:</b>		Per Month			
<b>Small Tier 16kbps - 511kbps</b>	IPMC0511		\$0.00	\$34.00	\$0.00
<b>Medium Tier 512kbps - 1.4Mbps</b>	IPMC1400		\$0.00	\$136.00	\$0.00
<b>Large Tier 1.5 Mbps - 2.99Mbps</b>	IPMC2990		\$0.00	\$274.13	\$0.00

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Extra Large Tier 3Mbps - 5.99Mbps	IPMC5990		\$0.00	\$546.13	\$0.00
Jumbo Tier 6Mbps & Greater	IPMC0000		ICB	ICB	ICB
PIP Expedited Forwarding Gold Car Option:		Per Month			
8 Kbps	CRGD0008		\$0.00	\$8.50	\$0.00
16 Kbps	CRGD0016		\$0.00	\$15.30	\$0.00
32 Kbps	CRGD0032		\$0.00	\$24.23	\$0.00
48 Kbps	CRGD0048		\$0.00	\$31.03	\$0.00
64 Kbps	CRGD0064		\$0.00	\$37.83	\$0.00
128 Kbps	CRGD0128		\$0.00	\$62.90	\$0.00
192 Kbps	CRGD0192		\$0.00	\$84.58	\$0.00
256 Kbps	CRGD0256		\$0.00	\$79.80	\$0.00
320 Kbps	CRGD0320		\$0.00	\$85.75	\$0.00
384 Kbps	CRGD0384		\$0.00	\$114.45	\$0.00
448 Kbps	CRGD0448		\$0.00	\$127.05	\$0.00
512 Kbps	CRGD0512		\$0.00	\$137.90	\$0.00
576 Kbps	CRGD0576		\$0.00	\$147.35	\$0.00
640 Kbps	CRGD0640		\$0.00	\$155.75	\$0.00
704 Kbps	CRGD0704		\$0.00	\$162.75	\$0.00
768 Kbps	CRGD0768		\$0.00	\$168.35	\$0.00
832 Kbps	CRGD0832		\$0.00	\$172.55	\$0.00
896 Kbps	CRGD0896		\$0.00	\$175.35	\$0.00
960 Kbps	CRGD0960		\$0.00	\$177.10	\$0.00
1.024 Mbps	CRGD1024		\$0.00	\$177.45	\$0.00
1.152 Mbps	CRGD1152		\$0.00	\$185.85	\$0.00
1.280 Mbps	CRGD1280		\$0.00	\$191.45	\$0.00
1.408 Mbps	CRGD1408		\$0.00	\$194.60	\$0.00
1.536 Mbps	CRGD1536		\$0.00	\$195.30	\$0.00
2.048 Mbps	CRGD2048		\$0.00	\$248.85	\$0.00
3.072 Mbps	CRGD3072		\$0.00	\$356.65	\$0.00
4.608 Mbps	CRGD4608		\$0.00	\$512.40	\$0.00
6.144 Mbps	CRGD6144		\$0.00	\$657.65	\$0.00
7.680 Mbps	CRGD7680		\$0.00	\$792.05	\$0.00
9.216 Mbps	CRGD9216		\$0.00	\$915.60	\$0.00
10.752 Mbps	CRGD1075		\$0.00	\$1,028.65	\$0.00

## 6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
12.288 Mbps	CRGD1228		\$0.00	\$1,130.50	\$0.00
15.360 Mbps	CRGD1560		\$0.00	\$968.75	\$0.00
18.432 Mbps	CRGD1843		\$0.00	\$1,114.75	\$0.00
21.504 Mbps	CRGD2150		\$0.00	\$1,245.25	\$0.00
24.576 Mbps	CRGD2457		\$0.00	\$1,360.50	\$0.00
27.648 Mbps	CRGD2764		\$0.00	\$1,460.50	\$0.00
30.720 Mbps	CRGD3070		\$0.00	\$1,544.75	\$0.00
33.792 Mbps	CRGD3379		\$0.00	\$1,614.00	\$0.00
36.864 Mbps	CRGD3686		\$0.00	\$1,667.75	\$0.00
39.936 Mbps	CRGD3993		\$0.00	\$1,706.25	\$0.00
43.008 Mbps	CRGD4300		\$0.00	\$1,729.25	\$0.00
Private IP Access for Port Only:					
DS1 Access	IPAA0001	Per Circuit	\$170.00	\$150.00	
DS3 Access	IPAA0003	Per Circuit	\$850.00	\$1,800.00	
155.52 Mbps (OC3 Access)	OCAC0003	Per Circuit	ICB	ICB	ICB
622.08 Mbps (OC12 Access)	OCAC0012	Per Circuit	ICB	ICB	ICB
2,488 Mbps (OC48 Access)	OCAC0048	Per Circuit	ICB	ICB	ICB
9,953.28 Mbps (OC192 Access)	OCAC0192	Per Circuit	ICB	ICB	ICB
Ethernet Access		Per Circuit			
1 Mbps	CEAT0001		ICB	ICB	ICB
2 Mbps	CEAT0002		ICB	ICB	ICB
3 Mbps	CEAT0003		ICB	ICB	ICB
4 Mbps	CEAT0004		ICB	ICB	ICB
5 Mbps	CEAT0005		ICB	ICB	ICB
6 Mbps	CEAT0006		ICB	ICB	ICB
7 Mbps	CEAT0007		ICB	ICB	ICB
8 Mbps	CEAT0008		ICB	ICB	ICB
9 Mbps	CEAT0009		ICB	ICB	ICB
10 Mbps	CEAT0010		ICB	ICB	ICB
15 Mbps	CEAT0015		ICB	ICB	ICB

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>20 Mbps</b>	CEAT0020		ICB	ICB	ICB
<b>25 Mbps</b>	CEAT0025		ICB	ICB	ICB
<b>30 Mbps</b>	CEAT0030		ICB	ICB	ICB
<b>35 Mbps</b>	CEAT0035		ICB	ICB	ICB
<b>40 Mbps</b>	CEAT0040		ICB	ICB	ICB
<b>50 Mbps</b>	CEAT0050		ICB	ICB	ICB
<b>60 Mbps</b>	CEAT0060		ICB	ICB	ICB
<b>70 Mbps</b>	CEAT0070		ICB	ICB	ICB
<b>80 Mbps</b>	CEAT0080		ICB	ICB	ICB
<b>90 Mbps</b>	CEAT0090		ICB	ICB	ICB
<b>100 Mbps</b>	CEAT0100		ICB	ICB	ICB
<b>200 Mbps</b>	CEAT0200		ICB	ICB	ICB
<b>300 Mbps</b>	CEAT0300		ICB	ICB	ICB
<b>400 Mbps</b>	CEAT0400		ICB	ICB	ICB
<b>500 Mbps</b>	CEAT0500		ICB	ICB	ICB
<b>600 Mbps</b>	CEAT0600		ICB	ICB	ICB
<b>700 Mbps</b>	CEAT0700		ICB	ICB	ICB
<b>800 Mbps</b>	CEAT0800		ICB	ICB	ICB
<b>900 Mbps</b>	CEAT0900		ICB	ICB	ICB
<b>1000 Mbps</b>	CEAT1001		ICB	ICB	ICB

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

**IP Network Transport Management (Router):**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Management (Router) - Managed WAN Monitor and Notify (Small)</b>	MWMS0000	Per Month	N/A	\$36.90	N/A
<b>Management (Router) - Managed WAN Monitor and Notify (Medium)</b>	MWMM0000	Per Month	N/A	\$41.40	N/A
<b>Management (Router) - Managed WAN Monitor and Notify (Large)</b>	MWML0000	Per Month	N/A	\$63.00	N/A
<b>Management (Router) - Managed WAN Physical (Small)</b>	MWPH0000	Per Month	N/A	\$71.10	N/A
<b>Management (Router) - Managed WAN Physical (Medium)</b>	MWPM0000	Per Month	N/A	\$89.10	N/A
<b>Management (Router) - Managed WAN Physical (Large)</b>	MWPL0000	Per Month	N/A	\$149.40	N/A
<b>Management (Router) - Managed WAN Full (Small)</b>	MWFS0000	Per Month	N/A	\$81.00	N/A
<b>Management (Router) - Managed WAN Full (Medium)</b>	MWFM0000	Per Month	N/A	\$105.30	N/A
<b>Management (Router) - Managed WAN Full (Large)</b>	MWFL0000	Per Month	N/A	\$176.40	N/A

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Takeover of Existing Device Management Takeover of Existing Circuit and Router</b>	MWTO0001	Per Month	\$350	N/A	N/A
<b>New Device- New Circuit or Router Installation requiring initial configuration an implementation support</b>	MWND0001	Per Month	\$550	N/A	N/A
<b>Management (Router) - Threshold Reporting</b>	THRP0000	Per Device Per Month	N/A	\$5.10	N/A
<b>Management (Router) - Order Expedite Request to activate router in 15 days or less</b>	MROX0000	Per Order	\$935.00	N/A	N/A
<b>Management (Router) - New Implementation Rescheduling</b>	MIRS0000	Per Site	\$300	N/A	N/A
<b>Management (Router) After Hours Premium Charge (M-F, 5 p.m. to 8 a.m., including weekends and holidays</b>	MAHP0000	Per Occurrence	\$600	N/A	N/A

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

**Optional Change Management provides additional change management support for items customers are not likely to encounter on a daily basis.**

Optional Change Management items are charged on a per-incident basis (NRC), and are available to customers that subscribe to 6.3.3.8 IP and Network IP Transport Services. These are enhanced features and a subset of the 6.3.3.8 IP and Network IP Transport Services.

**Optional Change Management Activities:**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Management (Router-remote labor configuration) Dynamic Host Configuration Protocol ("DHCP") IP Helper - Add / Modify / Delete</b>	IPMW0012	Per Occurrence	N/A	N/A	\$42.50
<b>Management (Router-remote labor configuration) IP Network Address Translation - Add / Modify / Delete</b>	IPMW0013	Per Occurrence	N/A	N/A	\$42.50
<b>Management (Router-remote labor configuration) Network Routed Protocol - Add / Modify / Delete</b>	IPMW0014	Per Occurrence	N/A	N/A	\$42.50
<b>Management (Router-remote labor configuration) Managed Service Operations ("MSO") IP/address Subnet Mask Changes</b>	IPMW0015	Per Occurrence	N/A	N/A	\$42.50

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Management (Router-remote labor configuration) Virtual Circuit - Add / Modify / Delete</b>	IPMW0016	Per Occurrence	N/A	N/A	\$42.50
<b>Management (Router-remote labor configuration) Routing Protocol - Add / Modify / Delete</b>	IPMW0017	Per Occurrence	N/A	N/A	\$42.50
<b>Management (Router-remote labor configuration) VPN Tunnel - Add / Modify / Delete</b>	IPMW0018	Per Occurrence	N/A	N/A	\$42.50

In lieu of the optional change management per occurrence services described above, customers have the option to utilize the established hourly rate. Labor charges will commence upon arrival at customer site. Only the highest single NRC will be charged per device. Feature ID's are IPMW0001, IPMW0002, IPMW0003, IPMW0004, IPMW0005, IPMW0006, IPMW0007, IPMW0008, IPMW0009, IPMW0010, and IPMW0011.

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Management (Router-labor only) Bandwidth Increase / Decrease Physical</b>	IPMW0001	Per Occurrence	\$350	\$0.00	\$0.00
<b>Management (Router-labor only) Hardware Module Upgrade</b>	IPMW0002	Per Occurrence	\$350	\$0.00	\$0.00
<b>Management (Router-labor only) Intra-Building Move</b>	IPMW0003	Per Occurrence	\$350	\$0.00	\$0.00

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Management (Router-labor only) Router Move, Inter-Building or Across Town</b>	IPMW0004	Per Occurrence	\$600	\$0.00	\$0.00
<b>Management (Router-labor only) Memory Upgrade</b>	IPMW0005	Per Occurrence	\$350	\$0.00	\$0.00
<b>Management (Router-labor only) Router Exchange</b>	IPMW0006	Per Occurrence	\$350	\$0.00	\$0.00
<b>Management (Router-labor only) Router IOS Change Support New Features</b>	IPMW0007	Per Occurrence	\$350	\$0.00	\$0.00
<b>Management (Router-labor only) Traffic Shaping/Queuing Add/Delete</b>	IPMW0008	Per Occurrence	\$350	\$0.00	\$0.00
<b>Management (Router-labor only) Traffic Filter Design</b>	IPMW0009	Per Occurrence	\$350	\$0.00	\$0.00
<b>Management (Router) Field Service Technicians (labor only) Normal business hours (M-F, 8 a.m. to 5 p.m.).</b>	IPMW0010	Per Hour	\$135	\$0.00	\$0.00

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Management (Router) Field Service Technicians (labor only) After hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays).</b>	IPMW0011	Per Hour	\$170	\$0.00	\$0.00

#### 6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

**Private IP Secure Gateway Services (Secure Gateway Universal Port - data only not to be used for voice)** is a suite of services that includes the three components listed below through a single network based port. This section includes optional managed services for Remote Office connectivity.

*Secure Gateway Firewall* - provides enterprise employees secure access to the Internet from customer locations connected to private networks via a network-based firewall. Secure Gateway- Firewall is available with Private IP. This service extends the power of Verizon's private networks to safely provide Internet access without the requirement of multiple links and premise based firewalls. Secure Gateway Firewall bundles access with a "stateful firewall" to help protect against a range of network security threats. The network-based firewall inspects and tracks all inbound and outbound data streams, allowing passage of only those packets that match a known and authorized state. Stateful firewalls help improve the security and performance of more traditional packet filters because they capture and hold attributes of each data stream for the entire length of the connection.

*Secure Gateway Mobile User* – provides secure, encrypted, remote access to the customers' private network for their mobile workforce and remote employees. Mobile User is enabled by geographically-dispersed network gateways deployed at Verizon points of presence (PoPs). The service provides remote access through an exclusively-provisioned port between the customer's private network and the company's public IP network. Remote sites use Verizon or third-party dial, DSL or cable to connect to the Verizon IP backbone or the Internet. Then, using a VPN software client, the remote site automatically establishes a secure IPsec tunnel, through the IP network to the Secure Gateway Port located on a Verizon network gateway. The VPN client allows optional split tunneling for flexible end-user access to the customer's private network only, or to both their private network and the public Internet.

*Secure Gateway Remote Office* – creates a secure end-to-end logical link between corporate resources or corporate "hubs" on the Verizon network and remote sites connected to the Internet or Verizon's IP network via low cost broadband or T1 access. Verizon network service "hubs" are typically data centers, corporate headquarters, regional offices and other locations hosting mission-critical enterprise servers. Secure Gateway Remote Office utilizes Cisco technology for the hardware client, the Universal Port, or network gateway and the EasyVPN feature of the IOS operating system. Secure Gateway Remote Office leverages industry standard security protocols - IPsec, 3DES, and AES encryption and is an ideal solution for customers with sensitive price points and ease-of-implementation requirements.

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Secure Gateway Universal Port</b> 64 Kbps	SEGU0064	Per Month	\$85.00	\$145.35	N/A
<b>Secure Gateway Universal Port</b> 128 Kbps	SEGU0128	Per Month	\$85.00	\$257.55	N/A
<b>Secure Gateway Universal Port</b> 256 Kbps	SEGU0256	Per Month	\$85.00	\$343.40	N/A
<b>Secure Gateway Universal Port</b> 384 Kbps	SEGU0384	Per Month	\$85.00	\$407.15	N/A
<b>Secure Gateway Universal Port</b> 512 Kbps	SEGU0512	Per Month	\$85.00	\$541.45	N/A
<b>Secure Gateway Universal Port</b> 768 Kbps	SEGU0768	Per Month	\$85.00	\$637.50	N/A
<b>Secure Gateway Universal Port</b> 1.024 Mbps	SGUP0001	Per Month	\$85.00	\$763.30	N/A
<b>Secure Gateway Universal Port</b> 1.536 Mbps	SGUP0002	Per Month	\$170.00	\$1,017.45	N/A
<b>Secure Gateway Universal Port</b> 3.07 Mbps	SGUP0003	Per Month	\$510.00	\$1,526.60	N/A
<b>Secure Gateway Universal Port</b> 4.608 Mbps	SGUP0004	Per Month	\$510.00	\$2,292.45	N/A
<b>Secure Gateway Universal Port</b> 6.144 Mbps	SGUP0006	Per Month	\$510.00	\$3,058.30	N/A

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Secure Gateway Universal Port</b> 7.680 Mbps	SGUP0007	Per Month	\$510.00	\$3,824.15	N/A
<b>Secure Gateway Universal Port</b> 9.216 Mbps	SGUP0009	Per Month	\$510.00	\$4,590.00	N/A
<b>Secure Gateway Universal Port</b> 10.752 Mbps	SGUP0010	Per Month	\$510.00	\$5,355.00	N/A
<b>Secure Gateway Universal Port</b> 12.288 Mbps	SGUP0012	Per Month	\$510.00	\$6,120.85	N/A
<b>Secure Gateway Universal Port</b> 15.360 Mbps	SGUP0015	Per Month	\$510.00	\$7,652.55	N/A
<b>Secure Gateway Universal Port</b> 18.432 Mbps	SGUP0018	Per Month	\$510.00	\$9,184.25	N/A
<b>Secure Gateway Universal Port</b> 25.600 Mbps	SGUP0025	Per Month	\$510.00	\$12,755.95	N/A
<b>Secure Gateway Universal Port</b> 43.008 Mbps	SGUP0043	Per Month	\$850.00	\$21,431.05	N/A
<b>Secure Gateway Universal Port</b> 50 Mbps	SGUP0050	Per Month	\$850.00	\$24,916.90	N/A
<b>Secure Gateway Universal Port</b> 60 Mbps	SGUP0060	Per Month	\$850.00	\$29,903.00	N/A
<b>Secure Gateway Universal Port</b> 70 Mbps	SGUP0070	Per Month	\$850.00	\$34,888.25	N/A

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Secure Gateway Universal Port 80 Mbps</b>	SGUP0080	Per Month	\$850.00	\$39,873.50	N/A
<b>Secure Gateway Universal Port 90 Mbps</b>	SGUP0090	Per Month	\$850.00	\$44,859.60	N/A
<b>Secure Gateway Universal Port 100 Mbps</b>	SGUP0100	Per Month	\$850.00	\$49,844.85	N/A
<b>Secure Gateway Universal Port 155 Mbps</b>	SGUP0155	Per Month	\$850.00	\$77,262.45	N/A
<b>Secure Gateway Universal Port 622 Mbps</b>	SGUP0622	Per Month	\$850.00	\$310,049.40	N/A
<b>Secure Gateway Firewall (Custom)</b>	SGFC0000	Per Month	N/A	\$107.10	N/A
<b>Reporting Standard Select</b>	RSTS0000	Per Month	N/A	\$10.20	N/A
<b>SIG Client CPE Managed Service Small</b>	HCCR0871	Per Month	N/A	\$106.25	N/A
<b>SIG Client CPE Managed Service Small – On Site</b>	HCOS0871	Per Month	On Site- \$400	N/A	N/A
<b>SIG Client CPE Managed Service Small – Remote</b>	HCRM0871	Per Month	Remote \$85.00	N/A	N/A
<b>SIG Client CPE Managed Service Medium</b>	HCCR1811	Per Month	N/A	\$221.00	N/A

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>SIG Client CPE Managed Service Medium - On Site</b>	HCOS1811	Per Month	On Site- \$400	N/A	N/A
<b>SIG Client CPE Managed Service Medium - Remote</b>	HCRM1811	Per Month	Remote \$85.00	N/A	N/A
<b>SIG Client CPE Managed Service Large</b>	HCCR1841	Per Month	N/A	\$318.75	N/A
<b>SIG Client CPE Managed Service Large - On Site</b>	HCOS1841	Per Month	On Site- \$400	N/A	N/A
<b>SIG Client CPE Managed Service Large - Remote</b>	HCRM1841	Per Month	Remote \$85.00	N/A	N/A
<b>OOB Management Analog Connection Service Full</b>	OOBM0001	Per Month	\$85.00	\$59.50	N/A
<b>OOB Management Analog Connection Service Partial</b>	OOBM0002	Per Month	\$85.00	N/A	N/A

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

**Dial Access** is an IP dial access service offering that is designed for large corporations or organizations that have remote, roaming, or branch office users and/or contractors. Dial Access uses the public Dial Access Network (DAN) POPs. It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Dial Access Flat-Rate Monthly 10 Hours</b>	DAFR0000	10 Hours Per Month Per User	\$0.00	\$3.36	N/A
<b>Overage 10</b>	DAFR0001	Per User, Per Hour	<u>N/A</u>	\$1.28	N/A
<b>Acct Maintenance</b>	DAFR0002	Per Acct	<u>N/A</u>	\$85.00	N/A
<b>Additional Domain/Sub Domain Name</b>	DAFR0003	Per Occurrence	\$850.00	N/A	N/A
<b>Additional Domain/Sub Domain Name – Change Charges</b>	DAFR0004	Per Change	N/A	N/A	\$850.00

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Dial Access Flat-Rate Monthly 50 Hours</b>	DIAF0000	50 Hours Per Month Per User	\$0.00	\$8.46	N/A
<b>Overage 50</b>	DIAF0001	Per User, Per Hour	<u>N/A</u>	\$1.28	N/A
<b>Acct Maintenance</b>	DAFR0002	Per Acct	<u>N/A</u>	\$85.00	N/A
<b>Additional Domain/Sub Domain Name</b>	DAFR0003	Per Occurrence	\$850.00	N/A	N/A
<b>Additional Domain/Sub Domain Name – Change Charges</b>	DAFR0004	Per Change	N/A	N/A	\$850.00
<b>Dial Access Flat-Rate Monthly 150 Hours</b>	DFRM0000	150 Hours Per Month Per User	\$0.00	<u>\$11.86</u>	N/A
<b>Overage 150</b>	DFRM0001	Per User, Per Hour	<u>N/A</u>	<u>\$1.28</u>	N/A
<b>Acct Maintenance</b>	DAFR0002	Per Acct	<u>N/A</u>	<u>\$85.00</u>	N/A
<b>Additional Domain/Sub Domain Name</b>	DAFR0003	Per Occurrence	\$850.00	<u>N/A</u>	N/A
<b>Additional Domain/Sub Domain Name – Change Charges</b>	DAFR0004	Per Change	N/A	<u>N/A</u>	\$850.00

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Dial Access Usage-Based Hourly	DAUB0000	Per Hour / Per Month	\$0.00	<u>\$1.02</u>	N/A
Acct Maintenance	DAFR0002	Per Acct	<u>N/A</u>	<u>\$85.00</u>	N/A
Additional Domain/Sub Domain Name	DAFR0003	Per Occurrence	\$850.00	<u>N/A</u>	N/A
Additional Domain/Sub Domain Name – Change Charges	DAFR0004	Per Change	N/A	<u>N/A</u>	\$850.00
Dial Access Usage-Based Toll Free Hourly	DAUT0000	Per Hour / Per Month	\$0.00	<u>\$2.38</u>	N/A
Acct Maintenance	DAFR0002	Per Acct	<u>N/A</u>	<u>\$85.00</u>	N/A
Additional Domain/Sub Domain Name	DAFR0003	Per Occurrence	\$850.00	<u>N/A</u>	N/A
Additional Domain/Sub Domain Name – Change Charges	DAFR0004	Per Change	N/A	<u>N/A</u>	\$850.00

6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

**Managed Internet Dedicated:**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Managed Internet Dedicated Connection Service Small</b>	MNID0001	Per Month	\$85.00	\$97.75	N/A
<b>Managed Internet Dedicated Connection Service Medium</b>	MNID0002	Per Month	\$85.00	\$130.05	N/A
<b>Managed Internet Dedicated Connection Service Large</b>	MNID0003	Per Month	\$85.00	\$227.80	N/A

### 6.3.3.8 Converged Services, IP and Network IP Transport Services Attachment 4

**Note:**

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge
CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge
California High Cost Fund
Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge

6.3.5.1.1 Converged Services, IP Network Based Agent Package Service  
Attachment 3

**Service Identifier:** IP Network Based ACD Agent Package Service

**Description of the Service:** The IP Network ACD Basic Agent Package integrates fully with an IP Network Based ACD. The IP Network Based ACD utilizes routing technology that allows CALNET II customers to create specific routing schemes to deliver calls to the most appropriate agent.

Unless noted separately in Attachment 4, services include the following elements: planning, applicable design, engineering, testing, installation, and training, where applicable.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Converged IP Network Based ACD Agent Package	IBAP0000 IBAC0000 IBA00000 IBCP0000 IBNS0000 IBOS0000 IBRT0000 IBCD0000  IBQS0000 IBSD0000	The Basic Agent Package connects to an "in network" ACD; the CALNET II user only requires a PC, Private IP (PIP) data network connection, phone and Hosted IP Centrex line to get started and the agent can work from any location.  Package includes: <ul style="list-style-type: none"> <li>• Agent Inbound Line</li> <li>• Abandon Call Clearing</li> <li>• Automatic Overflow</li> <li>• Call Priority</li> <li>• Night Service</li> <li>• Overflow Scan</li> <li>• Ring Threshold</li> <li>• Call Delay/ Forced Announcement</li> <li>• Queue Status</li> <li>• Agent Queue Status Display</li> </ul>	

6.3.5.1.1 Converged Services, IP Network Based Agent Package Service  
Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
	IBND0000 IBCT0000 IBSN0000	<ul style="list-style-type: none"><li>• Called Number Display</li><li>• Call Tracking</li><li>• Controlled Access to PSTN/Switched Network</li></ul>	

**Applicable Service Level Agreements:**

- IP Contact Center Service Outage
- Excessive Outage
- Notification
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.3.5.1.1 Converged Services, IP Network Based Agent Package Service Attachment 4

**Service Identifier:** IP Network Automatic Call Distributor (ACD) Agent Package

The pricing includes the following elements: planning, applicable design, engineering, testing, wiring, termination, installation, and training, where applicable.

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non - Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Basic Agents Package</b>	IBAP0000	Per Agent	\$0.00	\$106.25	\$0.00
<b>Abandon Call Clearing</b>	IBAC0000	Per Agent	\$0.00	\$0.00	\$0.00
<b>Automatic Overflow</b>	IBA00000	Per Agent	\$0.00	\$0.00	\$0.00
<b>Call Priority</b>	IBCP0000	Per Agent	\$0.00	\$0.00	\$0.00
<b>Night Service</b>	IBNS0000	Per Agent	\$0.00	\$0.00	\$0.00
<b>Overflow Scan</b>	IBOS0000	Per Agent	\$0.00	\$0.00	\$0.00
<b>Ring Threshold</b>	IBRT0000	Per Agent	\$0.00	\$0.00	\$0.00
<b>Call Delay /Forced Announcement</b>	IBCD0000	Per Agent	\$0.00	\$0.00	\$0.00
<b>Queue Status</b>	IBQS0000	Per Agent	\$0.00	\$0.00	\$0.00
<b>Agent Queue Status Display</b>	IBSD0000	Per Agent	\$0.00	\$0.00	\$0.00
<b>Called Number Display</b>	IBND0000	Per Agent	\$0.00	\$0.00	\$0.00
<b>Call Tracking</b>	IBCT0000	Per Agent	\$0.00	\$0.00	\$0.00
<b>Controlled Access to PSTN/Switched Network</b>	IBSN0000	Per Agent	\$0.00	\$0.00	\$0.00

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge

6.3.5.1.1 Converged Services, IP Network Based Agent Package Service Attachment 4

CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge
California High Cost Fund
Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge

6.3.5.1.2 Converged Services, IP Network Based Supervisor's Package Service  
Attachment 3

**Service Identifier:** IP Network Based ACD Supervisor's Package Service

**Description of the Service:** The IP Network Basic ACD Supervisor Package integrates fully with an IP Network Based ACD. The Basic Supervisor's Package provides a set of business rules, which can be defined to handle all contact types.

Unless noted separately in Attachment 4, services include the following elements: planning, applicable design, engineering, testing, installation, and training, where applicable.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Basic Supervisor's Package</b></p>	<p>ISBP0000</p>	<p>The Basic Supervisor Package connects to an "in network" ACD; the CALNET II Supervisor only requires a PC, data network (Private IP or Internet) connection phone and phone line (HIPC) to get started and they can work from any location. During an emergency or disaster condition, CALNET II Supervisors can move to any off site location with a PC, internet connectivity and a phone line and continue to supervise the Contact Center agents.</p> <p>Includes the following features/functions:</p>	

6.3.5.1.2 Converged Services, IP Network Based Supervisor's Package Service  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<ul style="list-style-type: none"> <li>-Call Agent.</li> <li>-Observe Agent.</li> <li>-Supervisor Answer Agent.</li> <li>-Answer Emergency.</li> <li>-Record calls and/or agent screen activity.</li> <li>-Remotely monitor call center queue status in real-time.</li> <li>-Remote Barge-in capability.</li> <li>-Remotely replace agents.</li> <li>-Remotely log out agents</li> <li>-Remote Whisper Coaching.</li> <li>-Remote screen pop text chat coaching.</li> <li>-Send screen pop broadcast messages to all local and remote agent.</li> <li>-Remotely monitor the status.</li> <li>-Listen in silently.</li> <li>-Remotely view, control, ad record any agent's screen.</li> <li>-Assign passwords to agents.</li> <li>-Increase and decrease the</li> </ul>	

6.3.5.1.2 Converged Services, IP Network Based Supervisor's Package Service  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		number of queues. -Change password levels of supervisors. -Control queue slots, queue size, and maximum wait time. -Change overflow routes and ring thresholds. -Controlled Overflow. -ACD Status Display. -Position Status Display. -Position Status Summary Display.	
<b>Additional Supervisor Positions</b>	ISPO0000	See Above	See Above
<b>Controlled Overflow</b>	ISCO0000	See Above	See Above
<b>ACD Status Display</b>	ISDP0000	See Above	See Above
<b>Position Status Display</b>	ISPD0000	See Above	See Above
<b>Position Status Summary Display</b>	PSSD0000	See Above	See Above
<b>Basic Supervisor's Package</b>	ISBP0000	See Above	See Above

6.3.5.1.2 Converged Services, IP Network Based Supervisor's Package Service  
Attachment 3

**Applicable Service Level Agreements:**

- IP Contact Center Service Outage
- Excessive Outage
- Notification
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.3.5.1.2 Converged Services, IP Network Based Supervisor's Package Service  
Attachment 4

**Service Identifier:** IP Network ACD Supervisor's Package

The pricing includes the following elements: planning, applicable design, engineering, testing, wiring, termination, installation, and training, where applicable.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Basic Supervisor's Package</b>	ISBP0000	Per Supervisor	\$0.00	\$123.25	\$0.00
<b>Additional Supervisor Positions</b>	ISPO0000	Per Supervisor	\$0.00	\$123.25	\$0.00
<b>Controlled Overflow</b>	ISCO0000	Per Supervisor	\$0.00	\$0.00	\$0.00
<b>ACD Status Display</b>	ISDP0000	Per Supervisor	\$0.00	\$0.00	\$0.00
<b>Position Status Display</b>	ISPD0000	Per Supervisor	\$0.00	\$0.00	\$0.00
<b>Position Status Summary Display</b>	PSSD0000	Per Supervisor	\$0.00	\$0.00	\$0.00

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge
CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge

6.3.5.1.2 Converged Services, IP Network Based Supervisor's Package Service  
Attachment 4

California High Cost Fund
Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge

6.3.5.1.3 Converged Services, IP Network Based System Administrator's Software Package Attachment 3

**Service Identifier:** IP Network Based ACD System Administrator's Package

**Description of the Service:** The IP Network Basic ACD System Administrator's Package integrates fully with an IP Network Based ACD. Verizon's ACD product bundles the Supervisor and System Administrator privileges as a single package. Basic Supervisor's Package can perform System Administrator functions, minimizing the need for additional Administrative packages.

Unless noted separately in Attachment 4, services include the following elements: planning, applicable design, engineering, testing, installation, and training, where applicable.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
ACD System Administrator's Package	ISAP0000	<ul style="list-style-type: none"> <li>-Call Agent.</li> <li>-Observe Agent.</li> <li>-Supervisor Answer Agent.</li> <li>-Answer Emergency.</li> <li>-Record calls and/or agent screen activity.</li> <li>-Remotely monitor call center queue status in real-time.</li> <li>-Remote Barge-in capability.</li> <li>-Remotely replace agents.</li> <li>-Remotely log out agents</li> <li>-Remote Whisper Coaching.</li> <li>-Remote screen pop text chat coaching.</li> <li>-Send screen pop broadcast messages to all</li> </ul>	<p>The System Administrator Software Package, has the following minimum system requirements:</p> <ul style="list-style-type: none"> <li>-Windows compatible multimedia PC</li> <li>-Operating System (Windows XP)</li> <li>-Sun Java</li> <li>-Internet Explorer 6.0</li> <li>Network connection to Network based Contact Center platform (at least 56Kbps sustained, open to port 80, port 443).</li> </ul>

6.3.5.1.3 Converged Services, IP Network Based System Administrator's Software Package Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>local and remote agent.</p> <ul style="list-style-type: none"> <li>-Remotely monitor the status.</li> <li>-Listen in silently.</li> <li>-Remotely view, control, and record any agent's screen.</li> <li>-Assign passwords to agents.</li> <li>-Increase and decrease the number of queues.</li> <li>-Change password levels of supervisors.</li> <li>-Control queue slots, queue size, and maximum wait time.</li> <li>-Change overflow routes and ring thresholds.</li> <li>-Controlled Overflow.</li> <li>-ACD Status Display.</li> <li>-Position Status Display.</li> <li>-Position Status Summary Display.</li> </ul>	

### 6.3.5.1.3 Converged Services, IP Network Based System Administrator's Software Package Attachment 3

#### **Applicable Service Level Agreements:**

- IP Contact Center Service Outage
- Excessive Outage
- Notification
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.3.5.1.3 Converged Services, IP Network Based System Administrator's Software Package Attachment 4

**Service Identifier:** IP Network ACD System Administrator's Package

The pricing includes the following elements: planning, applicable design, engineering, testing, wiring, termination, installation, and training, where applicable.

Feature Name	Feature Identifier	Unit of Measure	Unit Non – Recurring	Unit Recurring	Change Charges
<b>ACD System Administrator's Package</b>	ISAP0000	Per Package	\$0.00	\$123.25	\$0.00

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge
CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge
California High Cost Fund
Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

**Service Identifier:** IP Network Based Interactive Voice Response (IVR) Service

**Description of the Service:** IP Network Based IVR service systems include the ability to give callers specific information and/or accept an order based on specific information input by callers using speech recognition or DTMF tones.

Unless noted separately in Attachment 4, services include the following elements: planning, applicable design, engineering, testing, installation, and training, where applicable.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>IVR with Standard Applications</b>	IPSA0000	Interactive Voice Response (IVR) Systems are very unique in how they are implemented. Each Contact Center has different requirements related to call routing, database integration, order processing, information delivery, voice talent, language, and translations. Verizon will work with each CALNET II Customer to design the appropriate IP Network based IVR System to meet their individual requirements. Custom application development may be needed to meet each individual Contact Centers' requirements.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<ul style="list-style-type: none"> <li>- Automatic Attendant</li> <li>- Translator</li> <li>- Names Directory</li> <li>- Voice Library</li> <li>- Intelligent Call Transfers</li> <li>- Call Progress Detection</li> <li>- Maintenance</li> </ul>	
<b>IVR with Standard Application – Usage</b>	IPSA0001	IVR services are Usage Based/MOU services.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Open Hosted IVR	IVOH0000	<p>Open Hosted IVR provides customer agency control via GUI interface of the development, test and production environment IVR applications. Provides customer the opportunity to utilize internal resources to manage applications while maintaining the scalability, security, and redundancy of Verizon's hosted platform. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>IP Hosted Intelligent Contact Routing (HICR)-T</b></p>	<p>IVIH0000</p>	<p>IP HICR IVR Routing provides customized call routing capabilities. Monthly charges will apply on a per transaction basis. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>IP Hosted Intelligent Contact Routing (HICR)-A</b></p>	<p>IVIH0001</p>	<p>IP HICR IVR Routing provides customized call routing capabilities. Monthly charges will apply on a per Agent basis. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a custom application that requires specific development on a case by case basis as defined by a customer requirement.</p> <p>These services provide for the non-recurring costs associated with the implementation of IP Hosted Intelligent Contact Routing (HICR). NRC will apply on a per occurrence basis.</p> <p>IP HICR IVR Routing provides customized call routing capabilities. Monthly charges will apply on a per Agent basis. This feature may require Custom Application</p>	

Revised: MSA 3 Amendment No. 12 - 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>development charges.</p> <p>This is a custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	
<p><b>Voice Forms</b></p>	<p>IPVF0000</p>	<p>The IP Network Based IVR Speech Services will provide Voice Forms that will include 1 hour of storage per Voice Form application. As described above, the service will play a caller a series of questions in sequential order and collect the callers DTMF responses. Once collected, the responses will be retrievable and can be transcribed or reported on to suit the individual requirements. Voice Forms is charged on a per transaction basis.</p>	<p>Any modification of the Voice Form application such as accepting recorded voice responses will be provided as Custom Project Work.</p>

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Additional Voice Forms Storage</b>	IPFS0000	Additional Voice Forms Storage is available.	IP Transport Service is required to provide Additional Voice Forms Storage.
<b>Menu Routing</b>	MNUR0000	Caller defined routing based on menu choice. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
<b>Message Announce</b>	MSGA0000	Caller hears a pre-recorded announcement prior to, during or after the call is routed. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
<b>Announce Connect</b>	ANCN0000	Caller hears a customized message before call is connected. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	

Revised: MSA 3 Amendment No. 12 - 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Busy/No Answer Rerouting</b>	BNAR0000	Automatically reroutes call to pre-specified alternate location. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
<b>TakeBack/SIP Refer Transfer</b>	TBTS0000	Allows called party to take back and re-terminate call. This feature is specific to an IP IVR solution. Charged on a per transaction basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
<b>Caller TakeBack</b>	CITB0000	Allows caller to return to menu routing or access additional menus. This feature is specific to an IP IVR solution. Charged on a per transaction basis. Feature Identifier may require Custom Application Development. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Survey	SRVY0000	<p>Survey allows callers to respond to a series of questions via touchtone (DTMF) input. Customers can design their own customized survey to gather information on service levels or customer satisfaction. This is a customized level of survey information provided by the application specifically for Open Hosted IVR. Charged on a per transaction basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Remote Audio Update</b>	RMAU0000	Remote Voice Audio Update allows agency to make real-time updates to their audio message that callers hear. A setup charge and monthly recurring charge for access to the service will apply. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
<b>Foreign Language Recording (per language)</b>	FRNL0000	Foreign Language Recording provides the ability for VzB to translate IVR scripts and recordings into languages other than English. Setup or change charge per language will apply for this service. IVR SLA's apply to all features of IVR.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Interactive Monitoring</b>	INMN0000	<p>Interactive Monitoring can be used by customers to silently monitor caller interactions with their Network Interactive Voice Response (IVR) call plans, or with the Network IVR and their agents. This is a customized level of Interaction Monitoring information provided by the application specifically for HICR. This feature may require Custom Application development charges. Monthly charges will apply. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Professional Voice Recording</b></p>	<p>PVRC0000</p>	<p>Professional Voice Recording allows the development and recording of IVR scripts using professional voice talent. Monthly charges may apply on a per recording basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Call Detection</b>	CLDT0000	Monitor a transferred call to check if the line is busy, disconnected or a network message is played. Monthly charges may apply on a per application basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	
<b>Fax on Demand or Fax Reply</b>	IPFD0000	Fax on Demand or Fax Reply will allow the End-User to create and retrieve Fax information by selecting Fax items from a voice menu on the Network Based IVR Speech Services solution.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Call Router Reports</b>	IPRR0000	Call Router Reports include Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.	
<b>Custom Reports Package-M</b>	IVRC0000	The Custom Reports Package provides application specific reporting capabilities. Monthly charges may apply on a per application basis. Change charge applies to modifying or updating custom report requirements. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Custom Reports Package-C</b>	IVRC0001	<p>The Custom Reports Package provides application specific reporting capabilities. Monthly charges may apply on a per application basis. Change charge applies to modifying or updating custom report requirements. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	
<b>Change Administration</b>	IPCA0000	<p>The Network Based IVR service provides Change Administration that allows Customers to make administrative changes to the system without vendor intervention.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Database Lookups	IPDL0000	Database Lookups are available with the Network Based IVR service.	For complete integration between the Network Based IVR service and the undefined database, the customer may require custom application development. Database Lookups are supported on the Network Based IVR service. However, as the specific database applications, computer systems, protocols, and interfaces are not defined - Verizon works with all CALNET II customers in developing the specific solution required for the Network Based IVR and the CALNET II customer database to successfully integrate.

Revised: MSA 3 Amendment No. 12 - 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Standard Database Routing</b>	SDRG0000	Calls are routed based on specific data fields used by the call processing application. This data is housed by the customer. Charged on a per call basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	For complete integration between the Network Based IVR Service and the undefined database the customer may require custom application development to develop specific routing scripts.
<b>Network Database Routing</b>	NDRG0000	Enhanced database routing using complex database information. This data is housed by the customer and/or VzB network. Charged on a per call basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	For complete integration between the Network Based IVR Service and the undefined database the customer may require custom application development to develop specific routing scripts.

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6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Credit Card Transactions</b>	IPCC0000	Credit-Card Transactions are supported on the Network Based IVR service.	For complete integration between the Network Based IVR service, the IVR application, database, and the undefined Credit-Card clearinghouse, the CALNET II customer may require custom application development as defined in Section 6.3.12. Credit-Card Transaction processing is fully supported on the Network Based IVR service. However, as the specific application and Credit-Card clearinghouse are not defined – Verizon will work with all CALNET II customers in developing the specific solution required for the Network Based IVR and the CALNET II customer to successfully process Credit-Card transactions.

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Speech Recognition</b>	IPSR0000	The Network Based IVR Speech Services fully supports Speech Recognition. Speech Recognition allows a caller to respond verbally to menu options rather than use touch-tone entries.	
<b>Consulting – Applications</b>	ICNA0000	Verizon will provide for Consulting on IVR Applications via Professional Services.	Mandatory (ALT1) This service is mandatory at the sole discretion of the State when used in conjunction with the associated mandatory services but not mandatory as a stand alone service
<b>Voice Portal</b>	IPVP0000	Custom Application developed through Professional Services for use with Web-based content.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Custom Application Development-N</b>	IVCA0000	Provides for custom application development via Professional Services for all IVR features and application enhancements. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	
<b>Custom Application Development-M</b>	IVCA0001	Provides for custom application development via Professional Services for all IVR features and application enhancements. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Custom Identity Management Application Development-N</b></p>	<p>CIMA0000</p>	<p>Verizon will provide Custom Application development via Professional Services and/or provide interface to Custom Identity Management Applications. Application development may include platform integration to Genesys, Verizon Business, MS Speech Server 2007, Nuance, and Voice Portal. Supported databases may include MS SQL Server, Oracle DB, Oracle Internet Directory and IBM Tivoli Directory Server with DB2 and MS Active Directory and MS ADAM. This feature may require Custom Application development charges. SLA's will be defined in the customers Statement of Work (SOW). Any ongoing maintenance shall be identified in the ICB. This is a Custom application that requires</p>	

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6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		specific development on a case by case basis as defined by a customer requirement.	
<b>Custom Identity Management Application Development-M</b>	CIMA0001	Verizon will provide Custom Application development via Professional Services and/or provide interface to Custom Identity Management Applications. Application development may include platform integration to Genesys, Verizon Business, MS Speech Server 2007, Nuance, and Voice Portal. Supported databases may include MS SQL Server, Oracle DB, Oracle Internet Directory and IBM Tivoli Directory Server with DB2 and MS Active Directory and MS ADAM. This feature may require Custom Application development charges. SLA's will be defined in the customers Statement of Work (SOW). Any	

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6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		ongoing maintenance shall be identified in the ICB. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	
<b>Custom Project Management</b>	IVCP0000	Provides for IVR Custom Project Management associated with custom project deployment. One time charges includes the initial set up of the project/program office. Recurring charges apply to statement of work requirements of an ongoing project/tasks. IVR SLA's apply to all features of IVR.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Custom Project Management</b>	IVCP0001	Provides for IVR Custom Project Management associated with custom project deployment. One time charges includes the initial set up of the project/program office. Recurring charges apply to statement of work requirements of an ongoing project/tasks. IVR SLA's apply to all features of IVR.	
<b>Custom Help Desk Services</b>	CHDA0000	Provides for development of customized help desk services and ongoing support associated with IVR applications, deployment and ongoing operation. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Project Manager</b>	OSPM0000	IVR Project Manager associated with custom application deployment. This may include customized on-site project management.	
<b>Project Manager - Overtime</b>	OPMO0000	IVR Project Manager associated with custom application deployment. This may include customized on-site project management. Overtime hours are Monday thru Friday after 5:00 p.m. to 8:00 am, including weekends and holidays.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Quota Routing</b>	IQRT0000	This service provides the customer the ability to self-service manage the number of calls processed within a specified timeframe. Once the maximum number is reached, calls are either re-routed to another specified call center location or a call treatment message or busy signal is given as pre determined by the customer. This service provides for enhanced control over call routing strategies and provides the ability to provide call blocking thresholds when necessary.	

### 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

#### **Applicable Service Level Agreements:**

- IP Contact Center Service Outage
- Excessive Outage
- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 4

**Service Identifier:** IP Network Based Interactive Voice Response (IVR) Services

The pricing includes the following elements: planning, applicable design, engineering, testing, wiring, termination, installation, and training, where applicable. Pricing and product specific terms and conditions identified as ICB will be determined on a case by case basis.

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non – Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>IVR with Standard Applications</b>	IPSA0000	Per Application	\$382.50	\$0.00	\$0.00
<b>IVR with Standard Application Usage</b>	IPSA0001	Per Minute	\$0.00	\$0.0247	\$0.00
<b>Open Hosted IVR Routing</b>	IVOH0000	Per Transaction	N/A	ICB	N/A
<b>IP Hosted Intelligent Contact Routing (HICR)-T</b>	IVIH0000	Per Transaction	N/A	ICB	N/A
<b>IP Hosted Intelligent Contact Routing (HICR)-A</b>	IVIH0001	Per Agent	ICB	ICB	N/A
<b>Voice Forms</b>	IPVF0000	Per Transaction	\$1,062.50	\$0.0850	\$0.00
<b>Additional Voice Forms Storage</b>	IPFS0000	Per Hour	\$0.00	\$21.25	\$0.00
<b>Menu Routing</b>	MNUR0000	Per Call	N/A	\$0.0510	N/A
<b>Message Announce</b>	MSGA0000	Per Call	N/A	\$0.0510	N/A
<b>Announce Connect</b>	ANCN0000	Per Call	N/A	\$0.0085	N/A
<b>Busy/No Answer Rerouting</b>	BNAR0000	Per Call	N/A	\$0.0085	N/A
<b>TakeBack/SIP Refer Transfer</b>	TBTS0000	Per Transaction	N/A	\$0.0425	N/A
<b>Caller TakeBack</b>	CITB0000	Per Transaction	N/A	\$0.0425	N/A
<b>Survey</b>	SRVY0000	Per Transaction	N/A	\$0.0425	N/A
<b>Remote Audio Update</b>	RMAU0000	Per Month	\$85.00	\$85.00	N/A

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6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non – Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Foreign Language Recording (per language)</b>	FRNL0000	Per Application	\$127.50	N/A	N/A
<b>Interactive Monitoring</b>	INMN0000	Per Application	N/A	ICB	N/A
<b>Professional Voice Recording</b>	PVRC0000	Per Application	N/A	ICB	N/A
<b>Call Detection</b>	CLDT0000	Per Application	N/A	ICB	N/A
<b>Fax on Demand or Fax Reply</b>	IPFD0000	Per Page	\$0.00	\$0.1530	\$0.00
<b>Call Router Reports per Package</b>	IPRR0000	Per Application	\$0.00	\$637.50	\$0.00
<b>Custom Reports Package-M</b>	IVRC0000	Per Application	N/A	ICB	N/A
<b>Custom Reports Package-C</b>	IVRC0001	Per Change	N/A	N/A	ICB
<b>Change Administration</b>	IPCA0000	Per System	\$0.00	\$0.00	\$0.00
<b>Database Lookups</b>	IPDL0000	Per Transaction	\$991.95	\$0.9945	\$0.00
<b>Standard Database Routing</b>	SDRG0000	Per Call	N/A	\$0.0595	N/A
<b>Network Database Routing</b>	NDRG0000	Per Call	N/A	\$0.0595	N/A
<b>Credit-Card Transactions</b>	IPCC0000	Per Transaction	\$2,975.00	\$0.9945	\$0.00
<b>Speech Recognition (IVR with Standard Application Usage per Minute charges apply)</b>	IPSR0000	Per Call	\$850.00	\$0.0510	\$0.00
<b>Consulting – Applications</b>	ICNA0000	Per Hour	\$150.00	\$0.00	\$0.00
<b>Voice Portal</b>	IPVP0000	Per Application	ICB	ICB	ICB

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6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non – Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Custom Application Development-N</b>	IVCA0000	Per Application/ Occurrence	ICB	N/A	N/A
<b>Custom Application Development-M</b>	IVCA0001	Per Application/ Occurrence	N/A	ICB	N/A
<b>Custom Identity Management Application Development-N</b>	CIMA0000	Per Application/ Occurrence	ICB	N/A	N/A
<b>Custom Identity Management Application Development-M</b>	CIMA0001	Per Application/ Occurrence	N/A	ICB	N/A
<b>Custom Project Management</b>	IVCP0000	Per Project	ICB	N/A	N/A
<b>Custom Project Management</b>	IVCP0001	Per Project	N/A	ICB	N/A
<b>Custom Help Desk Services</b>	CHDA0000	Per Application	N/A	ICB	N/A
<b>Project Manager</b>	OSPM0000	Per Hour	\$150.00	N/A	N/A
<b>Project Manager – Overtime</b>	OPMO0000	Per Hour	\$225.00	N/A	N/A
<b>Quota Routing</b>	IQRT0000	Per Month	\$37.50	\$37.50	N/A

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 4

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge
CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge
California High Cost Fund
Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge

6.3.5.3 Converged Services, IP Network Based Specialized Call Routing  
Attachment 3

**Service Identifier:** IP Network Based Specialized Call Routing (SCR) Service

**Description of the Service:** IP network based SCR functionality that provides call-by-call routing of calls to multiple, geographically dispersed ACD groups to create a virtual Contact Center network for load balancing and maximizing use of available agents. The service routes calls and consolidate management information at the network level, to create enterprise-wide call distribution capabilities.

Unless noted separately in Attachment 4, services include the following elements: planning, applicable design, engineering, testing, installation, and training, where applicable.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Converged Service, IP Network Based SCR</b>	IPRP0000	SCR routes calls based on employee skills or the data provided and offers extensive flexibility for premium customer service and differentiated, personalized, call handling. Through sophisticated call handling strategies, Verizon's switching network is able to quickly determine the best termination for a call using criteria such as real-time contact center statistics, caller profile, and customized routing strategies. Calls can be routed on a call-by-call basis using personal caller data such as ANI, DNIS, caller-entered digits,	

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6.3.5.3 Converged Services, IP Network Based Specialized Call Routing  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		caller demographics, or event-level agent and traffic information received from each contact center.	
<b>Historical Database Service</b>	IPHD0000	The Historical Database Service will archive data from the primary database for long-term storage and retrieval.	Private IP (PIP) Transport Service is required to provide Historical Database Service.
<b>Administrative Workstation Software</b>		Administrative Workstation Software will be provided. Verizon's Call Center Service product bundles the Supervisor and Administrative Workstation privileges as a single package.	

**Applicable Service Level Agreements:**

- IP Contact Center Service Outage
- Excessive Outage
- Notification
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.3.5.3 Converged Services, IP Network Based Specialized Call Routing Attachment 4

**Service Identifier:** IP Network Based Specialized Call Routing (SCR) Service

The pricing includes the following elements: planning, applicable design, engineering, testing, wiring, termination, installation, and training, where applicable.

Feature Name	Feature Identifier	Unit of Measure	Unit Non – Recurring	Unit Recurring	Change Charges
Specialized Call Routing Package	IPRP0000	Per Minute	\$0.00	\$0.0247	\$0.00
Historical Database Service	IPHD0000	Per Gig/Per Month	\$0.00	\$21.25	\$0.00
Administrative Workstation Software	IPWS0000	Per Additional License	\$0.00	\$0.00	\$0.00

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge
CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge
California High Cost Fund
Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge

6.3.6.2 Converged Services, Unified Messaging Attachment 3

**Service Identifier:** Unified Messaging

**Description of the Service:** Verizon offers a complete Unified Messaging solution that allows individual users to have multiple mailboxes, utilize a web browser for subscriber personalization, use fax messaging, automated speech recognition, and text to speech. Verizon's Unified Messaging service is fully supported on a 24x7x365 basis. The platform is completely interoperable with all PBX manufactures, is fully scalable with over 900,000 open mailboxes.

**Availability:** Statewide. Domestic locations are available on an ICB basis.

Unless noted separately in Attachment 4, services include the following elements: planning, applicable design, engineering, testing, installation, and training, where applicable.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Unified Messaging – per box</b>	IPUM0000	Verizon offers a complete Unified Messaging solution that allows individual users to have multiple mailboxes, utilize a web browser for subscriber personalization, use fax messaging, automated speech recognition, and text to speech. Verizon's Unified Messaging service is fully supported on a 24x7x365 basis	35 messages, 3 minute message, with 5 distribution lists maximum, 25 #s per list
<b>Sub-mailboxes - each additional up to 8 additional</b>	UMSM0008	Allows users to have multiple sub-mailboxes.	Limited to 8 additional subs
<b>FindMe/FollowMe per box</b>	FMFM0000	Set FIND ME/ FOLLOW ME (FM/FM) numbers. Up to three FM/FM numbers may be	FindMe/FollowMe must be set and applies to ON or OFF for all sub-mailboxes

### 6.3.6.2 Converged Services, Unified Messaging Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		set up. Calls will roll between numbers with occasional prompts telling the caller they may press the # key at any time to leave a voice message. FM/FM may also be set to a pager if desired.	
<b>Text to Speech via client interface</b>	UMTS0000	Text-to-speech capability is supported on the Verizon platform. A caller can intercept a call from a client running on the PC desktop. Once the call is intercepted the voicemail subscriber can type a message that the system can then read to the caller.	Minimum of 20,000 boxes
<b>Speech-enabled Telephone user Interface per box</b>	UMST0000	Verizon's Unified Messaging platform will support Automated Speech Recognition via Speech Enabled Telephone User Interface.	

#### Applicable Service Level Agreements:

- Service Availability Percentage
- Excessive Outage
- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

### 6.3.6.2 Converged Services, Unified Messaging Attachment 4

#### Service Identifier: Unified Messaging

The pricing includes the following elements: planning, applicable design, engineering, testing, wiring, termination, installation, and training, where applicable.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Unified Messaging	IPUM0000	Per Box	\$0.00	\$2.52	\$0.00
Sub-mailboxes - each additional up to 8 additional	UMSM0008	Per Box	\$0.00	\$0.2125	\$0.00
FindMe/FollowMe	FMFM0000	Per Box	\$0.00	\$0.4250	\$0.00
Text to Speech via client interface	UMTS0000	Per Box	\$0.00	\$0.8500	\$0.00
Speech-enabled Telephone User Interface	UMST0000	Per Box	\$0.00	\$0.4250	\$0.00

#### Taxes and Surcharges

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge
CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge
California High Cost Fund

6.3.6.2 Converged Services, Unified Messaging Attachment 4

Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

**Service Identifier:** Required Premise Equipment and Managed Services

**Description of the Service:** CPE from the following manufacturers is available, compatible, and interoperable with Verizon's Module 3 IP Services.

**Ethernet Switches**

Ethernet Switches are used to provide LAN service inside the CALNET II customer site with services.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco 2950	CSCO2950	24 10/100 LAN	
Cisco 3550	CSCO3550	24 10/100 PoE LAN	
Cisco 3560/24 Port	CSCO3560	24 10/100 802.3af PoE LAN	
Cisco 3560/48 Port	CSCC3560	48 10/100 802af PoE LAN	

**Routers/Gateways/Combos**

Routers can be used with to provide WAN to LAN connectivity with services in Sections 6.3.2, 6.3.3, 6.3.4 and 6.3.5.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco 1841	CSCO1841	Flash/DRAM: 32/128  Concurrent Calls: 20-41  Description:2 LAN, 1 T1	
Cisco 2811	CSCO2811	Flash/DRAM: 64/256  Concurrent Calls: 20-41  Description:2 LAN, 1 T1	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco 2821	CSCA2821	Flash/DRAM: 64/256  Concurrent Calls:20-41  Description:2 LAN, 1 T1	
Cisco 2851 1xT1	CSCB2851	Flash/DRAM: 64/256  Concurrent Calls: 20-41  Description:2 LAN, 1 T1	
Cisco 2851 2xT1	CSCC2851	Flash/DRAM: 64/256  Concurrent Calls: 40-82  Description:2 LAN,2xT1	
Cisco 2851 3/4 x T1	CSCD2851	Flash/DRAM: 64/256  Concurrent Calls: 60, 80C-123, 164C  Description:2 LAN,3,4xT1	
Cisco 3825	CSCO3825	Flash/DRAM: 64/256  Concurrent Calls:560-750  Description: 2 LAN, 1 DS3	
Cisco 3845	CSCO3845	Flash/DRAM: 64/256  Concurrent Calls:560 - 1148  Description: 2 LAN, 1 DS3	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco 2611XM	CSCO2611	Flash/DRAM: 32/128  Concurrent Calls: 20  Description: 2 LAN, 1 T1	
Cisco 2621XM	CSCO2621	Flash/DRAM: 32/128  Concurrent Calls: 20  Description: 2 LAN, 1 T1	
Cisco 2651XM	CSCO2651	Flash/DRAM: 32/128  Concurrent Calls: 20  Description: 2 LAN, 1 T1	
Cisco 3725	CSCO3725	Flash/DRAM: 32/256  Concurrent Calls: 150  Description: 2 LAN, 1 DS3	
Cisco 3745	CSCO3745	Flash/DRAM: 32/256  Concurrent Calls: 150  Description: 2 LAN, 1 DS3	

**Integrated Access Devices**

Integrated Access Devices are analog to VoIP adapters used to connect FAX and other analog devices to VoIP services.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Mediatrix 1104</b>	MTRX1104	Voice Config: 4 Line Adapter Concurrent Calls: 4 Description: 4 FXS to Ethernet	
<b>Mediatrix 1124</b>	MTRX1124	Voice Config: 24 Line Adapter Concurrent Calls: 24 Description: 24 FXS to Ethernet	

**SIP Enabled Firewalls**

SIP Enabled Firewalls are to be used to provide security and Network Address Translation functionality with services.

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Cisco Pix501</b>	CPIX0501	1 Public LAN, 1 Private LAN	
<b>Cisco Pix506</b>	CPIX0506	1 Public LAN, 1 Private LAN	
<b>Cisco Pix515</b>	CPIX0515	1 Public LAN, 1 Private LAN	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

**APC UPS**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>APC Smart-Ups RT 1500 Rack Mount XL (SURTA1500RMXL)</b>	SUPS1050	APC Smart-UPS RT, 1050 Watts / 1500 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, USB, Extended runtime model, Rack Height 2 U . <u>Includes:</u> CD with software, Documentation CD, Installation guide, Rack Mounting support rails, Smart UPS signalling RS-232 cable, USB cable, User Manual	Output connections: (6) NEMA 5-15R
<b>APC Smart-Ups RT 2000 Rack Mount XL (SURTA2000RMXL)</b>	SUPS1400	APC Smart-UPS RT, 1400 Watts / 2000 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, USB, Extended runtime model, Rack Height 2 U . <u>Includes:</u> CD with software, Documentation CD, Installation guide, Rack Mounting support rails, Smart UPS signalling RS-232 cable, USB cable, User Manual	Uses NEMA 5-20P input connector Output connections: (6) NEMA 5-15R
<b>APC Smart-Ups RT 3000 Rack Mount XL (SURTA3000RMXL)</b>	SUPS2100	APC Smart-UPS RT, 2100 Watts / 3000 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, Extended runtime model, Rack Height 3 U. <u>Includes:</u> CD with software, Rack Mounting brackets, Rack Mounting support rails, Smart UPS signalling RS-232 cable, User Manual	Uses NEMA 5-20P input connector Output connections: (6) NEMA 5-15R

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>APC Smart-Ups RT 48 Volt Rack Mount Battery Pack (SURTA48RMXLBP)</b>	SUBP0048	External battery pack backup for SURTA1500RMXL and SURTA2000RMXL . Maintenance-free sealed Lead-Acid battery with suspended electrolyte: leakproof . Battery Volt-Amp-Hour Capacity= 864	For use XRT 1500 & 2000
<b>APC Smart-Ups RT 10000 Rack Mount XL (SURT10000RMXLT)</b>	SUPS1000	APC Smart-UPS RT, 8000 Watts / 10 kVA, Input 208V / Output 208V, Interface Port DB-9 RS-232, RJ-45 10/100 Base-T, Smart-Slot, Extended runtime model, Rack Height 6 U	Uses Hard-Wire 3-wire (2PH + G) connection Output connection: (2) NEMA L6-20R, (2) NEMA L6-30R and (1) Hard Wire 3-wire (2PH + G)
<b>APC Smart-Ups RT 192 Volt Rack Mount Battery Pack (SURTA192RMXLBP)</b>	SUBP0192	External battery pack backup units Maintenance-free sealed Lead-Acid battery with suspended electrolyte: leakproof. Battery Volt-Amp-Hour Capacity= 864	For use XRT 3000 & 10000

**Cisco**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Cisco MDS 9000 Network Interfaces</b>	MDSS9000	The Cisco MDS 9000 Family, consisting of Cisco MDS 9500 Series multilayer directors, Cisco MDS 9100 and MDS 9200 series multilayer fabric switches, and the Cisco MDS 9020 Series Fabric Switch, provides a full line of products to meet requirements for networks of all sizes and architectures.	The MDS 9000 family transcends both WAN & LAN infrastructures. Cisco MDS 9000 Family optical interface modules.

## 6.3.9 Converged Services, Required Customer Premise Equipment (CPE)

## Attachment 3

**Cisco Application Networking Products**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>WAAS</b>			
<b>Cisco WAE-500 Series and Associated Components</b>	CWAE0500	The Cisco® Wide Area Application Engine (WAE) platforms are a portfolio of powerful, scalable network appliances that host WAN optimization and application acceleration solutions that enable branch office server consolidation, performance improvements for centralized applications, and provide remote users with LAN-like access to applications, storage and content across the WAN.	The Cisco WAE-500 Series Wide Area Application Engine is designed for small to medium size branch edge deployments and provides customers with a low-cost, high-performance platform to host Cisco's WAN optimization and application acceleration solutions..
<b>Cisco WAE-600 Series and Associated Components</b>	CWAE0600	The Cisco® Wide Area Application Engine (WAE) platforms are a portfolio of powerful, scalable network appliances that host WAN optimization and application acceleration solutions that enable branch office server consolidation, performance improvements for centralized applications, and provide remote users with LAN-like access to applications, storage and content across the WAN.	The Cisco WAE-600 SERIES Wide Area Application Engine is designed to address the deployment needs at the edge in large enterprise branches and regional offices as well as core installations in medium-sized data centers.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco WAE-7000 Series and Associated Components</b>	CWAE7000	The Cisco® Wide Area Application Engine (WAE) platforms are a portfolio of powerful, scalable network appliances that host WAN optimization and application acceleration solutions that enable branch office server consolidation, performance improvements for centralized applications, and provide remote users with LAN-like access to applications, storage and content across the WAN.	The Cisco WAE-7000 SERIES Wide Area Application Engine offers the highest level of performance and availability in the Cisco WAE Appliance product line and is designed for deployment as a core WAN optimization and application acceleration device in large enterprise data centers.
<b>Load Balancing/XML Gateways</b>			
<b>Cisco CSS-11000 Series and Associated Modules</b>	CCSS1100	The Cisco CSS 11000 Series Content Services Switch is a high-performance, high-availability modular architecture for Web infrastructures.	
<b>Cisco GSS-4400 Series</b>	CGSS4400	The Cisco Global Site Selector 4400 series delivers advanced site selection services that are critical for Internet and Intranet data center disaster recovery deployments.	
<b>Cisco ACE-xxx Series Appliance</b>	CACE0000	The Cisco® Application Control Engine (ACE) family provides application and network operations management with new levels of control over the way they deploy, operate, deliver, secure and manage business services across the extended enterprise.	

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Application Oriented Networking</b>			
<b>Cisco AON-8300 Series</b>	AONS8300	The Cisco AON 8300 Series that provides routing capabilities for application messages traveling on the network. The network's ability to identify and intelligently route application messages	

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**Security Firewalls and Appliances in Support of WAN access**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Cisco PIX 500 Series</b>	PIXS0500	PIX Security Appliance Series delivers robust user and application policy enforcement, multivector attack protection, and secure connectivity services in cost-effective, easy-to-deploy solutions.	Ranging from compact, plug-and-play desktop appliances for small and home offices to modular gigabit appliances.
<b>Cisco ASA 5500 Series</b>	ASAS5500	Cisco ASA 5500 Series Adaptive Security Appliance is a modular platform that provides the next generation of security and VPN services for small and medium-sized business and enterprise applications.	The comprehensive portfolio of services within the Cisco ASA 5500 Series enables customization for location-specific needs through its tailored package product editions for the enterprise-firewall, IPS, anti-X, and VPN.
<b>Cisco Firewall Service Module (FWM)</b>	CFWM0000	Cisco Firewall service module for the Catalyst 6500 Series Switch or Cisco 7600 Aggregation Router.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>IDS/IPS</b>			
<b>Cisco IPS 4200 Series</b>	IPSS4200	Cisco IPS 4200 sensors offer protection to your network by helping to detect, classify, stop threats, worms, spyware/adware, network viruses, and application abuse.	
<b>Cisco IDS Service Module (IDSM-2)</b>	IDSM0000	Cisco IPS/IDS service module for the Catalyst 6500 series switch or Cisco 7600 Aggregation router.	
<b>Cisco Security Agent (CSA)</b>	CCSA0000	Host Based Intrusion Prevention system, offers managed desktop as well as server agent to behavioral based protection against kernel level threats such as SQL injection and buffer overflow.	
<b>Cisco Security Agent Management Console (CSA-MC)</b>	CSMC0000	Standalone management console for CSA	
<b>Network Admission Control</b>			
<b>Cisco CCA-xxx Series</b>	CCAS0000	Cisco NAC Appliance (formerly Cisco Clean Access) is an easily deployed Network Admission Control (NAC) product that uses the network infrastructure to enforce security policy compliance on all devices seeking to access network computing resources	With NAC Appliance, network administrators can authenticate, authorize, evaluate, and remediate users and their machines prior to network access.

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco ACS Solution Engine</b>	ACSE0000	Cisco Secure Access Control Server (ACS) Solution Engine The Cisco Secure ACS Solution Engine provides a centralized identity networking solution and simplified user management. The solution engine helps to ensure enforcement of assigned policies by allowing network administrators to control:	
<b>HTTP Application Security</b>			
<b>Cisco AVS 3100 Series</b>	AVSS3100	The Cisco AVS 3110 Application Velocity System is an enterprise data-center appliance for improving HTML- and XML-based application performance, measuring end-user response time, and managing application security	
<b>DDoS Security</b>			
<b>Cisco DDOS 5600 Series</b>	DDOS5600	Cisco Guard DDoS mitigation appliances provides solutions for detecting and defeating today's highly complex and sophisticated distributed-denial-of-service (DDoS) attacks.	Working in concert with Cisco Traffic Anomaly Detectors, Cisco Guards detect the presence of a potential DDoS attack
<b>Security Monitoring and Analysis</b>	MARS0000	Cisco Security Monitoring, Analysis and Response System (MARS) provides security monitoring for network security devices and host applications made by Cisco and other providers.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco MARS 20 Series</b>	MARS0020	Cisco Security MARS 20 for up to 500 events/second and 15,000 NetFlows/second	
<b>Cisco MARS 50 Series</b>	MARS0050	Cisco Security MARS 50 for up to 1,000 events/second and 30,000 NetFlows/second	
<b>Cisco MARS 100 Series</b>	MARS0100	Cisco Security MARS 100 for up to 5000 events/second and 150,000 NetFlows/second	
<b>Cisco MARS 200 Series</b>	MARS0200	Cisco Security MARS 200 for up to 10,000 events/second and 300,000 NetFlows/second	
<b>Cisco MARS 110R Series (CS-MARS-110R-K9)</b>	MARS0110	Cisco Security MARS 110R for up to 4500 Events/Sec and 75,000 Netflows/sec	
<b>Cisco MARS 110 Series (CS-MARS-110-K9)</b>	MARM0110	Cisco Security MARS 110 for up to 7,500 Events/Sec and 150,000 NetFlows/second	
<b>Cisco MARS 210 Series (CS-MARS 210-K9)</b>	MARS0210	Cisco Security MARS 210 for up to 15,0000 Events/sec and 300,000 NetFlows/Sec	
<b>Cisco MARS GC2 Series (CS-MARS-GC2-K9)</b>	MRGC0000	Global Controller for MARS 110R/110, 210 only	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Modules and Misc.</b>			
<b>Modules for ASA 5500 Series</b>	ASMO5500	The Cisco® Advanced Inspection and Prevention Security Services Module (AIP-SSM) for the Cisco ASA 5500 Series Adaptive Security Appliance provides proactive, full-featured intrusion prevention services to stop malicious traffic, including worms and network viruses	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Switches in Support of LAN access</b>			
<b>Cisco Catalyst 500 Series</b>	CATL0500	Catalyst® Express 500 Series Switches are a fixed-configuration managed Ethernet standalone devices that provide wire-speed Fast Ethernet and Gigabit Ethernet connectivity, enabling enhanced LAN services, security, and IP telephony solutions.	
<b>Cisco Catalyst 2900 Series</b>	CATL2900	Catalyst 2900 Series Intelligent Ethernet Switches enable entry-level, medium-sized, and branch office networks to provide enhanced LAN services. This family of fixed-configuration, standalone devices provide desktop 10/100 Fast Ethernet and 10/100/1000 Gigabit Ethernet connectivity.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco Catalyst 3500 Series</b>	CATL3500	The Cisco Catalyst 3500 Series is a line of fixed-configuration, switches that include standard Power over Ethernet (PoE) functionality in Fast Ethernet and Gigabit Ethernet configurations.	
<b>Cisco Catalyst 3700 Series</b>	CATL3700	Catalyst 3700 Series Switch Combining both 10/100/1000 and PoE	
<b>Cisco Catalyst 4500</b>	CATL4500	The Cisco Catalyst 4500 Series is a mid-range modular switch series that offers non-blocking layer 2 through layer 4 switching.	
<b>Cisco Catalyst 4900 Series</b>	CATL4900	Catalyst® 4948 is a wire-speed, low-latency, Layer 2-4, 1 rack unit (RU) fixed-configuration switch for rack-optimized server switching.	
<b>Cisco Catalyst 6500 Series</b>	CATL6500	Catalyst 6500 Series Switch delivers the most comprehensive feature sets for core, distribution, wiring closet, data center.	
<b>Routers in Support of WAN access</b>			
<b>Cisco 800 Series</b>	CRTE0800	The Cisco 800 Series also includes broadband routers that provide highly secure Internet access.	
<b>Cisco 1800 Series</b>	CRTE1800	Cisco 1800 Series integrated services routers, Data, Built-in security Cisco Router and Security Device Manager (SDM) for simplified management Up to two 10/100 Mbps built-in routed ports	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco 2800 Series</b>	CRTE2800	Cisco 2800 Series routers, multiple T1/E1 connections for services including:  Data Security Voice Video	
<b>Cisco 3800 Series</b>	CRTE3800	Cisco 3800 Series routers:  Built-in security Cisco Router and Security Device Manager (SDM) for simplified management Up to two 10/100/1000 Mbps built-in routed ports Up to 112 10/100 Mbps switch ports with optional Power over Ethernet (PoE)	
<b>Cisco 7300 Series</b>	CRTE7300	7300 Series routers are optimized for Multiprotocol Label Switching (MPLS) services.	
<b>Cisco 7200 Series</b>	CRTE7200	Cisco 7200 Series is a modular router that supports a wide range of density, performance, and service requirements.  The industry's most widely deployed universal services aggregation router for enterprise and service provider edge applications.	
<b>Cisco 7600 Series</b>	CRTE7600	Cisco 7600 Series edge router to offer integrated, high-density Ethernet switching, IP/MPLS routing.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco XR 10000 Series</b>	CRXR0000	Cisco® 10000 Series Router is from ATM to Gigabit Ethernet. The Cisco 10000 Series is unique in that it offers a comprehensive, single solution.	
<b>Cisco XR 12000 Series</b>	CRXR1200	Cisco® XR 12000 Series and Cisco 12000 Series routers compose a portfolio of intelligent routing solutions that scale from 2.5- to n x10 Gbps capacity per slot, enabling IP/Multiprotocol Label Switching (MPLS) networks. Optical card can only be purchased in conjunction with MSA3 services.	
<b>Cisco 12000 Series</b>	CRTE1200	Cisco® XR 12000 Series and Cisco 12000 Series routers solutions enabling IP/Multiprotocol Label Switching (MPLS) networks. Optical card can only be purchased in conjunction with MSA3 services.	
<b>Cisco CRS-1 Series</b>	CRSS0000	Cisco® CRS-1 offering continuous system operation, unprecedented service flexibility.	
<b>Cisco UBR Series</b>	URBS0000	The Cisco UBR Universal Broadband Routers are service-enabling, communications-grade cable modem.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco ASR 1000 Series</b>	CASR1000	Cisco ASR 1000 Series routers offers service providers and enterprises industry-leading performance, service capabilities, reliability, and efficiencies in a compact form factor. Using an innovative new Cisco QuantumFlow processor, current and future services can be instantly turned on to operate at line rate without compromising network performance or availability.	
<b>Infiniband</b>			
<b>Cisco SFS 7000 Series</b>	SFSS7000	Cisco SFS 7000 Series InfiniBand Server Switches provide an ideal server interconnect for distributed application.	
<b>Cisco SFS 3000 Series</b>	SFSS3000	Cisco SFS 3000 Series Multifabric Server Switches server interconnect with Ethernet and Fibre Channel gateways.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco RPS-2300 Series with Cables and Associated Modules</b>	RPSS2300	<p>The Cisco Redundant Power System (RPS) 2300 increases availability for converged data, voice, and video networks. The RPS 2300:</p> <p>Delivers power supply redundancy and resiliency for a variety of power requirements, including Power over Ethernet (PoE). Helps ensure uninterrupted operation and protection against device power supply failures by providing seamless failover for Cisco switches i Switches and routers.</p> <p>Uses modular power supplies and fan for flexibility Allows users to define and implement the failover policy Has six RPS connectors and can simultaneously back up as many as two switches or routers</p>	
<b>Line Cards and Modules</b>			
<b>Cisco XENPAK Modules</b>	XNPK0000	XENPAK optics for Cisco devices	
<b>Cisco SFP Modules</b>	SFPM0000	SFP Optics for Cisco devices	
<b>Cisco X2 Modules</b>	XOCD0000	X2 Optics for Cisco devices	
<b>Cisco XFP Modules</b>	XFPM0000	XFP Optics for Cisco devices	
<b>Cisco GBIC Modules</b>	GBOC0000	GBIC Optics for Cisco devices	

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**Cisco Wireless LAN - Cisco Aironet series products**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Cisco WISM controller</b>	WISM0000	WISM is an enterprise class wireless LAN controller for the centralized management and control of Cisco Access Points.	The WISM is a service module for the Cisco Catalyst 6500 LAN switch, which supports up to 300 Access Points simultaneously.
<b>Cisco 4400 Wireless LAN controllers</b>	CWLC4400	The 4400 series is an enterprise class, fixed configuration wireless controller that supports the centralized management and control of Cisco Access Points.	A 4400 series controller can support 12,25,50 or 100 Access Points simultaneously.
<b>Cisco 2100 wireless LAN controllers</b>	CWLC2100	The 2100 series is a wireless LAN controller designed to support the centralized management and control of Cisco Access Points for small WiFi deployments.	A 2100 series controller supports 6 or 12 Access Points simultaneously.
<b>Cisco Wireless LAN Controller Module</b>	CWLC0000	The Cisco Wireless LAN Controller Module is wireless controller designed to support the centralized management of Cisco Access Points for remote-site deployments.	This controller is a network module designed to be installed within the Cisco 2800 and 3800 series routers. The Cisco Wireless LAN Controller supports 6, 8, or 12 Access Points concurrently.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Access Points</b>			
<b>Cisco 1000 Series Access Points</b>	CAPS1000	The Cisco 1000 Series Access Point is designed for small or existing wireless LAN deployments. The 1000 series supports both 802.11a and 802.11b/g	A Cisco Controller is required for control and management of the 1000 Series Access Point.
<b>Cisco 1100 Series Access Points</b>	CAPS1100	The Cisco 1100 Series is a fixed configuration, enterprise class access point designed for small to large wireless deployments.	The 1100 series has integrated WiFi antennas. External antennas are not required or supported with this series.
<b>Cisco 1200 Series Access Points</b>	CAPS1200	The Cisco 1200 Series is an enterprise class access point designed for small to large wireless deployments.	The 1200 series requires external antennas.
<b>Cisco 1300 Series Access Points</b>	CAPS1300	The Cisco 1300 Series is an environmentally hardened, wireless bridge or access point.	The 1300 is designed primarily for outdoor bridging solutions and supports 802.11g only.
<b>Cisco 1400 Series Access Points</b>	CAPS1400	The Cisco 1400 Series is an environmentally hardened wireless bridge.	The 1400 is designed only for outdoor bridging solutions and it supports 802.11a only.
<b>Cisco 1500 Series Access Points</b>	CAPS1500	The Cisco 1500 Series is an enterprise class mesh access point designed to create an outdoor WiFi coverage area.	The 1500 series is deployed as an 802.11 bridge or as a series of bridges to create outdoor WiFi hotspots. A Cisco Controller is required for management of the 1500 Series Access Points. Antennas are required for proper operation of this Access Points.

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>AIR-xxx Series Antennas and components</b>	AIRS0000	The Aironet Antennas and related components are indoor/outdoor accessories to the Cisco 1000, 1200, 1300, 1400, and 1500 Series Access Points.	For some Cisco Access Points, an external antenna is required. Mount kits and lightning arrestors are recommended for outdoor deployments.
<b>Cisco Wireless Control Software (WCS)</b>	CWCS0000	The Cisco Wireless Control Software is a software platform which supports the centralized management of Cisco Wireless Controllers. WCS also provides advanced graphical maps, fault analysis tools, and in-depth security monitoring.	WCS is recommended for any mid to large wireless deployments. As WCS is software, a server is required to host this application.
<b>2700 Series Location Appliance</b>	CSLA2700	The Cisco 2700 Series Location Appliance supports the secure tracking of wireless assets (laptops, WiFi phones, RFID, etc.) for Cisco wireless deployments.	The Cisco WCS management platform is required for the proper operation of the 2700 location appliance.
<b>Other Wireless</b>			
<b>Cisco 3200 Mobile Access Router</b>	CMAR3200	The Cisco 3200 Series Mobile Access Router is a modular device deployed as a fixed-location Access Point for WiFi hotspots or as a wireless mobile router in an automobile.	When deployed as a mobile router, the MAR can support WiFi, cellular, EVDO,
<b>Cognio Spectrum Analyzer</b>	CSPA0000	Cognio Spectrum Analyzer is a mobile diagnostic tool for analyzing the wireless spectrum within a building or outdoor environment.	Cognio is a powerful tool for wireless site surveys or for troubleshooting wireless interference.
<b>Cisco WLAN Client Software</b>	CWLS0000	The Cisco WLAN Client Software, also called the Secure Services Client (SSC) is a centrally-managed	Nearly all of the modern wireless adapters are supported; a Cisco

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
		wireless client (802.1x supplicant) which supports all of the diverse authentication and encryption standards available today..	Aironet Wireless Adapter is not required.
<b>Cisco Aironet Series Wireless Adapters</b>	CAIA0000	The Cisco Aironet Series Wireless Adapters are enterprise class wireless client adapters for existing laptops or desktops.	Aironet Client Adapters support either PCI or Cardbus deployments.

**Cisco Interoperability Systems**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Cisco IPICS X.X Server Software</b>	IPIC0000	Cisco IPICS Server Software Release x.x enhances radio interoperability for simple, scalable, comprehensive communications collaboration. Providing even more than radio interoperability.	
<b>Cisco IPICS Policy Engine</b>	IPPE0000	Operations managers can create and easily activate policies that define standard operating procedures, including talk group establishment and user notification, with the Cisco IPICS Policy Engine.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco IPICS PMC Client Software</b>	CPCM0000	Cisco® IP Interoperability and Collaboration System (IPICS) Push-to-Talk Management Center (PMC) client (Figure 1) is a Microsoft Windows-based application that enables push-to-talk (PTT) functionality for PC users. It allows users to communicate over and monitor broadcasts of multiple channels of communications at the office or from a remote site.	
<b>Cisco IPICS Phone Client</b>	IPIP0000	Cisco® IP Interoperability and Collaboration System (IPICS) Phone Client is an application that enables push-to-talk (PTT) functionality on select models of Cisco Unified IP Phones. It allows users to communicate over and monitor broadcasts of channels of communications. With a push of a single button on the phone, a user can communicate over a channel to other users monitoring that channel.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco IPICS Operational Views</b>	IPOV0000	Cisco IPICS Operational Views (Ops Views) application augments Cisco IPICS by enabling secure control when two or more agencies, jurisdictions, locations, or departments share information or resources across "ownership and organizational boundaries". It enables the logical segmentation of the visibility, access, and management of resources across these boundaries. In this way, Cisco IPICS overcomes a longstanding challenge of interagency collaboration: enabling each participating entity to maintain control of its own resources.	With Cisco IPICS Ops Views, each agency or jurisdiction retains control of its own communications resources, including people, networks, and devices.

**Cisco IP Video**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco Unified Videoconferencing 35xx Series Products</b>	CIPV3500	Cisco Unified Videoconferencing solutions provide a reliable, versatile, and easy-to-manage network infrastructure for video conferencing.	Cisco Unified Videoconferencing 35xx Series Products

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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Cisco Unified Video Conferencing Manager</b>	CVMR0000	Video conferencing allows interactive video and voice communications between two or more geographically distant people or locations. Cisco Unified Videoconferencing solutions provide a reliable, versatile, and easy-to-manage network infrastructure for video conferencing applications.	Cisco Unified Video Conferencing Manager
<b>Cisco Video Portal</b>	CVPR0000	Help users and customers conveniently and quickly browse, search, and view digital media with the Cisco Video Portal.	Cisco Video Portal
<b>Cisco Video Surveillance IP Gateways</b>	CSVG0000	Cisco Video Surveillance IP Gateway video encoders and decoders use a high-quality MPEG-4 video compression technology that allows video streams to be switched over the IP network at up to full D1 resolution.	Cisco Video Surveillance IP Gateways

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**Cisco TelePresence**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>TelePresence System x000</b>	CTLP0000	Cisco TelePresence is an innovative new technology that combines rich audio, high-definition video, and interactive elements to deliver a unique, "in-person" experience over the network.	The Cisco TelePresence Meeting solution consists of the Cisco TelePresence 1000 and 3000 endpoint systems, designed for small groups and large groups, respectively. This can only be used for Video TelePresence applications.
<b>TelePresence Multipoint Switch</b>	CTPM0000	The Cisco TelePresence Multipoint Switch is an affordable, purpose-built appliance that is easy to install and offers superior scalability with up to 36 locations in a single meeting. Both point-to-point and multipoint meetings are easily set up directly from a user's groupware calendar (such as Microsoft Outlook), and meetings are initiated with the push of a button.	
<b>TelePresence Manager</b>	CTMG0000	The Cisco TelePresence Manager interfaces with your enterprise groupware to enable scheduling with your calendar. It also pushes information to the system's phone interface.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco Unified Conferencing for TelePresence</b>	CUTP0000	Cisco Unified Conferencing for TelePresence extends meeting access beyond the Cisco TelePresence meeting room by allowing users to simply dial into meetings from any telephone. You can set up Cisco TelePresence systems and Cisco Unified Conferencing for TelePresence directly from an Outlook calendar and attend meetings with the click of a button.	
<b>TelePresence Cisco Unified Communications Manager</b>	CUCM0000	TelePresence Cisco Unified Communications Manager extends enterprise telephony features and capabilities to packet telephony network devices such as IP phones, media processing devices, voice over IP (VoIP) gateways, and multimedia applications.	
<b>Cisco 78xx Series Media Convergence Servers</b>	CMCS0000	Cisco Media Convergence Servers provide highly available server platforms to host applications within the Cisco Unified Communications system.	

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**Cisco Maintenance**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet Maintenance 8x5 Next Business Day (New Maintenance)</b>	SNDB0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a>

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet Maintenance 8x5x4 Hour (New Maintenance)</b>	SNTE0000	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 hour. This is for new SMARTnet maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet Maintenance 24x7x4 Hour (New Maintenance)</b>	SNTP0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 hour. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a>

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Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet Maintenance 24x7x2 (New Maintenance)</b>	SSTP0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet Maintenance 8x5 Next Business Day (Maintenance Renewal)</b>	SNDB0001	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day. This is for customers renewing their SMARTnet maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet Maintenance 8x5x4 Hour (Maintenance Renewal)</b>	SNTE0001	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 hour. This is for customers renewing their SMARTnet maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet Maintenance 24x7x4 Hour (Maintenance Renewal)</b>	SNTP0001	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 hour. This is for customers renewing their SMARTnet maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet Maintenance 24x7x2 (Maintenance Renewal)</b>	SSTP0001	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2. This is for customers renewing their SMARTnet maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet On Site Maintenance 8x5 Next Business Day (New Maintenance)</b>	CSNO0000	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet On Site Maintenance 8x5x4 Hour (New Maintenance)</b>	CFSO0000	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 Hour, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet On Site Maintenance 24x7x4 Hour (New Maintenance)</b>	CFPO0000	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 Hour, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet On Site Maintenance 24x7x2 (New Maintenance)</b>	CTPO0000	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2 Hour, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet On Site Maintenance 8x5 Next Business Day (Maintenance Renewal)</b>	CSNO0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet On Site Maintenance 8x5x4 Hour (Maintenance Renewal)</b>	CFSO0001	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 Hour, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet On Site Maintenance 24x7x4 Hour (Maintenance Renewal)</b>	CFPO0001	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 Hour, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>SMARTnet On Site Maintenance 24x7x2 (Maintenance Renewal)</b>	CTPO0001	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2 Hour, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Application Software Support Minor Software Updates Maintenance (New Maintenance)</b></p>	<p>SASS0000</p>	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates (excludes certain application software). This is for new maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Application Software Support Minor and Major Software Updates (New Maintenance)</b></p>	<p>SAUS0000</p>	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor and major software updates (excludes certain application software). This is for new maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Application Software Support Minor Software Updates for UC Application Software (New Maintenance)</b></p>	<p>ESWS0000</p>	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates for certain UC application software. This is for new maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Application Software Support Minor Software Updates Maintenance (Maintenance Renewal)</b>	SASS0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates (excludes certain application software). This is for customers renewing their maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Application Software Support Minor and Major Software Updates (Maintenance Renewal)</b></p>	<p>SAUS0001</p>	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor and major software updates (excludes certain application software). This is for customers renewing their maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a></p>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Application Software Support Minor Software Updates for UC Application Software (Maintenance Renewal)</b>	ESWS0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates for certain UC application software. This is for customers renewing their maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see <a href="http://www.cisco.com/go/smartnet">www.cisco.com/go/smartnet</a> or <a href="http://www.cisco.com/legal/services.html">http://www.cisco.com/legal/services.html</a>

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

**Polycom**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>IP VIDEO Conferencing System</b>			
<b>ViaVideo Desktop Systems</b>	VIAV0000	Desktop IP Video Conferencing Solution. The product offers IP Video benefits of high resolution content sharing, with simultaneous video and secure calling with embedded encryption. This also is an easy way to communicate face-to-face from your office, from your home, or on the road.	
<b>VSX Series</b>	VSXS0000	Polycom StereoSurround: Super wideband 14kHz audio delivered in two channels with true stereo separation – for conversations and rich media sharing. StereoSurround enables natural left/right audio recognition – just like being in the same room! Additionally, StereoSurround adds clarity so that it's possible to hear and process all far side speakers distinctly, even during multiple simultaneous conversations. Polycom Siren™ 14: Super wideband 14kHz audio, but taking up only a small portion of bandwidth. This provides the best audio at any data rate, while not taking bandwidth away from video! Pro-Motion: Combining excellent video resolution with smooth motion handling to provide the best video quality in the industry. Pro-Motion gives video conferencing users double the normal	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>resolution, while maintaining the best possible frame rate for motion handling. SIP support: Polycom's entire video product line-up, from PVX to the VSX 8000 series, includes support for both SIP and H.323. Whichever standard your organization has chosen, Polycom's PVX and VSX systems are the best solutions for your video network. iPriority™: The industry's best QoS for IP networks – a robust set of features to guarantee video, audio and data quality on IP networks. Over 20 QoS features guarantee video, audio and data quality on IP networks. including: IP Precedence, DiffServ, RSVP, lip sync, jitter correction, and correction for packet loss. AES Encryption: For video conferences that must be secure, Polycom includes standards-based encryption on each VSX system. Polycom encryption has been validated externally by NIST approved labs for FIPS compliance and includes a 128-bit key length.</p>	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Real Presence Experience (RPX) Series</b>	RPXS0000	Polycom RPX is a life like eye to eye surround, immersive, acoustically tuned all inclusive solution. It is standards based with backwards capability with legacy systems. It is the only prefabricated all inclusive environment manufactured in modular movable form.	
<b>IP Multi Channel Conferencing Unit (MCU)</b>			
<b>Multi Station Gateway Conferencing (MGC) 25</b>	IMG0025	The MGC-25 platform is an economical and easy to use multi-network conferencing solution. The MGC-25 is a small 19" chassis with a sleek, rack mountable design, yet provides value conferencing by supporting the same software as the MGC and MGC+ platforms. With 10 pre-set configurations, the MGC-25 is the perfect solution for any work group environment, or large enterprise with distributed network requirements.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
MGC50/100	IMGC050	<p>Polycom's MGC-50 and MGC-100 are high performance, highly scalable MCU and gateway platforms. These flexible systems, designed to accommodate users' changing multipoint needs, use a modular "universal slot" platform that allows a high degree of customization based on port capacity and functionality requirements. The 8-slot MGC-50 can be used in either a distributed or centralized deployment of conferencing and gateway services. The MGC-100, with twice the scalable capacity of the MGC-50 and redundant power supplies, meets the requirements for a centralized service requiring support for a large number of ports, features and multiple network connections, dedicated, switched and packet.</p>	
Web Office	WEBO0000	<p>Polycom's Suite of Management Products for NS based solutions.</p>	
WebCommander	WEBC0000	<p>Polycom's WebCommander is an intuitive web-based interface for scheduling, monitoring and managing video and audio conferences. WebCommander empowers both administrators and users to control all aspects of setting up and running conferences on Polycom MGC platforms, through a web-based wizard interface or Microsoft Outlook.</p>	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>IP Video Accessories</b>			
<b>Video and Voice Accessories</b>	VVAC0000	All accessories for IP voice/video products.	
<b>IP Video Software</b>			
<b>Video Software Personal Video Experience (PVX)</b>	IPVX0000	Polycom PVX software application extends the premier Polycom video conferencing experience to every desktop and delivers unprecedented technology and performance. The Polycom PVX also offers the benefits of high resolution content sharing, with simultaneous video and secure calling with embedded encryption. The Polycom PVX solution is an easy way to communicate face-to-face from your office, from your home, or on the road.	
<b>PathNavigator Software</b>	IPNS0000	Polycom's PathNavigator gatekeeper makes IP and ISDN video communications easy to use, with features such as OneDial (simplified dialing) and on-demand "Meeting Rooms," which allow participants to easily initiate a meeting at any time without third party intervention.	
<b>Polycom Conference Suite Software</b>	PCNF0000	Suite of all conferencing management tools	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Global Management Systems Software</b>	GMSS0000	Designed for IT professionals, the Polycom Global Management System is a web-based system management software solution that enables centralized support of enterprise-wide Polycom video endpoints and MCUs. The feature-rich software includes six major components – System Management, Global Directory, SoftUpdate, Provisioning, Account Management and Reports.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

**Avaya**

**Avaya Routing Switches**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Avaya Enterprise Routing Switch 8XXX Series</b>	ERSW0008	The Avaya 8XXX ERS provides terabit routing throughput and 99.999% reliability with a variety of line card options including 10/100/1000 Ethernet, 30 port GigE, 10GigE, and WAN options. Other features include advanced QOS, sub second fail-over, Integrate.	
<b>Avaya ERS 2XXX LAN switches</b>	ERSW0002	The Avaya ERS 25XX provides 26 port 10/100TX, and 50 port 10/100TX with POE and non-POE versions. The feature full management, QOS, and security for a very low entry cost.	
<b>Avaya ERS 4XXX LAN switches</b>	ERSW0004	The Avaya ERS 45XX provides enterprise class performance and resiliency and high-end features like HiStack switch connectivity, QOS, end point security, and DMLT for no single point of failure. The 4550 is available in a 24 port 100FX, 48 port 10/100TX.	
<b>Avaya ERS 5XXX LAN switches</b>	ERSW0005	The ERS 55XX is the high end enterprise switch providing line rate performance and redundancy. Supports advanced routing features, HiStack resiliency, QOS, and redundant power supply options. There are 24 and 48 port POE and non-POE as well as a 10GigE ve.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Avaya ERS redundant power supply</b>	ERSR0000	The RPS 15 can support 3 power supply units in each chassis for 2xxx, 4xxx and 5xxx series.	
<b>Avaya ERS Management Software</b>	ERSM0000	The Avaya management platforms include Policy Manager, ENMS, and Enterprise Switch Manager for QOS and security, fault and element, as well as configuration management.	

**Avaya Secure Router**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Avaya Router 1xxx Series</b>	NSCR1000	The Avaya Secure Router 1XXX series are feature rich, low cost, and high performance WAN routers supporting from 1 T-1 or 1 broadband connection to 4 T-1 connections. It also has optional Firewall and Virtual Private Network (VPN) capabilities.	
<b>Avaya Router 3xxx Series</b>	NSCR3000	The Avaya Secure Router 3120 is a feature rich, low cost, and high performance WAN router with a wide variety of interfaces including, 10/100/1000 switch blades, 1, 4 and 8 port T-1, DS3, and GigE. It also has optional Firewall and Virtual Private Network (VPN) capabilities.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Avaya Router 4xxx Series</b>	NSCR4000	The Avaya Secure Router 4134 is a feature rich, low cost, and high performance WAN router with a wide variety of interfaces including, 10/100/1000 switch blades, 1, 4 and 8 port T-1, DS3, and GigE. It also has optional Firewall and Virtual Private Network (VPN) capabilities. In addition to routing capabilities it supports Ethernet Switches with PoE and FXO/FXS ports.	

**Avaya Security Solutions**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Avaya VPN Gateway Series</b>	NVPG0000	The Avaya VPN Gateway provides secure SSL and IPSec termination for remote users. Various license packages are available (50, 100, 250, 500, 1000).	
<b>Avaya VPN Router Series</b>	NVPR0000	The Avaya VPN Router is primarily an IPSec WAN branch to branch security device but also can support SSL and Ipsec remote access users.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
 Attachment 3  
**Avaya Secure Wireless Solution**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Avaya WLAN 23XX Security Switch Series</b>	WLAN2000	The Avaya WLAN 23XX family of security switches controls the access points and performs key functions such as security, networking, quality of service (QoS) and roaming for mobile users. The WLAN Security Switch also correlates radio frequency data from multiple access points and coordinates their response to changing RF conditions and RF attacks.	
<b>Avaya WLAN 23XX Access Point Series</b>	WLAN2300	The Avaya WLAN 23XX Series Access Points perform 802.11a/b/g mobile connectivity, encryption/decryption for wireless traffic, priority queuing and radio frequency (RF) monitoring, including rogue access point identification and containment. Access points exchange control and data traffic with their associated WLAN Security Switch.	
<b>Avaya WLAN Management Software Series</b>	WLMS0000	The Avaya WLAN Management Software system is a comprehensive design and management tool that identifies ideal access point locations on detailed floor plans, configures all devices with a single click and provides granular monitoring and reporting for complete visibility and control over the entire system.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Avaya WLAN Location Engine Series</b>	WLEN0000	The WLAN Location Engine is an optional element that adds integrated location services to any WLAN 2300 installation enabling new applications and services such as location-based security policies, content delivery or asset locating and tracking.	

**Avaya Maintenance**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Avaya Maintenance Technical Support and Repair 10 Day</b>	NTGL5300	Avaya will ship the same or like Field Replaceable Unit (FRU) within 10 business days upon receipt of part. This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Not supported by MNS. MNS SLA's would not apply.
<b>Avaya Maintenance Managed Spares and On-Site, 4 Hours 7x24</b>	NTGN5300	Avaya will dispatch a technician and spare part, also called a Field Replaceable Unit (FRU), to the customer's contracted site in exchange for the faulty FRU removed from the defective Avaya product. * 4 hour same day parts & labor if the site is within 50 mi of parts depot, 6 hours if the site is within 51-100 mi based on zip code. This service is provided 7-days-a-week, 24-hours-a-day. No Prerequisites Apply (begins upon RMA being issued by NN). This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Supported by Managed Services. Managed Services SLA's would not apply to maintenance

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Avaya Maintenance Managed Spares and On-Site, Next Business Day</b>	NTGJ5300	Avaya will dispatch a technician and spare part, also called a Field Replaceable Unit (FRU), to the customer's contracted site in exchange for the faulty FRU removed from the defective Avaya product. * Next business day parts & labor if site is within 250 mi. of parts depot based on zip code. This service is provided Mon - Fri (excluding holidays) 7AM - 7PM local time if Return Material Authorization (RMA) is issued by 7PM local time, otherwise 2nd business day. This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Supported by Managed Services. Managed Services SLA's would not apply to maintenance
<b>Avaya Maintenance Managed Spares and Ship Equipment for Customer Install, Next Business Day</b>	NTGF5300	Avaya will ship for next day delivery a spare part, also called a Field Replaceable Unit (FRU). Mon - Fri (excluding holidays) 7AM - 7PM local time if Return Material Authorization (RMA) is issued by 7PM local time, otherwise 2nd business day. This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Not supported by MNS. MNS SLA's would not apply.
<b>Technical Support Only</b>	NTGE5300	This is for 7X24 Technical Phone Support and Operational Software upgrades and Patches only.	Not supported by MNS. MNS SLA's would not apply.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
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**Plantronics**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Plantronics H251 Series</b>	PLTR0251	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
<b>Plantronics H261 Series</b>	PLTR0261	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
<b>Plantronics 510S Series</b>	PLTR0510	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
<b>Plantronics CS351</b>	PLTR0351	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
<b>Plantronics CS361</b>	PLTR0361	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
<b>Plantronics CS55</b>	PLTR0055	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
<b>Plantronics CS70</b>	PLTR070	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
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<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Plantronics H41</b>	PLTR0041	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
<b>Plantronics H81</b>	PLTR0081	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	

**Bogan**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Bogan PCMTIM Series</b>	BOGN0000	A Paging Interface Module is for Hosted IP Centrex user access to a customer provided external paging system using an IP Telephone. The paging interface module requires a Hosted IP Centrex seat and Mediatrix device to connect to customer provided analog paging equipment.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
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**Applicable Service Level Agreements:**

- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

**Service Identifier:** 6.3.9 Required Premise Equipment (CPE)

The pricing includes options for the following elements: applicable design and engineering. .

**Ethernet Switches**

Ethernet Switches are used to provide LAN service inside the CALNET II customer site with services.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco 2950	CSCO2950	Per Device	41% off Mfg List	-	-
Cisco 3550	CSCO3550	Per Device	41% off Mfg List	-	-
Cisco 3560/24 Port	CSCO3560	Per Device	41% off Mfg List	-	-
Cisco 3560/48 Port	CSCO3560	Per Device	41% off Mfg List	-	-

**Routers/Gateways/Combos**

Routers can be used with to provide WAN to LAN connectivity with services in Sections 6.3.2, 6.3.3, 6.3.4 and 6.3.5.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco 1841	CSCO1841	Per Device	41% off Mfg List	-	-
Cisco 2811	CSCO2811	Per Device	41% off Mfg List	-	-
Cisco 2821	CSCA2821	Per Device	41% off Mfg List	-	-
Cisco 2851 1xT1	CSCB2851	Per Device	41% off Mfg List	-	-
Cisco 2851 2xT1	CSCC2851	Per Device	41% off Mfg List	-	-
Cisco 2851 3/4 x T1	CSCD2851	Per Device	41% off Mfg List	-	-
Cisco 3825	CSCO3825	Per Device	41% off Mfg List	-	-
Cisco 3845	CSCO3845	Per Device	41% off Mfg List	-	-
Cisco 2611XM	CSCO2611	Per Device	41% off Mfg List	-	-
Cisco 2621XM	CSCO2621	Per Device	41% off Mfg List	-	-
Cisco 2651XM	CSCO2651	Per Device	41% off Mfg List	-	-
Cisco 3725	CSCO3725	Per Device	41% off Mfg List	-	-
Cisco 3745	CSCO3745	Per Device	41% off Mfg List	-	-

### 6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

#### Integrated Access Devices

Integrated Access Devices are analog to VoIP adapters used to connect FAX and other analog devices to VoIP services.

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Mediatrix 1104	MTRX1104	Per Device	16% off Mfg List	\$0.00	\$0.00
Mediatrix 1124	MTRX1124	Per Device	16% off Mfg List -	\$0.00	\$0.00

#### SIP Enabled Firewalls

SIP Enabled Firewalls are to be used to provide security and Network Address Translation functionality with services.

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Cisco Pix501	CPIX0501	Per Device	41% off Mfg List	-	-
Cisco Pix506	CPIX0506	Per Device	41% off Mfg List	-	-
Cisco Pix515	CPIX0515	Per Device	41% off Mfg List	-	-

**Note:** Discounts are from Manufacturers Suggested List Price. Feature Identifier is determined by specific make, model, and configuration purchased.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

**APC UPS**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non-Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>APC Smart-Ups RT 1500 Rack Mount XL SURTA1500RMXL</b>	SUPS1050	Each	38.2% off Mfg List	\$0.00	\$0.00
<b>APC Smart-Ups RT 2000 Rack Mount XL SURTA2000RMXL</b>	SUPS1400	Each	38.2% off Mfg List	\$0.00	\$0.00
<b>APC Smart-Ups RT 3000 Rack Mount XL SURTA3000RMXL</b>	SUPS2100	Each	38.2% off Mfg List	\$0.00	\$0.00
<b>APC Smart-Ups RT 48 Volt Rack Mount Battery Pack (SURTA48RMXLB P)</b>	SUBP0048	Each	38.2% off Mfg List	\$0.00	\$0.00
<b>APC Smart-Ups RT 10000 Rack Mount XL (SURT10000RMXL T</b>	SUPS1000	Each	38.2% off Mfg List	\$0.00	\$0.00
<b>APC Smart-Ups RT 192 Volt Rack Mount Battery Pack (SURTA192RMXL BP)</b>	SUBP0192	Each	38.2% off Mfg List	\$0.00	\$0.00

**Cisco**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non-Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Cisco MDS 9000 Network Interfaces</b>	MDSS9000	Each	33% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

**Cisco Application Networking Products**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>WAAS</b>					
Cisco WAE-500 Series and Associated Components	CWAE0500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco WAE-600 Series and Associated Components	CWAE0600	Each	41% off Mfg List	\$0.00	\$0.00
Cisco WAE-7000 Series and Associated Components	CWAE7000	Each	41% off Mfg List	\$0.00	\$0.00
<b>Load Balancing/XML Gateways</b>					
Cisco CSS-11000 Series and Associated Modules	CCSS1100	Each	41% off Mfg List	\$0.00	\$0.00
Cisco GSS-4400 Series	CGSS4400	Each	41% off Mfg List	\$0.00	\$0.00
Cisco ACE-xxx Series Appliance	CACE0000	Each	41% off Mfg List	\$0.00	\$0.00
<b>Application Oriented Networking</b>					
Cisco AON-8300 Series	AONS8300	Each	41% off Mfg List	\$0.00	\$0.00

**Cisco Security Firewalls and Appliances in Support of WAN access**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco PIX 500 Series	PIXS0500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco ASA 5500 Series	ASAS5500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Firewall Service Module (FWM)	CFWM0000	Each	41% off Mfg List	\$0.00	\$0.00
<b>IDS/IPS</b>					
Cisco IPS 4200 Series	IPSS4200	Each	41% off Mfg List		
Cisco IDS Service Module (IDSM-2)	IDSM0000	Each	41% off Mfg List		
Cisco Security Agent (CSA)	CCSA0000	Each	41% off Mfg List		

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Cisco Security Agent Management Console (CSA-MC)</b>	CSMC0000	Each	41% off Mfg List	\$0.00	\$0.00
<b>Network Admission Control</b>					
<b>Cisco CCA-xxx Series</b>	CCAS0000	Each	41% off Mfg List	\$0.00	\$0.00
<b>Cisco ACS Solution Engine</b>	ACSE0000	Each	41% off Mfg List	\$0.00	\$0.00
<b>HTTP Application Security</b>					
<b>Cisco AVS 3100 Series</b>	AVSS3100	Each	41% off Mfg List	\$0.00	\$0.00
<b>DDoS Security</b>					
<b>Cisco DDOS 5600 Series</b>	DDOS5600	Each	41% off Mfg List	\$0.00	\$0.00
<b>Security Monitoring and Analysis</b>	MARS0000	Each	41% off Mfg List	\$0.00	\$0.00
<b>Cisco MARS 20 Series</b>	MARS0020	Each	41% off Mfg List	\$0.00	\$0.00
<b>Cisco MARS 50 Series</b>	MARS0050	Each	41% off Mfg List	\$0.00	\$0.00
<b>Cisco MARS 100 Series</b>	MARS0100	Each	41% off Mfg List	\$0.00	\$0.00
<b>Cisco MARS 200 Series</b>	MARS0200	Each	41% off Mfg List	\$0.00	\$0.00
<b>Cisco MARS 110R Series (CS-MARS-110R-K9)</b>	MARS0110	Each	41% off Mfg List	\$0.00	\$0.00
<b>Cisco MARS 110 Series (CS-MARS-110-K9)</b>	MARM0110	Each	41% off Mfg List	\$0.00	\$0.00
<b>Cisco MARS 210 Series (CS-MARS 210-K9)</b>	MARS0210	Each	41% off Mfg List	\$0.00	\$0.00
<b>Cisco MARS GC2 Series (CS-MARS-GC2-K9)</b>	MRGC0000	Each	41% off Mfg List	\$0.00	\$0.00
<b>Modules and Misc.</b>					
<b>Modules for ASA 5500 Series</b>	ASMO5500	Each	41% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Switches in Support of LAN access</b>					
Cisco Catalyst 500 Series	CATL0500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 2900 Series	CATL2900	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 3500 Series	CATL3500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 3700 Series	CATL3700	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 4500 Series	CATL4500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 4900 Series	CATL4900	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 6500 Series	CATL6500	Each	41% off Mfg List	\$0.00	\$0.00
<b>Routers in Support of WAN Access</b>					
Cisco 800 Series	CRTE0800	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1800 Series	CRTE1800	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 2800 Series	CRTE2800	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 3800 Series	CRTE3800	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 7300 Series	CRTE7300	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 7200 Series	CRTE7200	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 7600 Series	CRTE7600	Each	41% off Mfg List	\$0.00	\$0.00
Cisco XR 10000 Series	CRXR0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco XR 12000 Series	CRXR1200	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 12000 Series	CRTE1200	Each	41% off Mfg List	\$0.00	\$0.00
Cisco CRS-1 Series	CRSS0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco UBR Series	URBS0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco ASR 1000 Series	CASR1000	Each	41% off Mfg List	\$0.00	\$0.00
<b>Infiniband</b>					
Cisco SFS 7000 Series	SFSS7000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco SFS 3000 Series	SFSS3000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco RPS-2300 Series with Cables and Associated Modules	RPSS2300	Each	41% off Mfg List	\$0.00	\$0.00
<b>Line Cards and Modules</b>					
Cisco XENPAK Modules	XNPK0000	Each	41% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco SFP Modules	SFPM0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco X2 Modules	XOCD0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco XFP Modules	XFPM0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco GBIC Modules	GBOC0000	Each	41% off Mfg List	\$0.00	\$0.00

**Cisco Wireless LAN - Cisco Aironet series products**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Wireless LAN Controllers</b>					
Cisco WISM Controller	WISM0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 4400 Wireless LAN controllers	CWLC4400	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 2100 wireless LAN controllers	CWLC2100	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Wireless LAN Controller Module	CWLC0000	Each	41% off Mfg List	\$0.00	\$0.00
<b>Access Points</b>					
Cisco 1000 Series Access Points	CAPS1000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1100 Series Access Points	CAPS1100	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1200 Series Access Points	CAPS1200	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1300 Series Access Points	CAPS1300	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1400 Series Access Points	CAPS1400	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1500 Series Access Points	CAPS1500	Each	41% off Mfg List	\$0.00	\$0.00
AIR-xxx Series Antennas and components	AIRS0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Wireless Control Software (WCS)	CWCS0000	Each	41% off Mfg List	\$0.00	\$0.00
2700 Series Location Appliance	CSLA2700	Each	41% off Mfg List	\$0.00	\$0.00
<b>Other Wireless</b>					
Cisco 3200 Mobile Access Router	CMAR3200	Each	41% off Mfg List	\$0.00	\$0.00

### 6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Cognio Spectrum Analyzer	CSPA0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco WLAN Client Software	CWLS0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Aironet Series Wireless Adapters	CAIA0000	Each	41% off Mfg List	\$0.00	\$0.00

#### Cisco Interoperability Systems

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Cisco IPICS X.X Server Software	IPIC0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco IPICS Policy Engine	IPPE0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco IPICS PMC Client Software	CPMC0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco IPICS Phone Client	IPIP0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco IPICS Operational Views	IPOV0000	Each	41% off Mfg List	\$0.00	\$0.00

#### Cisco IP Video

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Cisco Unified Video conferencing 35xx Series Products	CIPV3500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Unified Video Conferencing Manager	CVMR0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Video Portal	CVPR0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Video Surveillance IP Gateways	CSVG0000	Each	41% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

**Cisco TelePresence**

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
TelePresence System x000	CTLP0000	Each	41% off Mfg List	\$0.00	\$0.00
TelePresence Multipoint Switch	CTPM0000	Each	41% off Mfg List	\$0.00	\$0.00
TelePresence Manager	CTMG0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Unified Conferencing for TelePresence	CUTP0000	Each	41% off Mfg List	\$0.00	\$0.00
TelePresence Cisco Unified Communications Manager	CUCM0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 78xx Series Media Convergence Servers	CMCS0000	Each	41% off Mfg List	\$0.00	\$0.00

**Cisco Maintenance**

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
SMARTnet Maintenance 8x5 Next Business Day (New Maintenance)	SNDB0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 8x5x4 Hour (New Maintenance)	SNTE0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 24x7x4 Hour (New Maintenance)	SNTP0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 24x7x2 (New Maintenance)	SSTP0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 8x5 Next Business Day (Maintenance Renewal)	SNDB0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 8x5x4 Hour (Maintenance Renewal)	SNTE0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
SMARTnet Maintenance 24x7x4 Hour (Maintenance Renewal)	SNTPO001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 24x7x2 (Maintenance Renewal)	SSTP0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 8x5 Next Business Day (New Maintenance)	CSNO0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 8x5x4 Hour (New Maintenance)	CFSO0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 24x7x4 Hour (New Maintenance)	CFPO0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 24x7x2 (New Maintenance)	CTPO0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 8x5 Next Business Day (Maintenance Renewal)	CSNO0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 8x5x4 Hour (Maintenance Renewal)	CFSO0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 24x7x4 Hour (Maintenance Renewal)	CFPO0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 24x7x2 (Maintenance Renewal)	CTPO0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non -Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Application Software Support Minor Software Updates Maintenance (New Maintenance)</b>	SASS0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
<b>Application Software Support Minor and Major Software Updates (New Maintenance)</b>	SAUS0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
<b>Application Software Support Minor Software Updates for UC Application Software (New Maintenance)</b>	ESWS0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
<b>Application Software Support Minor Software Updates Maintenance (Maintenance Renewal)</b>	SASS0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
<b>Application Software Support Minor and Major Software Updates (Maintenance Renewal)</b>	SAUS0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
<b>Application Software Support Minor Software Updates for UC Application Software (Maintenance Renewal)</b>	ESWS0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

**Polycom**

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
<b>IP VIDEO Conferencing System</b>					
ViaVideo Desktop Systems	VIAV0000	Each	32% off Mfg List	\$0.00	\$0.00
VSX Series	VSXS0000	Each	37.5% off Mfg List	\$0.00	\$0.00
Real Presence Experience (RPX) Series	RPXS0000	Each	19% off Mfg List	\$0.00	\$0.00
<b>IP Multi Channel Conferencing Unit (MCU)</b>					
Multi Station Gateway Conferencing (MGC) 25	IMGC0025	Each	43% off Mfg List	\$0.00	\$0.00
MGC50/100	IMGC050	Each	48% off Mfg List	\$0.00	\$0.00
Web Office	WEBO0000	Each	48% off Mfg List	\$0.00	\$0.00
WebCommander	WEBC0000	Each	48% off Mfg List	\$0.00	\$0.00
<b>IP Video Accessories</b>					
Video and Voice Accessories	VVAC0000	Each	21% off Mfg List	\$0.00	\$0.00
<b>IP Video Software</b>					
Video Software Personal Video Experience (PVX)	IPVX0000	Each	32% off Mfg List	\$0.00	\$0.00
PathNavigator Software	IPNS0000	Each	32% off Mfg List	\$0.00	\$0.00
Polycom Conference Suite Software	PCNF0000	Each	32% off Mfg List	\$0.00	\$0.00
Global Management Systems Software	GMSS0000	Each	32% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

**Avaya**

**Avaya Routing Switches**

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya Enterprise Routing Switch 8XXX Series	ERSW0008	Each	46% off Mfg List	\$0.00	\$0.00
Avaya ERS 2XXX LAN switches	ERSW0002	Each	49% off Mfg List	\$0.00	\$0.00
Avaya ERS 4XXX LAN switches	ERSW0004	Each	49% off Mfg List	\$0.00	\$0.00
Avaya ERS 5XXX LAN switches	ERSW0005	Each	48% off Mfg List	\$0.00	\$0.00
Avaya ERS redundant power supply	ERSR0000	Each	48% off Mfg List	\$0.00	\$0.00
Avaya ERS Management Software	ERSM0000	Each	47% off Mfg List	\$0.00	\$0.00

**Avaya Secure Router**

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya Router 1xxx Series	NSCR1000	Each	46% off Mfg List	\$0.00	\$0.00
Avaya Router 3xxx Series	NSCR3000	Each	46% off Mfg List	\$0.00	\$0.00
Avaya Router 4xxx Series	NSCR4000	Each	46% off Mfg List	\$0.00	\$0.00

**Avaya Security Solutions**

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya VPN Gateway Series	NVPG0000	Each	46% off Mfg List	\$0.00	\$0.00
Avaya VPN Router	NVPR0000	Each	46% off Mfg List	\$0.00	\$0.00

**Avaya Secure Wireless Solution**

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya WLAN 2XXX	WLAN2000	Each	39% off Mfg List	\$0.00	\$0.00
Avaya WLAN 23XX Access Point Series	WLAN2300	Each	39% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya WLAN Management Software Series	WLMS0000	Each	39% off Mfg List	\$0.00	\$0.00
Avaya WLAN Location Engine Series	WLEN0000	Each	39% off Mfg List	\$0.00	\$0.00

**Avaya Maintenance**

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya Maintenance Technical Support and Repair 10 Day	NTGL5300	Per Year	15.8% off Mfg List	\$0.00	\$0.00
Avaya Maintenance Managed Spares and On-Site, 4 Hours 7x24	NTGN5300	Per Year	15.8% off Mfg List	\$0.00	\$0.00
Avaya Maintenance Managed Spares and On-Site, Next Business Day	NTGJ5300	Per Year	15.8% off Mfg List	\$0.00	\$0.00
Avaya Maintenance Managed Spares and Ship Equipment for Customer Install, Next Business Day	NTGF5300	Per Year	10.5% off Mfg List	\$0.00	\$0.00
Technical Support Only	NTGE5300	Per Year	10.5% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

**Plantronics**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non -Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Plantronics H251 Series</b>	PLTR0251	Each	25% off Mfg List	\$0.00	\$0.00
<b>Plantronics H261 Series</b>	PLTR0261	Each	25% off Mfg List	\$0.00	\$0.00
<b>Plantronics 510S Series</b>	PLTR0510	Each	25% off Mfg List	\$0.00	\$0.00
<b>Plantronics CS351</b>	PLTR0351	Each	25% off Mfg List	\$0.00	\$0.00
<b>Plantronics CS361</b>	PLTR0361	Each	25% off Mfg List	\$0.00	\$0.00
<b>PlantronicsCS55</b>	PLTR0055	Each	25% off Mfg List	\$0.00	\$0.00
<b>Plantronics CS70</b>	PLTR0070	Each	25% off Mfg List	\$0.00	\$0.00
<b>Plantronics H41</b>	PLTR0041	Each	25% off Mfg List	\$0.00	\$0.00
<b>Plantronics H81</b>	PLTR0081	Each	25% off Mfg List	\$0.00	\$0.00

**Bogan**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non -Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Bogan PCMTIM Series</b>	BOGN0000	Each	20% off Mfg List	\$0.00	\$0.00

### 6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

#### **Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge
CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge
California High Cost Fund
Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge

**EXHIBIT 5-B  
CONTRACTOR'S LICENSE INFORMATION**

(For Installation Services Only)

Bidder shall complete the applicable Contractor's license information below in accordance with the Contractor's State License Board, Department of Consumer Affairs. A Class C-7 Contractor's license is required before any Bidder can contract business (e.g. submit a Proposal) that includes the installation of cable and wiring. In addition, if structural modifications are required, a Class B license is required.

**CONTRACTOR:**

Class C-7, C-10 License No: 808604  
Licensee: Verizon Select Services Inc. Expiration Date: 5/31/2012

**Note: Bidder (Firm's Name or a Responsible Managing Employee) must be licensed in addition to all subcontractor(s) performing under this Contract.**

**SUBCONTRACTOR 1**

Class C-7, C10, A, B License No: 484418  
Licensee: Irish Communication Company Expiration Date: 12/31/2011

Relationship of Licensee to Contractor:  
Cabling subcontractor

**SUBCONTRACTOR 2**

Class \_\_\_\_\_ License No: \_\_\_\_\_  
Licensee: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Relationship of Licensee to Contractor:  
\_\_\_\_\_

**SUBCONTRACTOR 3**

Class \_\_\_\_\_ License No: \_\_\_\_\_  
Licensee: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Relationship of Licensee to Contractor:  
\_\_\_\_\_

(Use additional sheets if necessary.)

**EXHIBIT 5-C  
LIST OF PROPOSED SUBCONTRACTORS (PUBLIC WORKS)**

Listed hereinafter is the name and address of each subcontractor who will be employed and the kind of work which each will perform if the contract is awarded to the aforesigned. I understand that under Government Code Section 4100 through 4113\* (See Note Below) that I must here clearly set forth the name and address of each subcontractor who will perform work or labor or render service to me in or about the construction of the work in my total Proposal and that as to any work in which I fail to do so, I agree to perform that portion myself or be subject to penalty under the act.

**(NOTE: IF MORE THAN ONE SUBCONTRACTOR IS LISTED FOR THE SAME TYPE OF WORK, STATE THE PORTION OF THAT TYPE OF WORK THAT THE INDIVIDUAL SUBCONTRACTOR WILL BE PERFORMING. LIST THE SUBCONTRACTORS' APPLICABLE CONTRACTORS LICENSE NUMBER(S), IF AVAILABLE. VENDORS OR SUPPLIERS OF MATERIALS ONLY, NEED NOT BE LISTED.)**

If additional space is required for the listing of proposed subcontractors, reproduced additional sheets showing the required information, as indicated below, shall be attached hereto and made a part of the Final Bid Proposal.

**SUBCONTRACTORS:**

<b>TYPE OF WORK</b>	<b>NAME AND ADDRESS</b>	<b>LICENSE NO.</b>
Cabling	Irish Communication Company P.O. Box 457, Rosemead, CA	484418
Training	Direct Technology 1430 Blue Oaks Blvd., Suite 270 Roseville, CA 95747	N/A
NexGen 9-1-1	Intrado Inc. 1601 Dry Creek Dr. Longmont, CO 80503	N/A

**NOTE: The above listing Requirement will for purposes of this Proposal be construed in accordance with the provisions of the Subletting and Subcontracting Fair Practices Act ("The Act") as set forth in Government Code Sections 4100 through 4113. Also, for purposes of this Proposal and interpretation of The Act, a vendor will be considered to be a prime Contractor regardless of whether such vendor is or is not a licensed Contractor.**

## CALIFORNIA INTEGRATED INFORMATION NETWORK (CALNET) 2

## ATTACHMENT 1- GENERAL PROVISIONS, MODULE 3

These California Integrated Information Network (CALNET) 2 ("CALNET 2") General Provisions are part of the Contract entered into effective as of the Effective Date by and between the State of California, through its Office of Technology Services, Statewide Telecommunications and Network Division, and \_\_\_\_\_ \*See Below \_\_\_\_\_, a Delaware corporation having a principal place of business at Rancho Cordova, CA.

\* MCI Network Services, Inc. or MCI Financial Management Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies

**1. PURPOSE OF CONTRACT**

Pursuant to the RFP, the State may issue one or more contracts for different categories of CALNET 2 Services (each category, a category of "**Module Services**"). Presently, the State anticipates that there shall be four categories of Module Services:

- Module 1 Services: Core Services (defined and described in Sections 4.4.1 and 6.1 of the RFP)
- Module 2 Services: Long Distance Services for Voice (defined and described in Sections 4.4.2 and 6.2 of the RFP)
- Module 3 Services: Internet Protocol Services (defined and described in Sections 4.4.3 and 6.3 of the RFP)
- Module 4 Services: Broadband Fixed Wireless Access (defined and described in Sections 4.4.4 and 6.4 of the RFP)

Pursuant to this Contract, Contractor shall provide to the State and Agencies the Module 3 Services as defined and described in this Contract (such Module 3 Services deemed "**Services**" for purposes of this Contract). Unless otherwise specified in this Contract, the Services shall be available twenty-four (24) hours a day, seven (7) days a week, as further described in this Contract.

Capitalized terms not defined herein or in the Glossary (Appendix A) shall be given the meaning, if any, ascribed to them in the other portions of the RFP.

## 2. CONTACT INFORMATION

- a. The Contract Representatives during the Term shall be:

State Agency: Office of Technology Services, Statewide Telecommunications and Network Division (STND)	Contractor: MCI Network Services, Inc. or MCI Financial Management Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies
Name: CALNET 2 Contract Administrator	Name: Brian May
Phone: (916) 657-9974	Phone: (916) 779-1271
Fax: (916) 657-9129	Fax: (916) 779-1350
E-Mail:	E-Mail: brian.k.may@verizonbusiness.com

Direct all inquiries to:

State Agency: Office of Technology Services	Contractor: MCI Network Services, Inc. or MCI Financial Management Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies
Section/Unit: Statewide Telecommunications and Network Division (STND)	Section/Unit:
Attention: STND Contract Management Section	Attention: Brian May
Address: P.O. Box 1810, MS 304, Rancho Cordova, CA 95741-1810	Address: 11080 White Rock Road, Ste. 200 Rancho Cordova, CA 95670
Phone: (916) 657-9974	Phone: (916) 779-1271
Fax: (916) 657-9129	Fax: (916) 779-1350

Subject to the terms of the Contract, each Party may modify the Contract Representatives listed above during the Term by providing written notice to the other Party identifying the new Contract Representative(s).

- b. Contractor shall act as the single point of contact and responsible party for all Services offered under this Contract. This includes all elements of service; ordering; provisioning; maintenance; and trouble reporting. Contractor will also act as the single point of contact in coordinating all entities required in the Contract to meet the State's need for service. Contractor shall act as the

**EXHIBIT A-2**  
**AUTHORIZATION TO ORDER UNDER STATE CONTRACT**

\_\_\_\_\_ ("Contractor") and the State of California ("State") have entered into a Contract for California Integrated Information Network (CALNET) 2 ("CALNET 2") Module 3 Services dated \_\_\_\_\_ ("Contract"), for a term of five years. The State may, at its sole option, elect to extend the Contract term for up to two (2) additional periods of one (1) year each. Pursuant to the Contract, which is incorporated herein by reference, any public agency as defined in Government Code Section 11541 is allowed to order services and products solely as set forth in the Contract ("Service(s)").

A non-State public Agency (herein "Non-State Agency") shall also be required to complete and submit this Authorization to Order Under State Contract (ATO) prior to ordering Services. A description of the Service(s), applicable rates and charges and the specific terms and conditions under which the Service(s) will be provided to a Non-State Agency are fully set forth in the Contract. Access to the Contract is available at [www.stnd.dts.ca.gov](http://www.stnd.dts.ca.gov).

\_\_\_\_\_ ("Non-State Agency") desires to order Service(s) and Contractor agrees to provide such Service(s) as identified in the State of California, Telecommunications Service Request (STD. 20), pursuant to the terms and conditions and rate tables contained in the Contract.

1. This ATO shall become effective upon execution by Non-State Agency, Contractor, and the Office of Technology Services, Statewide Telecommunications and Network Division (OTech/STND) ("Effective Date"). No Service(s) shall be ordered by Non-State Agency or provided by Contractor until this ATO has been executed by both parties and approved by OTech/STND.
2. With respect to Services ordered under this ATO, Non-State Agency hereby agrees to obtain such Services exclusively through the Contract and this ATO for a two (2) year commitment period starting from the Effective Date of the ATO, provided that such commitment does not extend beyond the Term of the Contract, including any extension periods. Any Services ordered subsequent to the end of the two (2) year commitment period shall not extend the two (2) year commitment period.
3. Upon expiration of the two (2) year commitment period, this ATO shall continue in effect through the remainder of the Term of the Contract, unless earlier terminated by Non-State Agency. The Non-State Agency will automatically continue to receive Services at Contract terms and conditions when the two year commitment period completes, and may add, delete or change Services without penalty or additional commitment periods (unless a specific Service requires a term per the Contract).
4. Subject to paragraph 5 below, Non-State Agency may terminate this ATO, for specific Service(s) or in total, prior to termination of the Contract by providing the Contractor with thirty (30) calendar days written notice of cancellation.
5. If Non-State Agency elects to terminate Service prior to completion of the two (2) year commitment period, a termination charge may apply. The termination charge may not exceed sixty-five percent (65%) of the Non-State Agency's average monthly bill for the disconnected Service(s) multiplied by the number of full months remaining in the two (2) year commitment period. If Service(s) are terminated after the two (2) year commitment period, no termination liability shall apply.

6. No termination charge will be assessed when Non-State Agency transfers Service(s) to a like Service offered under this Contract, or from one CALNET 2 Module to another, if the Contractor is the same for both Modules or is affiliated with the Contractor for the other Module.
7. By executing this ATO, Non-State Agency agrees to subscribe to and Contractor agrees to provide Service(s) in accordance with the terms and conditions of this ATO and the Contract. Within seven (7) business days after execution of this ATO by Non-State Agency and Contractor, Contractor shall deliver this ATO to OTech/STND for review and approval.
8. The OTech/STND will provide Contract management and oversight, and upon request by the Non-State Agency or Contractor, will advocate to resolve Contract service issues. The ATO and any resulting STD. 20 is a Contract between the Non-State Agency and the Contractor. The State will not represent the Non-State Agency in resolution of litigated disputes between the parties.
9. Non-State Agency, upon execution of this ATO, certifies that Non-State Agency understands that Contractor and the State may, from time to time and without Non-State Agency's consent, amend the terms and conditions of the Contract thereby affecting the terms of service Non-State Agency receives from Contractor.
10. Non-State Agency, upon execution of this ATO, certifies that Non-State Agency has reviewed the terms and conditions, including the rates and charges, of the Contract.
11. Non-State Agency, upon execution of this ATO, certifies the Non-State Agency understands that billing invoices for Service(s) subscribed to under the Contract are subject to review and/or audit by the State pursuant to provisions of the Contract.
12. All Service(s) ordered under this ATO will be submitted using the STD. 20, signed by the Non-State Agency's authorized signatory. Any additions or deletions to Service(s) shall likewise be accomplished by submission of a STD. 20, noting changes.
13. Non-State Agency may, by placing Service orders issued by its duly authorized representative with Contractor, order any of the Service(s) listed in the Contract. Contractor shall bill Non-State Agency, and Non-State Agency shall pay Contractor according to the terms and conditions and rate tables set forth in the Contract for such Service(s).
14. If the Service(s) ordered under a STD. 20 are installed, and after the first fiscal year funds are not appropriated to enable the Non-State Agency to continue paying for services, or universal service discounts are not received, the Non-State Agency may terminate impacted Service(s) without penalty.
15. Whenever any notice or demand is to be given under this Contract to Contractor or Non-State Agency, the notice shall be in writing and addressed to the following:

Non-State Agency:

Contractor:

\_\_\_\_\_

\_\_\_\_\_

Address:

Address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Attn: \_\_\_\_\_

Attn: \_\_\_\_\_

Notices delivered by overnight courier service shall be deemed delivered on the day following mailing. Notices mailed by U.S. Mail, postage prepaid, registered or certified with return receipt requested, shall be deemed delivered five (5) days after mailing. Notices delivered by any other method shall be deemed given upon receipt.

IN WITNESS WHEREOF, the parties hereto have caused this ATO to be executed on the date shown below by their respective duly authorized representatives

Contractor:

Non-State Agency:

\_\_\_\_\_

\_\_\_\_\_

By:

By:

\_\_\_\_\_

\_\_\_\_\_

Title:

Title:

\_\_\_\_\_

\_\_\_\_\_

Date Signed:

Date Signed:

\_\_\_\_\_

\_\_\_\_\_

Approved By:  
Office of Technology Services,  
Statewide Telecommunications and Network Division

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date Signed: \_\_\_\_\_

## APPENDIX A - GLOSSARY

The following words and phrases, when used in the RFP or the Contract, shall have the indicated meanings. (Terms capitalized within a particular definition are defined elsewhere within the RFP or the Contract.)

**“ACCEPTANCE TESTS”** shall mean those tests performed during the Performance Testing Period which are intended to determine compliance of Equipment and Software with specifications and all other provisions of this Contract and to determine the reliability of the Equipment.

**“AFFILIATE”** shall mean any entity, employees, directors, partners, joint venture participants, parent corporations, subsidiaries, or any other or person that, directly or indirectly, controls, is controlled by, or is under common control with Contractor, whether through ownership of more than fifty (50%) of the voting securities, by contract, managing authority or otherwise.

**“AGENCY”** or **“AGENCIES”** shall mean a tax supported public entity (or entities) empowered to expend public funds to purchase Deliverables and Services from the Contract.

**“AGREEMENT”** shall have the same meaning as **“CALNET 2”** and **“Contract”** and the terms shall be used interchangeably.

**“APPLICATION PROGRAM”** shall mean a computer program which is intended to be executed for the purpose of performing useful work for the user of the information being processed. Application programs are developed or otherwise acquired by the user of the Hardware/Software system, but they may be supplied by the Contractor.

**“ATTACHMENT”** shall mean a mechanical, electrical, or electronic interconnection to the Contractor-supplied Machine or System of Equipment, manufactured by other than the original Equipment manufacturer, that is not connected by the Contractor.

**“BENCHMARKER”** has the meaning given it in Section 80 of the General Provisions.

**“BENCHMARKING PROCESS”** has the meaning given it in Section 80 of the General Provisions.

**“BENCHMARKING STANDARD”** has the meaning given it in Section 80 of the General Provisions.

**“BID”** shall mean an offer made in response to the RFP to perform a contract for work and labor described in the RFP in accordance with the terms and conditions provided in the Contract.

**“BIDDER”** shall mean a supplier who submits a Bid to the State in response to the RFP.

**“BUSINESS DAY”** shall mean 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, excluding State holidays.

**“CALIFORNIA PUBLIC RECORDS ACT”** shall mean California Government Code Section 6250 et seq.

**“CALNET I”** shall mean the California Integrated Information Network I.

**“CALNET 2 MSA”** shall mean CALNET 2 Master Service Agreement and shall have the same meaning as “Agreement” and “Contract” and the terms shall be used interchangeably.

**“CLECs”** shall mean Competitive Local Exchange Carriers.

**“COMMERCIAL SOFTWARE”** shall mean Software developed or regularly used that: (i) has been sold, leased, or licensed to the general public; (ii) has been offered for sale, lease, or license to the general public; (iii) has not been offered, sold, leased, or licensed to the public but will be available for commercial sale, lease, or license in time to satisfy the delivery requirements of the Contract; or (iv) satisfies a criterion expressed in (i), (ii), or (iii) above and would require only minor modifications to meet the requirements of the Contract.

**“CONFLICT LAWS”** has the meaning given it in Section 37c. of the General Provisions.

**“CONTRACT”** shall mean the State of California Standard Agreement, the SOW and the Proposal, together with all attachments thereto (including the General Provisions), documents incorporated therein by reference, and all regulatory filings made pursuant thereto for the applicable Module Services. The term “Contract” shall have the same meaning as “Agreement” and “CALNET 2” and the terms shall be used interchangeably.

**“CONTRACTOR”** shall mean the entity identified in the introductory paragraph to the General Provisions and all of its Affiliates providing Deliverables and/or Services under the applicable Contract.

**“CONTRACTOR PERSONNEL”** shall mean, at a given time during the Term, all employees, agents and representatives of Contractor or of subcontractors of Contractor who are then assigned or performing responsibilities in connection with providing the Services.

**“CONVERGED SERVICES”** shall mean voice, video, and data services that run over a converged network. Includes advanced data and information services and applications such as IP-based voice, integrated messaging, web-based conference calling, voice enabled instant messaging, Enhanced Class features—features that enhance productivity and performance such as selective call waiting, group ring, and find-me, follow-me, etc.

**“CONVERGENCE”** shall mean the definition of network architecture that allows for voice, video, and data communications to run over a single (converged) network.

**“COST TO COVER”** shall mean the cost and expenses incurred to procure replacements Deliverables or Services for the Deliverables and/or Services of equivalent capability, function and performance, or corrected Deliverables or Services, from an alternate source (including, costs and expenses associated with the retention of consultants and legal counsel or the State’s imputed costs for the same using internal resources).

**“CPE”** or **“CUSTOMER PREMISE EQUIPMENT”** shall mean customer owned telecommunications Equipment located at a customer location.

**“CPI”** shall mean the Consumer Price Index.

**“CLEC”** shall mean Competitive Local Exchange Carriers.

**“CPUC”** shall mean the California Public Utilities Commission.

**“CUSTOMER”** shall mean an Agency that is purchasing goods and services from the Contract.

**“DATA PROCESSING SUBSYSTEM”** shall mean a complement of Contractor-furnished individual Machines, including the necessary controlling elements (or the functional equivalent) and Operating Software, if any, which are acquired to operate as an integrated group, and which are interconnected entirely by Contractor-supplied power and/or signal cables; e.g., direct access controller and drives, a cluster of terminals with their controller, etc.

**“DATA PROCESSING SYSTEM (SYSTEM)”** shall mean the total complement of Contractor-furnished Machines, including one or more central processors (or instruction processors) and Operating Software, which are acquired to operate as an integrated group.

**“DELIVERABLES”** shall mean Goods, Software, Information Technology, telecommunications technology, and other items (e.g. reports) to be delivered pursuant to the applicable Contract, including any such items furnished incident to the provision of Services.

**“DELIVERY DATES”** shall mean the dates specified by the State for the delivery by Contractor of certain Deliverables or Services.

**“DEPARTMENT DIRECTOR”** shall mean the Director of OTech/STND.

**“DESIRABLE ITEMS”** shall mean attributes or conditions in the RFP that are defined by the words “should” or “may”.

**“DGS”** shall mean the Department of General Services of the State of California.

**“DGS/PD”** shall mean the Procurement Division of the Department of General Services of the State of California.

**“DTS/ONS”** – DTS/ONS is now synonymous with STND, the Statewide Telecommunications and Network Division, which is the new name for DTS/ONS

**“DISASTER RECOVERY AND SECURITY PLAN”** shall have the meaning given it in Section 79 of the General Provisions.

**“DISENTANGLEMENT”** shall have the meaning given it in Section 77c. of the General Provisions.

**“DISENTANGLEMENT PLAN”** or **“TRANSITION-OUT PLAN”** shall mean the plan for transitioning the provision of services, or portion thereof, pursuant to CALNET 2 as set forth in the Contract to the State’s alternate service provider (e.g., CALNET III), which identifies all material transition tasks and deliverables to be completed by Contractor in connection with the transition to such alternate service provider, and the dates by which each is to be completed by Contractor, all as further described in Section 77b. of the General Provisions.

**“DISENTANGLEMENT COMMENCEMENT DATE”** shall have the meaning given it in Section 77a. of the General Provisions.

**“DOCUMENTATION”** shall mean nonproprietary manuals and other printed materials necessary or useful to the State in its use or maintenance of the Equipment or Software provided hereunder. Manuals and other printed materials customized for the State hereunder constitute Documentation only to the extent that such materials are described in or required by the Statement of Work.

**“DVBE”** shall mean a Disabled Veterans Business Enterprise.

**“EFFECTIVE DATE”** shall mean later date on which the Contract has been both executed by Contractor and has been executed and approved by the State in accordance with the terms therein.

**“END-USER”** shall mean an individual within an Agency that is utilizing the feature or service provided under the Contract.

**“END TO END SERVICE”** shall mean the Contractor is responsible for providing Service(s) on a statewide basis, whether provided by Contractor or subcontractors.

**“ENHANCEMENTS”** shall have the meaning given it in Section 68 of the General Provisions.

**“EQUIPMENT”** is an all-inclusive term, which refers either to individual Machines or to a complete Data Processing System or subsystem, including its Hardware and Operating Software (if any).

**“EQUIPMENT FAILURES”** shall mean a malfunction in the Equipment, excluding all external factors, which prevents the accomplishment of the Equipment’s intended function(s). If microcode or Operating Software residing in the Equipment is necessary for the proper operation of the Equipment, a failure of such microcode or Operating Software which prevents the accomplishment of the Equipment’s intended functions shall be deemed to be an Equipment Failure.

**“FACILITIES”** shall mean outside plant, cable, capacity, and telecommunication sites and/or Systems provided by either the state or Contractor.

**“FCC”** shall mean the Federal Communications Commission.

**“FOUR-DIGIT DATE COMPLIANT”** shall have the meaning given it in Section 44 of the General Provisions.

**“GENERAL PROVISIONS”** shall mean the California Integrated Information Network (CALNET) 2 General Provisions. When reference is made to a Section of the General Provisions, without mention of or contextual reference to a specific category of Module Services, such reference is to the General Provisions of each Contract for Module Services.

**“GOODS”** shall mean all types of tangible personal property, including but not limited to materials, supplies, and Equipment (including computer and telecommunications Equipment).

**“HARDWARE”** usually refers to computer Equipment and is contrasted with Software. See also Equipment.

**“INDIVIDUAL CASE BASED PRICING”** or **“ICB PRICING”** shall mean individual case basis pricing using the methodology described in Section 71 of the General Provisions and as such term is further defined by the CPUC.

**“ILECS”** shall mean Incumbent Local Exchange Carriers.

**“INCLUDE”** or **“INCLUDING”**, whether or not capitalized, shall not be construed as terms of limitation.

**“INDIVIDUAL PRICE REDUCTIONS”** or **“IPR”** shall mean the reduction in the pricing of Services provided to an individual Customer pursuant to the methodology described in Section 72 of the General Provisions.

**“INFORMATION TECHNOLOGY”** shall mean information technology, including, all electronic technology systems and services, automated information handling, System design and analysis, conversion of data, computer programming, information storage and retrieval, telecommunications which include voice, video, and data communications, requisite System controls, simulation, electronic commerce, and all related interactions between people and Machines.

**“INTELLECTUAL PROPERTY RIGHT”** shall have the meaning given it in Section 15b. of the General Provisions.

**“KEY PERSONNEL”** shall mean the Contractor Personnel and its subcontractors who are identified, or the holders of the positions that are identified, and such other Personnel that the State may identify as Key Personnel, from time to time, in a written notice or notices delivered to Contractor.

**“LEGISLATURE”** shall mean the California State Legislature.

**"MACHINE"** shall mean an individual unit of a Data Processing System or subsystem, separately identified by a type and/or model number, comprised of but not limited to mechanical, electro-mechanical, and electronic parts, microcode, and special features installed thereon and including any necessary Software, e.g., central processing unit, memory module, tape unit, card reader, etc.

**"MATERIAL DEVIATION"** shall mean a deviation from a requirement that is not in substantial accord with the RFP Requirements, provides an advantage to one Bidder over other Bidders, or has a potentially significant effect on the delivery, quantity or quality of items proposed, amount paid to the Bidder, or for the cost to the State.

**"MIGRATION"** or **"MIGRATE"** shall mean all tasks, Deliverables and activities related to or necessary for the migration of the provision of services pursuant to CALNET I to the provision of Services pursuant to CALNET 2 pursuant to the Contracts for Module 3 Services or Module 4 Services.

**"MIGRATION PLAN"** shall mean the plan for the Migration of the provision of Services pursuant to the Contracts for Module 3 Services or Module 4 Services, respectively, which identifies all material transition tasks and Deliverables to be completed by Contractor in connection with the implementation of all Services by Contractor, and the dates by which each is to be completed by Contractor, all as further described in Section 74 of the General Provisions of the Contracts for Module 3 Services or Module 4 Services, respectively.

**"NOTICE OF TERMINATION"** shall mean a written notice of termination from the State to Contractor pursuant to the Contract.

**"OPERATING SOFTWARE"** shall mean those routines, whether or not identified as Program Products, that reside in the Equipment and are required for the Equipment to perform its intended function(s), and which interface the operator, other Contractor-supplied programs, and user programs to the Equipment.

**"ORDERING DOCUMENT"** has the meaning given it in Section 2d. of the General Provisions.

**"PERFORMANCE TESTING PERIOD"** shall mean a period of time during which the State, by appropriate tests and production runs, evaluates the performance of newly installed Equipment and Software prior to its acceptance by the State.

**“PRIMARY BACKBONE NETWORK”** shall mean the network infrastructure supporting the State’s telecommunications services for voice, data, and video services.

**“PROGRAMMING AIDS”** shall mean Contractor-supplied programs and routines executable on the Contractor’s Equipment which assists a programmer in the development of applications including language processors, sorts, communications modules, data base management systems, and utility routines, (tape-to-disk routines, disk-to-print routines, etc.).

**“PROGRAM PRODUCT”** shall mean programs, routines, subroutines, and related items which are proprietary to the Contractor and which are licensed to the State for its use, usually on the basis of separately stated charges and appropriate contractual provisions.

**“PROPOSAL”** shall have the meaning given in Section 1 of the General Provisions.

**“PROVIDED RESOURCES”** shall have the meaning given in Section 15e. of the General Provisions.

**“REQUIREMENT”** shall mean the technical and administrative performance and delivery Requirements established by the State throughout the RFP.

**“RFP”** shall have the meaning given in Section 1 of the General Provisions.

**“RFP MODULE”** shall mean any of the four sections of the RFP that address specific solutions. The RFP Modules included in the RFP include Core Services (Module 1, Section 6.1), Long Distance Services for Voice (Module 2, Section 6.2), Internet Protocol Services (Module 3, Section 6.3), and Broadband Fixed Wireless Access (Module 4, Section 6.4).

**“SEALED PROPOSAL”** shall mean a Proposal that is contained/wrapped/boxed in such a manner that no part of the Proposal is revealed.

**“SECURITY POLICIES”** shall have the meaning given in Section 85 of the General Provisions.

**“SERVICE RATE”** shall have the meaning given in Section 80 of the General Provisions.

**“SERVICES”** shall mean, collectively, the services, functions and responsibilities described in the Contract as they may be supplemented, enhanced, modified or replaced during the Term in accordance with the Contract, including any Enhancements approved by the State.

**“SOFTWARE”** is an all-inclusive term which refers to any computer programs, routines, or subroutines supplied by the Contractor, including Operating Software, Programming Aids, Application Programs, and Program Products.

**“STANDARDS”** shall mean the State defining business standards as well as industry defined and accepted standards for communications published by recognized organizations such as IEEE, IETF, ITU, ANSI, TIA/EIA, etc.

**“STATE”** shall mean DTS/ONS, or as DTS/ONS may designate, in its sole discretion, any other department, division, or unit of the State of California, any agency or governmental entity of the State of California or any local jurisdiction within the State of California empowered to expend public funds, and their end-users, intended to receive the benefit of the Services. DTS/ONS may exercise such discretion at any time and from time to time, either on a case-by-case basis or by notifying Contractor of its then-established policies and guidelines for the same. Without limiting any of the foregoing, the Parties presently anticipate that: (a) where the term is used in reference to contract administration activities, it shall refer to OTech/STND and (b) where the term is used in reference to payment obligations and dispute resolution activities, as the same relate to a particular Ordering Document, it shall refer to the entity identified in such Ordering Document or by OTech/STND as the beneficiary of the Deliverables and Services.

**“STATE RESOURCES”** shall have the meaning given in Section 15e. of the General Provisions.

**“STATEMENT OF WORK”** is Attachment 2 and any additional statements of work entered into by the State and Contractor pursuant to this Contract.

**“STOP WORK ORDER”** shall mean a written order from the State to the Contractor instructing the Contractor to stop the performance of all, or some portion, of work under the Contract, as further described in Section 36b. of the General Provisions.

**“STND”** shall mean the Statewide Telecommunications and Network Division, the new name for OTech/STND.

**“SUBCONTRACT PRICING REVIEW”** shall have the meaning given in Section 80 of the General Provisions.

**“SUBCONTRACT RATE”** shall have the meaning given in Section 80 of the General Provisions.

**“SUPPLIER”** shall mean a business entity, Bidder, offeror, vendor, or Contractor.

**“SYSTEM”** shall mean the complete collection of Hardware, Software and Services as described in this Contract, integrated and functioning together, and performing in accordance with this Contract.

**“TECHNICAL CONSULTING AND DIRECTION”** shall have the meaning given it in Section 37b. of the General Provisions.

**“TERM”** shall have the meaning given it in Section 81 of the General Provisions.

**“THIRD PARTY OBLIGATION”** shall have the meaning given it in Section 32 of the General Provisions.

**“TRANSFER”** shall mean all tasks, Deliverables and activities related to or necessary for moving from the provision of Services pursuant to a given category of Module Services pursuant to CALNET 2 to one or more other categories of Module Services pursuant to CALNET 2 and the applicable Contract(s) for Module Services.

**“TRANSITION”** shall mean all tasks, Deliverables and other activities related to or necessary for moving from the provision of services pursuant to CALNET I to the provision of Services pursuant to CALNET 2 pursuant to the Contracts for Module 1 Services or Module 2 Services.

**“TRANSITION-IN PLAN”** shall mean the plan for transitioning the provision of services pursuant to CALNET I to the provision of Services pursuant to CALNET 2 pursuant to the Contracts for Module 1 Services or Module 2 Services, respectively, which identifies all material Transition tasks and Deliverables to be completed by Contractor in connection with the Transition of all Services to Contractor, and the dates by which each is to be completed by Contractor, all as further described in Section 76 of the General Provisions of the Contracts for Module 1 Services or Module 2 Services, respectively.

**“UNIFIED MESSAGING”** shall mean access to e-mail, voice mail and faxes by a common interface by computer or by telephone. The end user can access these messages from a variety of devices - PCs, telephones, PDAs, etc.

**“USAC”** shall mean Universal Service Administrative Company.

**“WORK AUTHORIZATION”** shall mean a work authorization executed by the State and Contractor for unanticipated work not specified in the Statement of Work, as further described in Section 55 of the General Provisions and which will be prepared in accordance with the sample provided in Attachment 5, Exhibit A-4.

- Restoration measures, time and date of restoration.
- Provide an Executive Summary root cause analysis report at STND’s request. Information for this report shall include the following:
  - High-level event summary
  - Impact to the State customers
  - Timeline of events
  - Discussion/outage issues
  - Mitigation plan/path forward

**6.3.14 SERVICE LEVEL AGREEMENTS (SLA) (M)**

**6.3.14.1 Service Level Agreement Overview (M)**

The intent of this section is to provide the Contract Customers, DTS/ONS and the Contractor with Requirements that define and assist in the management of the Service Level Agreements (SLA). This section identifies and explains the required SLAs for the IP 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 as described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

The SLAs in the network category shall each consist of the following 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**

<u>Services</u>	<u>SLA Name</u>
[List of all applicable services]	<p><b>Definition</b> [Definition or description of the SLA]</p> <p><b>Measurement Process</b> [Instructions on how to measure network performance in order to determine compliance]</p>

	<p><b>Objective (s)</b>                  [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.3.2-6.3.6.2 et. al..]</p> <p><b>Immediate Rights and Remedies</b>                  [Allows immediate action by DTS/ONS and the Customer (e.g., DTS/ONS Escalation), and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g., TTR).]</p> <p><b>Monthly Rights and Remedies</b>                  [Applicable to SLAS that require accumulation of statistics over a period of time or multiple trouble tickets (e.g., availability). Note: the Off Ramp process is included in this component]</p>
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The SLAs in the Administrative category shall each consist of the following components: tools, reports and applications, objective(s), measurement process, DTS/ONS rights and remedies, and Customer rights and remedies.

**Administrative Service Level Agreement Format**

<u><b>Administrative Tools, Reports and Applications</b></u>	<u><b>SLA Name</b></u>
<p>[List of all applicable tools, reports and application]</p>	<p><b>Definition</b>                  [Define or describe the SLA]</p> <p><b>Measurement Process</b>                  [Instruct how to measure or derive the objectives]</p> <p><b>Objective (s)</b>                  [Define Contractor program performance objectives]</p> <p><b>DTS/ONS Rights and Remedies</b>                  [Identifies actions to be taken by DTS/ONS or rebates from Contractor when the objectives are not met]</p> <p><b>Customer Rights and Remedies</b>                  [Identifies actions to be taken by the Customers or rebates from Contractor when the objectives are not met]</p>

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

*Description:*

Verizon understands and will comply with this requirement as specified. Verizon recognizes that this section will provide the Contract (CALNET II) Customers, DTS/ONS and Verizon with requirements that define and will assist in the management of the Service Level Agreements (SLAs), and this section identifies and explains the required SLAs for the IP services identified in this RFP Module. Verizon understands that the SLAs shall be categorized as Network or Administrative in nature. The intent of this section is to define performance objectives and measurement processes. Verizon understands that in the event that a propose service, that has been designated as Desirable, or Unsolicited service submitted in this response, Verizon will be required to meet or exceed the associated SLAs as described in this Section.

Verizon agrees to Network Service Level Agreement Format proposed by DTS/STND, consisting of the following components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies.

**6.3.14.1.1 Technical Requirements versus SLA (M)**

This section shall distinguish between technical Requirements and the SLA objectives. Sections 6.3.2 to 6.3.6.2 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 the 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  No

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

*Description:*

Verizon understands and will comply with this requirement as specified. Verizon is in agreement that Sections 6.3.2 to 6.3.6.2 identify the technical requirements for each service and

that these requirements are the minimum parameters Verizon must meet, in order to qualify for an award.

Verizon agrees that upon award, it commits to the technical requirements for the term of the CALNET II Contract.

#### 6.3.14.1.2 Two Methods Of Outage Reporting: Customer Or Contractor (M)

There are two methods in which outages may be identified and outage 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., Cat 2 or 3). 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  No*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

Verizon understands and will comply with this requirement as specified.

Verizon recognizes that there are two methods in which outages may be identified and outage durations derived, these are Customer reported or Verizon reported.

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

In the second method of outage reporting, Verizon opens a ticket as a result of network alarms or identification of a service failure in the backbone (i.e., Cat 2 or 3). In each instance a trouble ticket shall be assigned and monitored until service is restored.

The first method is a result of a CALNET II Customer reporting service trouble by contacting Verizon's Customer Service Center or via the CALNET II Customer Web Portal.

The second method of outage reporting is when Verizon identifies service failures in the backbone (i.e. CAT 2 or 3) or as a result of network alarms.

In either case, Verizon will assign a trouble ticket to the failure and monitor the outage until restoration of service is completed.

Verizon's first and most important task will be to correctly notify the proper personnel so that corrective remediation can be started in an expeditious manner. Notification of outages should be flexible and concise. Contact by e-mail, fax, page, Web portal and telephone may be used to provide up-to-date trouble resolution information. Likewise, the creation of the trouble tickets should start the remedial process with prioritization, regular updates, and escalation as required.

Verizon will proactively monitor network components in the proposed CALNET II network. Verizon can also provide STND (and agencies, if required) the capability to review network monitoring activities. This capability has the extensive functionality described below and can be offered to STND and its customers in a read-only mode.

Verizon also offers an optional proactive monitoring service which would monitor designated CPE (end site routers and LAN-based components), firewalls, servers, and applications. The proactive querying of such devices can vary and would be based on the critical nature of the components. Monitoring will be IP-based using certified MIBs and SNMP standard interfaces.

Proactive monitoring, whether implemented for network components or for customer equipment and/or applications, can provide significant benefits, especially by facilitating timely restoration when faults actually occur.

Proactive monitoring can be implemented to measure various network performance activities. Thresholds can be set throughout the network and even at a customer's remote sites to enable reporting on different service level measurements. Verizon is proud of its automated and integrated proactive monitoring systems and requests that STND carefully review the functional capabilities it proposes in this response.

### **MNS System Architecture (IMPACT)**

Verizon will utilize its Integrated Management Platform for Advanced Communications Technologies (IMPACT) system, which is a real-time, state-of-the-art monitoring and control system. The system is composed of a modular software and hardware design to accommodate expansion of network operations and monitoring. Information is processed and stored using object technology, XML data modeling and incorporates industry standards such as ITUT M.3100. The system notifies operations personnel, in real time, of transport, switching, data, IP, and hosted services problems occurring in Verizon's network.

IMPACT provides increased supervision of the network through a highly flexible, distributed design with survivable system implementation, which incorporates the best-of-breed, off-the-shelf technologies integrated within a sophisticated "manager of managers" architecture.

IMPACT utilizes a state-of-the-art communications bus architecture for distributed system component communications and an IP-based internal telemetry network for access to network equipment. This telemetry network utilizes ATM routed networking to maintain high availability and reliability of network management connectivity.

IMPACT provides a competitive advantage in the telecommunications marketplace by offering a high performance distributed monitoring system capable of rapid detection and location of network faults and outages. IMPACT helps to lower operational costs through automated integration with network construction and provisioning systems to help to ensure new and existing network equipment and services are managed efficiently.

### **IMPACT Functions**

- Network fault and performance data collection
- Fault correlation, filtering and reduction
- Alarm presentation
- Performance monitoring
- Command/Control
- Trouble ticket integration
- Field technician information integration
- On-line help facilities
- Flexible/survivable system configuration
- Current and historical data reporting
- Color, graphic operator stations

### **Operator Interface**

The IMPACT GUI is based on the latest industry technology utilizing JAVA for platform independence and XML for information exchange between client and server. The GUI enables access to the network management platform from any desktop station capable of supporting a JAVA Virtual Machine.

The mouse-driven user interface provides the ability to monitor network events, ranging from network-wide to station-specific – from one workstation. Work flow support is provided to enable operations personnel to relate multiple network-reported faults to consolidated events. These events can relate to maintenance activities, new installs, or actual network outages. The work flow support enables consolidated trouble ticketing and subsequent tracking of these events from time of occurrence through repair and verification. Automation features enable repetitive network conditions to be handled by the system, thereby freeing network operators to focus on more complex tasks.

Color is used to convey the status of events in the network along with graphical depictions of network topology. For example, critical conditions or service-affecting alarms are shown in red, minor alarm conditions in yellow and normal conditions in blue. Narrative alarm text messages are also available for viewing.

### **Primary Protocols Supported**

- TL-1
- SNMP
- CMIP/CMISE(Q3)
- Vendor Proprietary

### **Network Technologies Supported**

- Fiber Systems - OC-192, OC-148, OC-12, OC-3 (e.g. Nortel, Fujitsu, Pirelli, Lucent, Ciena)
- Digital Cross Connects (e.g., Alcatel, Tellabs, DSC, Marconi)
- Voice Switches, Signaling Elements, Intelligent Network Devices (e.g., Nortel, DSC, Ericsson, Lucent)
- Data and IP Routers (e.g., Cisco, Lucent, Nortel, Newbridge)
- Mid-Range Servers (e.g., SUN, HP, IBM)

### **Integrated Network Management Technologies**

- HP's Openview (TeMIP)
- System Management ARTS Service Assurance Manager
- Micromuse NetCool
- SystemEdge (probes)
- Open's NerveCenter
- Orillion's O'Vista
- QLink (business process automation)
- ILOG Rules (fault reduction and correlation)

### **Integrated Testing System (ITS)**

Verizon's proposed Integrated Testing System (ITS) provides an intelligent, integrated circuit and element testing architecture. ITS will provide the State with an integrated software solution to be used by customer care and operations centers to install circuits and provide fault isolation for customer-reported problems. ITS provides sophisticated interfaces to network elements (DXCs, Switches, Test Heads, DSL equipment, etc.) and Verizon back end systems. ITS also provides automation for flow through provisioning by automatically performing tests on newly installed circuits.

ITS primarily supports the following types of testing:

- DS1 testing
- Fault isolation features such as Alarms, Performance data, access to switches for feature data
- Automated testing of non HyperLink circuits
- HDSL (High Digital Subscriber Line)
- XDSL (Digital Subscriber Line) testing
- DS0, FT1 and VF testing across the networks
- Frame Relay Integration
- Smart Circuits (CSU/DSU) – This reaches into the customer site to retrieve Frame Relay statistics from the customer's perspective
- Enhances trouble ticketing interface
- Automatic testing of DS0 circuits upon trouble ticket creation
- Performs periodic testing (routine) of switched network DS0 circuits, IMTs (Intermachine trunks), FGs (feature groups), and direct circuits to customer facilities. The reports are available to the field switch sites and to the Switch Performance Automated Trunk Routine Group (ATR). ATR provides the capability to sample test 100 percent of the circuits in the network within a twenty one-day period

### **IMPACT Architecture**

IMPACT is an integrated management platform that will support the services provided by Verizon. IMPACT interfaces with various Element Management and Network Management Systems to provide a unified view of network problems to the user community. Additionally, IMPACT makes available many features that allow users to be more productive in their daily tasks, such as workflow, ticketing, topology information, task automation, command interaction capabilities, as well as interfaces to several internal systems for maintenance activities, outage notifications, and contact information. The IMPACT architecture consists of three functional tiers and is illustrated below.

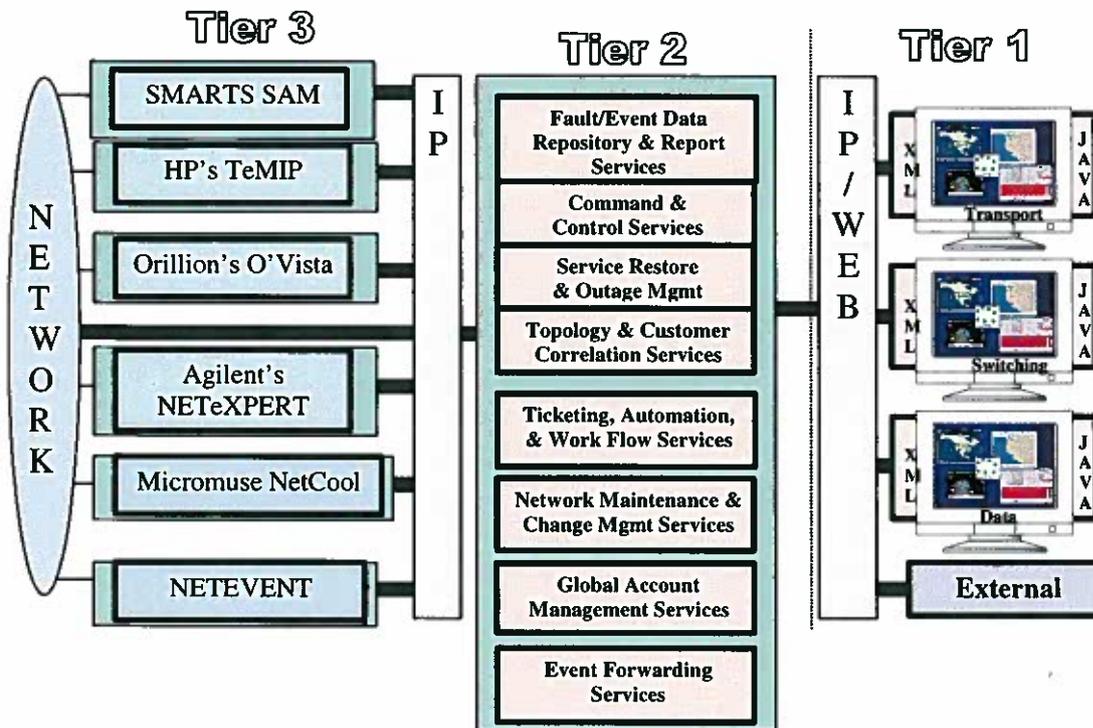


Figure 6.3.14.1.2-1. IMPACT Architecture

### Tier 1

Tier 1 of the IMPACT architecture provides the user interface and consists of 100 percent JAVA GUIs that are used to interact with the alarms, tickets, and workflow events that exist within the system. Tier 1 also has the ability to call Web links directly to both Tier 3 systems and other business processes, which can provide access to detailed information and business functions when needed.

## **Tier 2**

Tier 2 is the heart of the architecture and functions as a “manager of managers” that incorporates business logic supporting network management activities. It enables the integration of network reported fault indications from the Tier 3 systems and provides value-added common business process features, thus enabling efficient service restoration and equipment repair tracking. This tier of the architecture provides the following services:

- **Fault/Event Data Repository and Reporting Services**
  - Stores the alarms and events and all associated data
  - Provides user reporting capabilities
- **Command and Control Services**
  - Provides the ability to interact with managed elements in the network
- **Service Restoration and Outage Management**
  - Provides automatic service restoration for some network types
  - Provides an interface into the outage tracking and notification systems
- **Topology and Customer Correlation Services**
  - Provides an interface to several external databases for accurate and timely topology and customer correlation to events being generated in the network
- **Ticketing, Automation, and Work Flow Services**
  - Provides an interface to the standard trouble ticketing system
  - Provides workflow services to events created within the system, such as status tracking and clear correlation
  - Provides automation capabilities, thus resulting in more efficient operation centers
- **Network Maintenance and Change Management Services**
  - Provides an interface to track network equipment maintenance to shield the operations centers from alarms that are generated from known maintenance activities
- **Event Forwarding Services**
  - Provides the ability to forward alarms out of IMPACT to external systems that may need this information.

## **Tier 3**

Tier 3 is the collection of network and element management platforms that provide direct management of network elements. All Tier 3 systems communicate to the Tier 2 manager of managers, thus utilizing a common XML-based information exchange model and CORBA communications bus architecture. Tier 3 systems are expected to provide the following basic services to Tier 2:

- Highly reliable fault and performance data collection
- Command and Control of network elements
- Alarm reduction (root cause analysis)
- Common CORBA XML interface to Tier 2
- Tier3-Tier2 Synchronization

Some examples of vendor-provided Tier 3 systems interfacing to IMPACT today are HP's OV-TeMIP, Agilent's NetExpert, Micromuse's NetCool, and Open's NerveCenter.

#### **6.3.14.2 Network Service Level Agreements (M)**

SLAs have been established for various aspects of the network Requirements of this Module 3. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.3.

##### **6.3.14.2.1 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 2 days of the AMUC
- If the 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 will apply.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to 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
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each

subcontractor Copies of all Service Level Agreements between Subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services

- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights and remedies for service outages for those services are as set forth in Sections 6.3.14.2.3 through 6.3.14.2.15
- The election by DTS/ONS of any remedy covered by this Contract shall not exclude or limit DTS/ONS'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 ordering/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  No

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

#### 6.3.14.2.2 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.)

9. 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.
10. 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.

11. 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.
12. 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.
13. Trouble caused by a power problem outside of the responsibility of the Contractor. This does not apply to the power Requirements necessary to support dial tone to IP phones.
14. Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
15. 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.
16. 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.
17. End-User applications that interfere with repair of the trouble.
  18. Repair/replacement of CPE not provided by Contractor if the problem has reasonably been isolated to the CPE.
  19. 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.
  20. 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 12 stop clock criteria.
  21. 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.
  22. 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  No

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.3 Service Availability Percentage (M)

Services	Availability Percentage
Hosted Standalone IP Telephony Business Line Services	<p><b>Definition</b></p> <p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per service ID. Scheduled uptime is based on 7x24x number of days in the month.</p>
Hosted Standalone IP Telephony Voice Mail Services	<p><b>Measurement Process</b></p> <p>The monthly Availability percentage shall be based on the accumulative total of all outage durations for each port number/service ID, per calendar month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p>
Hosted Standalone IP Telephony Audio Conferencing (includes WebEx)	
Converged Services, IP and IP Network Transport – Multicast Service	<p><b>Objectives</b></p> <p>99.2 percent</p>
Converged Services, Secure Gateway Services – Universal Port	<p><b>Immediate Rights and Remedies</b></p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p>
Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option	<p><b>Monthly Rights and Remedies</b></p> <p>First month to fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC and 2 days of the Average Monthly Usage Cost (AMUC).</p>
Converged Services, IP Telephony Business Line Services	<p>Next consecutive month to fail to meet the SLA objective shall result in a 25 percent rebate of TMRC and 2 days of the AMUC.</p>
Converged Services, Internet Dedicated Access (IDA) Service	<p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC, and 2 days of the AMUC.</p>
Converged Services, IP Flexible T1 Service	
Converged Services, IP Telephony Voice Mail Services	
Converged Services, Managed IP Audio	

Services	Availability Percentage
Conferencing (includes WebEx)	
Converged Services, Managed IP Video Conference Services	
Converged Services, Unified Messaging	

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.3.1 Service Availability Percentage (M) – Converged Services, IP and Network IP Transport Services

Services	Availability Percentage
<p>Converged Services, IP and Network IP Transport Services</p>	<p><b>Definition</b></p> <p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per service ID. Scheduled uptime is based on 7x24x number of days in the month. Service objectives will be based on access facility required to provide the service.</p> <p><b>Measurement Process</b></p> <p>The monthly Availability percentage shall be based on the accumulative total of all outage durations for each port number/service ID, per calendar month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p><b>Objectives</b></p> <p>DS0 &gt; 99.2  DS1 &gt; 99.5  DS3 &gt; 99.8  OCX &gt; 99.8  Ethernet &gt; 99.5</p> <p><b>Immediate Rights and Remedies</b></p> <p>End-User Escalation Process  DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>First month to fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC,</p>

6.3.14.2.3.2 Service Availability Percentage (M) - DAN

Services	Availability Percentage
<p>Converged Services,  Internet Dedicated  Dial IP Access  Network (DAN)</p>	<p><b>Definition</b></p> <p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per service ID. Scheduled uptime is based on 7x24x number of days in the month.</p> <p><b>Measurement Process</b></p> <p>The monthly Availability percentage shall be based on the accumulative total of all outage durations for each port number/service ID, per calendar month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p><b>Objectives</b></p> <p>85 percent</p> <p><b>Immediate Rights and Remedies</b></p> <p>End-User Escalation Process  DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>First month to fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC and 2 days of the Average Monthly Usage Cost (AMUC).</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 25 percent rebate of TMRC and 2 days of the AMUC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC, and 2 days of the AMUC.</p>

**6.3.14.2.3.3 Service Availability Percentage (M) – Managed Router and Managed LAN Service**

Services	Availability Percentage
<p>Converged Services, IP and Network IP Transport Managed Router Service</p> <p>Converged Services, IP Telephony Business Line Services - Managed LAN Service</p>	<p><b>Definition</b></p> <p>Managed Site Availability is based on the total number of minutes in a calendar month during which the Managed Router/LAN Site for Physical Management is available to exchange data divided by the total number of minutes in that month. Sites are considered available whether data is passing through the primary connection or through a back up connection. Physical Management rights and remedies are determined by the type of maintenance coverage as listed in the monthly rights and remedies.</p> <p>Managed Site Availability is based on the total number of minutes in a calendar month during which the Managed Site Router/LAN Site for Full Management is available to exchange data divided by the total number of minutes in that month. Sites are considered available whether data is passing through the primary connection or through a back up connection. Full Management rights and remedies are determined by the type of maintenance coverage as listed in the monthly rights and remedies.</p> <p>For sites located between a sixty (60) and one hundred twenty (120) mile radius from a authorized service center, Next Day monthly rights and remedies apply. Sites beyond a one hundred twenty (120) mile radius from authorized service center have no monthly rights and remedies.</p> <p>An Outage is defined as an unscheduled period in which the Customer Device is interrupted and unavailable for use by Customer for sixty (60) seconds. Or more then 60 cumulative seconds within a 15-minute period measured by Verizon.</p> <p><b>Measurement Process</b></p> <p>Availability is the percentage of time that the Customer’s site is available within a given calendar month. Availability only applies to Outages (Router/Switch). Monthly Managed Site Availability (%) = Total Minutes of site Outages per month x 100% number of days in month x 24 hours x 60 Minutes.</p> <p>All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p><b>Objectives</b></p> <p>99.5%</p> <p><b>Immediate Rights and Remedies</b></p> <p>End-User Escalation Process</p>

Services	Availability Percentage																																										
	<p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b>  <b>24x7 4 Hours Response Maintenance</b></p> <table border="0"> <thead> <tr> <th>From</th> <th>To</th> <th>Remedy</th> </tr> </thead> <tbody> <tr> <td>99.49%</td> <td>99.00%</td> <td>5%</td> </tr> <tr> <td>98.99%</td> <td>97.00%</td> <td>15%</td> </tr> <tr> <td>96.99%</td> <td>95.00%</td> <td>20%</td> </tr> <tr> <td>94.99%</td> <td>93.00%</td> <td>25%</td> </tr> <tr> <td>92.99%</td> <td>90.00%</td> <td>30%</td> </tr> <tr> <td>Less than 90.00%</td> <td></td> <td>100%</td> </tr> </tbody> </table> <p><b>Next Day</b>  <b>24x7 24 Hours Response Maintenance</b></p> <table border="0"> <thead> <tr> <th>From</th> <th>To</th> <th>Remedy</th> </tr> </thead> <tbody> <tr> <td>96.16%</td> <td>95.66</td> <td>5%</td> </tr> <tr> <td>95.67%</td> <td>93.66</td> <td>15%</td> </tr> <tr> <td>93.67%</td> <td>91.66</td> <td>20%</td> </tr> <tr> <td>91.67%</td> <td>89.66</td> <td>25%</td> </tr> <tr> <td>89.67%</td> <td>86.66</td> <td>30%</td> </tr> <tr> <td>Less than 86.67%</td> <td></td> <td>100%</td> </tr> </tbody> </table> <p>Failure to meet the SLA objective shall result in an associated right and remedy percent rebate of the TMRC.</p>	From	To	Remedy	99.49%	99.00%	5%	98.99%	97.00%	15%	96.99%	95.00%	20%	94.99%	93.00%	25%	92.99%	90.00%	30%	Less than 90.00%		100%	From	To	Remedy	96.16%	95.66	5%	95.67%	93.66	15%	93.67%	91.66	20%	91.67%	89.66	25%	89.67%	86.66	30%	Less than 86.67%		100%
From	To	Remedy																																									
99.49%	99.00%	5%																																									
98.99%	97.00%	15%																																									
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93.67%	91.66	20%																																									
91.67%	89.66	25%																																									
89.67%	86.66	30%																																									
Less than 86.67%		100%																																									

6.3.14.2.4 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1
Hosted Standalone IP Telephony Business Line Services	<p><b>Definition</b></p> <p>The total loss of two or more services at one address.</p>
Converged Services, IP and Network IP Transport Services	<p><b>Measurement Process</b></p> <p>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 End-User service affected by the common cause. Each End-User service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p>
Converged Services, IP and Network IP Transport – Multicast Service	<p>(7X24)</p>
Converged Services, Secure Gateway Services – Universal Port	<p><b>Objectives</b></p> <p>Less than 2 hours;</p>
Converged Services IP, and Network IP Transport Services – Additional Router IOS Encryption Option	<p><b>Immediate Rights and Remedies</b></p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p>
Converged Services, Internet Dedicated Dial IP Access Network (DAN) Flat Rate	<p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>
Converged Services, IP Telephony Business Line Services	
Converged Services, Internet Dedicated Access (IDA) Service	
Converged Services, IP Flexible T1 Service	

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.5 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>Converged Services, IP and Network IP Transport Services</p> <p>Converged Services, Secure Gateway Services – Universal Port</p> <p>Converged Services IP, and Network IP Transport Services – Additional Router IOS Encryption Option</p> <p>Converged Services, Internet Dedicated Dial IP Access Network (DAN) Flat Rate</p> <p>Converged Services, IP Telephony Business Line Services</p> <p>Converged Services, Internet Dedicated Access (IDA) Service</p> <p>Converged Services, IP Flexible T1 Service</p>	<p><b>Definition</b></p> <p>A total 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. .</p> <p><b>Measurement Process</b></p> <p>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 End-User service basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each End-User service is considered out of End-User service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p><b>Objectives</b></p> <p>Less than 30 minutes</p> <p><b>Immediate Rights and Remedies</b></p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.6 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3
Hosted Standalone IP Telephony Business Line Services	<b>Definition</b> The total loss of any service type on a network wide basis.
Converged Services, IP and Network IP Transport Services	<b>Measurement Process</b> 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 End-User service basis from information recorded from the network Equipment or trouble ticket.
Converged Services, Secure Gateway Services – Universal Port	The Contractor shall open a trouble ticket and compile a list for each End-User service affected by the common cause. Each End-User service is out of service from the first notification until the Contractor determines the End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.
Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option	(7X24)
Converged Services, Internet Dedicated Dial IP Access Network (DAN) Flat Rate	<b>Objectives</b> Less than 15 minutes
Converged Services, IP Telephony Business Line Services	<b>Immediate Rights and Remedies</b> Senior Management Escalation Process 100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 3 fault
Converged Services, Internet Dedicated Access (IDA) Service	<b>Monthly Rights and Remedies</b> N/A
Converged Services, IP Flexible T1 Service	

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.7 Round Trip Transmission Delay (M)

Services	Round Trip Transmission Delay
<p>Converged Services, IP and Network IP Transport Services</p> <p>Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option</p>	<p><b>Definition</b></p> <p>Average round trip transfer delay measured from Contractor's to Customer hand off (CCH) to the remote CCH and back</p> <p><b>Measurement Process</b></p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data transfer delay is below the committed level. DTS/ONS shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The problem requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>(7x24)</p> <p><b>Objectives</b></p> <p>IP Transport for Converged Services:</p> <p>56Kbps – 1.536Mbps 64 byte ping: &lt;120ms 1000 byte ping: &lt;400ms</p> <p>1.792Mbps – 40Mbps 64 byte ping: &lt;60ms 1000 byte ping: &lt;120ms</p> <p>40Mbps and above 64 byte ping: &lt;65 ms 1000 byte ping: &lt;110 ms</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p>

Services	Round Trip Transmission Delay
	Monthly Rights and Remedies N/A

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

#### 6.3.14.2.8 One-Way Transmission Delay (M)

Services	One-Way Transmission Delay
Hosted Standalone IP Telephony Services	<b>Definition</b> Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff ("CCH to CCH").
Converged Services, IP Telephony Services	<b>Measurement Process</b> End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data transfer delay fails to meet the committed level. The problem requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.  This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days. (7x24) <b>Objectives</b> less than 130 ms one way

Services	One-Way Transmission Delay
	<p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.9 Jitter (M)

Services	Jitter
Hosted Standalone IP Telephony Business Line Services	<p><b>Definition</b></p> <p>Variations in transfer delay measured from the CCH to the remote CCH.</p>
Converged Services, IP Telephony Business Line Services	<p><b>Measurement Process</b></p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards (calculations defined in: IETF RFC 3550 RTP, RFC 3611 RTP), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p>
Converged Services, IP Flexible T1 Service	<p>This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days (7x24)</p> <p><b>Objectives</b></p> <p>Less than 15 ms</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.9.1 Jitter - IDA

Services	Jitter - IDA
<p>Converged Services  Internet Dedicated  Access (IDA)  Service</p>	<p><b>Definition</b></p> <p>Also known as delay variation, Jitter is defined as the variation or difference in the end-to-end delay between received packets of an IP or packet stream. Verizon's North American Network jitter performance will not exceed 1 milliseconds between Verizon-designated inter-regional transit backbone network routers Hub Routers in the contiguous U.S..</p> <p><b>Measurement Process</b></p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the jitter exceeds the committed level. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS Tickets shall not count in availability measurements unless and until the End-User reports service as unusable for its intended use.</p> <p>Jitter shall be measured by averaging sample measurements taken during a calendar month between Hub Routers The problem requires timely verification, consistent with industry Standards by Verizon Business.</p> <p>(7x24)</p> <p><b>Objectives</b></p> <p>1 ms US</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p>

Services	Jitter - IDA
	<p>Monthly Rights and Remedies</p> <p>N/A</p>

6.3.14.2.9.2 Latency - IDA

Services	Latency - IDA
<p>Converged Services Internet Dedicated Access (IDA) Service</p> <p>Converged Services, Internet Dedicated Dial IP Access Network (DAN)</p>	<p><b>Definition</b></p> <p>Verizon’s U.S. Latency SLA provides for average round-trip transmissions of 45 milliseconds or less between Verizon-designated inter-regional transit backbone routers (“Hub Routers”) in the contiguous U.S.</p> <p>Verizon’s Transatlantic Latency SLA provides for average round-trip transmissions of 90 milliseconds or less between a Verizon Hub Router in the New York metropolitan area and a Verizon Hub Router in the London metropolitan area.</p> <p><b>Measurement Process</b></p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data transfer delay is below the committed level. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>Latency is calculated by averaging sample measurements taken during a calendar month between VZ Internet Hub Routers. The problem requires timely verification, consistent with industry Standards by Verizon Business.</p> <p>(7x24)</p> <p><b>Objectives</b></p> <p>45 ms US</p> <p>90 ms between New York and London</p>

Services	Latency - IDA
	<p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

6.3.14.2.10 Packet Loss (M)

Services	Packet Loss
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>Converged Services, IP and Network IP Transport Services</p> <p>Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option</p> <p>Converged Services, IP Telephony Business Line Services</p> <p>Converged Services, IP Flexible T1 Service</p>	<p><b>Definition</b></p> <p>Packet loss is measured from Contractor’s hand off to Customer at each end of data channel.</p> <p><b>Measurement Process</b></p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data packet loss exceeds the committed level. The problem requires timely verification, consistent with industry Standards (e.g., protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days (7x24)</p> <p><b>Objectives</b></p> <p>0.5 percent maximum packet loss</p>

Services	Packet Loss
	<p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

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

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

Verizon understands and will comply with this requirement as specified.

**6.3.14.2.10.1 Packet Loss - IDA**

Services	Packet Loss - IDA
<p>Converged Services Internet Dedicated Access (IDA) Service</p> <p>Converged Services, Internet Dedicated Dial IP Access Network (DAN)</p>	<p><b>Definition</b></p> <p>Verizon offers both a North American and Transatlantic Network Packet Delivery SLA. Verizon's North American Network Packet Delivery SLA provides for a monthly packet delivery of 99.5% or greater between Verizon-designated Hub Routers in North America. The Transatlantic Network Packet Delivery SLA provides for a monthly packet delivery of 99.5% or greater between a Verizon-designated Hub Router in the New York City metropolitan area and a Verizon-designated Hub Router in the London U.K.) metropolitan area.</p>

Services	Packet Loss - IDA
	<p><b>Measurement Process</b></p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data packet loss exceeds the committed level. . Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS Tickets shall not count in availability measurements unless and until the End-User reports service as unusable for its intended use.</p> <p>Packet delivery is calculated based on the average of regular periodic measurements taken during a calendar month between Hub Routers. The problem requires timely verification, consistent with industry Standards by Verizon Business.</p> <p>(7x24)</p> <p><b>Objectives</b></p> <p>0.5 percent maximum packet loss</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

6.3.14.2.11 IP Contact Center Service Outage (M)

Services	IP Contact Center Service Outage
<p>Converged Services, Computer Telephone Integration (CTI) for IP Network Based ACD</p> <p>Converged Services, IP Network Based Automatic Call Distribution (ACD)</p> <p>Converged Services, IP Network Based Interactive Voice Response (IVR) System</p> <ul style="list-style-type: none"> <li>- Open Hosted IVR</li> <li>- IP Hosted Intelligent Contact Routing (HICR)</li> </ul> <p>Converged Services, IP Network Based Specialized Call Routing</p>	<p><b>Definition</b></p> <p>The loss of an IP Contact Center Service or identified feature at a single End-User location.</p> <p><b>Measurement Process</b></p> <p>The outage start shall be determined by either the application alarm/other fault indicator which automatically results in the opening of a trouble ticket by the contractor or the start shall be determined by the opening of a trouble ticket by the Customer, whichever occurs first. The Contractor shall identify each IP Contact Center service/identified feature affected as a result of the outage. Each impacted IP Contact Center service/identified feature shall be considered unavailable from the first notification until the Contractor determines the IP Contact Center service/identified feature is restored. Any IP Contact Center service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p><b>Objectives</b></p> <p>Less than 4 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service/identified feature not meeting the per occurrence objective for a single IP Contact Center Service Outage</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

**6.3.14.2.12 Excessive Outage (M)**

Services	Excessive Outage
Hosted Standalone IP Telephony Business Line Services	<p><b>Definition</b></p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than twelve hours.</p>
Hosted Standalone IP Telephony Voice Mail Services	<p><b>Measurement Process</b></p> <p>The service is unusable during the time the trouble ticket is reported as opened until restoration of the 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.</p>
Hosted Standalone IP Telephony Audio Conferencing (includes WebEx)	<p>(7 x 24)</p>
Converged Services, IP and Network IP Transport Services	<p><b>Objectives</b></p> <p>Less than 12 hours</p>
Converged Services, IP and Network IP Transport – Multicast Service	<p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation</p>
Converged Services, Secure Gateway Services – Universal Port	<p>Customer may request from Contractor an Excessive Outage restoration briefing.</p> <p>100 percent of the TMRC per occurrence and 2 days of any applicable AMUC-for each service out of service greater than 12 hours.</p>
Converged Services IP, and Network IP Transport Services – Additional Router IOS Encryption Option	<p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>
Converged Services, Internet Dedicated Dial IP Access Network (DAN)	
Converged Services, IP Telephony Business Line Services	
Converged Services, Internet Dedicated Access (IDA) Service	
Converged Services, IP Flexible T1 Service	
Converged Services, IP Telephony Voice Mail Services	

Services	Excessive Outage
Converged Services, Managed IP Audio Conferencing (includes WebEx)	
Converged Services, IP Network Based Automatic Call Distribution (ACD)	
Converged Services, IP Network Based Interactive Voice Response (IVR) System (includes Open Hosted IVR, IP Hosted Intelligent Contact Routing (HICR))	
Converged Services, IP Network Based Specialized Call Routing	
Converged Services, Computer Telephone Integration (CTI) for IP Network Based ACD	
Converged Services, Managed IP Video Conference Services	
Converged Services, Unified Messaging	

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

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

Verizon understands and will comply with this requirement as specified.

6.3.14.2.13 Notification (M)

Services	Notification
<p>All Services as listed in Module 3</p>	<p><b>Definition</b></p> <p>The Contractor notification to DTS/ONS in the event of a Catastrophic Outage, network failure, terrorist activity, or threat of natural disaster, which results in a significant loss of telecommunication services to CALNET II End-Users or has the potential to impact services in a general or statewide area.</p> <p><b>Measurement Process</b></p> <p>The Contractor shall invoke the notification process for all CAT 1, CAT 2, and CAT 3 Outages or network outages resulting in significant loss of services. The Contractor shall notify DTS/ONS via the Contractor's automated notification system.</p> <p>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.</p> <p><b>Objectives</b></p> <p>Within 30 minutes of a CAT 1, CAT 2, or CAT 3 failure, the Contractor shall notify general stakeholders (as determined by DTS/ONS) via the Contractor's automated notification system.</p> <p>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.</p> <p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

**6.3.14.2.13.1 Proactive Notification SLA – Managed Router and Managed LAN Service**

Services	Proactive Notification
<p>Converged Services, IP and IP Network Transport Managed Router Service</p> <p>Converged Services, IP Telephony Business Line Services - Managed LAN Service</p>	<p><b>Definition</b>  The proactive outage notification SLA provides credits if Verizon fails to notify Customer of an Outage by electronic means (e.g., pager or e-mail)</p> <p>An Outage is defined as an unscheduled period in which the Customer Device is interrupted and unavailable for use by Customer for sixty (60) seconds. Or more then 60 cumulative seconds within a 15-minute period measured by Verizon.</p> <p><b>Measurement Process</b>  The outage duration start shall be determined by the first network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Verizon has fifteen (15) minutes to notify Customer’s primary point of contact from the start point of the Notification Period. Verizon is in compliance with the proactive outage notification SLA if the Customer opened the trouble ticket or contacts Verizon within the Notification Period. Verizon will provide the ticket number and an initial status.</p> <p><b>Objectives</b>  15 Minutes</p> <p><b>Immediate Rights and Remedies</b>  Customer will receive a credit equal to ten percent (10%) of the monthly recurring charge for each Managed Service that was impacted during an Outage that was not properly notified by electronic means (e.g., pager or e-mail).</p> <p>End-User Escalation Process  DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b>  N/A</p>

**6.3.14.2.14 Provisioning (M)**

<b>Services</b>	<b>Business Days</b>	<b>Provisioning</b>
Hosted Standalone IP Telephony Business Line Services (includes Hosted Standalone IP Telephony Voice Mail functionality and Hosted Standalone IP Telephony Audio Conferencing (includes WebEx) functionality)	Managed Project	<p><b>Definition</b></p> <p>Provisioning shall be defined as new service, adds, moves, changes, reconfiguration and retermination, 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.</p> <p>Note: Provisioning timelines include extended demarcation, wiring, when appropriate.</p> <p><b>Measurement Process</b></p> <p>Individual Service Order:</p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/system.</p> <p>Monthly Average Percentage by Service Type:</p> <p>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 on any reconfiguration or retermination 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.</p> <p><b>Objective</b></p> <p>Individual Order:</p> <p>Service/Transport as appropriate provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type:</p> <p>Greater than 95 percent</p> <p><b>Immediate Rights and Remedies</b></p> <p>Individual Order:</p>
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Day	
Hosted Standalone IP Telephony Audio Conferencing (includes WebEx) Scheduling	4 hours	
Inside Wiring Services	Contracted Service Project Work – Section 6.3.12.1	
Converged Services, IP and Network IP Transport Services Port Speed: 56K- 1.5Mbps 1..792Mbps-3.3 Mbps 3.3Mbps up	20 days 30 days Managed Project	
Converged Services – IP and Network IP Transport Managed Router Service	45 Business Days	
Converged Services, IP and Network IP Transport – Multicast Service	Managed Project	
Converged Services, Secure Gateway Services – Universal Port	Managed Project	

<b>Services</b>	<b>Business Days</b>	<b>Provisioning</b>
Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option	Managed Project	50 percent of installation fee refunded to Customer for any missed due date.  End-User Escalation Process  DTS/ONS Escalation Process  <b>Monthly Rights and Remedies:</b> - 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.
Converged Services, Internet Dedicated Dial IP Access Network (DAN)	Managed Project	
Converged Services, IP Telephony Business Line Services (includes Converged Services, IP Telephony Voice Mail functionality and Converged Services, Managed IP Telephony Audio Conferencing (includes WebEx) functionality)	Managed Project	
Converged Services, IP Telephony Business Line Services – Managed LAN Service	45 Business Days	
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Days	
Converged Services, Internet Dedicated Access (IDA) Service		
T1 port	40 Business Days	
T3 port	60 Business Days	
OC3 and higher	Managed Project	

<b>Services</b>	<b>Business Days</b>	<b>Provisioning</b>
Converged Services, IP Flexible T1 Service		
T1 port	40 Business Days	
T3 port	60 Business Days	
OC3 and higher	Managed Project	
Converged Services, Managed IP Audio Conferencing (includes WebEx)Scheduling	4 hours	
Converged Services, IP Network Based Automatic Call Distribution (ACD)	Managed Project	
Converged Services, IP Network Based Interactive Voice Response (IVR) System (includes Open Hosted IVR, IP Hosted Intelligent Contact Routing (HICR))	Managed Project	
Converged Services, IP Network Based Specialized Call Routing	Managed Project	
Converged Services, Computer Telephone Integration (CTI) for IP Network Based ACD	Managed Project	
Converged Services, Managed IP Video Conference Services	4 hours	
Converged Services, Unified Messaging	Managed Project	
Low Voltage Simple Wiring Services	Contracted Service Project Work – Section 6.3.12.1	
Service Entrance	Contracted Service Project Work – Section 6.3.12.1	

<b>Services</b>	<b>Business Days</b>	<b>Provisioning</b>
Extended Termination	Contracted Service Project Work – Section 6.3.12.1	
Station Wiring	Contracted Service Project Work – Section 6.3.12.1	
Converged Services, Required Customer Premise Equipment	Managed Project	

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

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

Verizon understands and will comply with this requirement as specified.

6.3.14.2.15 Response Duration from Receipt of Order (M)

Services	Response Duration from Receipt of Order
All Services in Module 3	<p><b>Definition</b>  The interval for Contractor response to initial request from Customer when initiating a service request.</p> <p><b>Measurement Process</b>  The Response SLA shall be based on the Customer order submittal date when using either the STD 20 or the ordering system or the date the Contractor responds to the Customer. If the Contractor fails to schedule appointment with the Customer within the objective interval, then the Contractor shall be subject to the rights and remedies below.</p> <p><b>Objectives</b>  Next Business Day for Contractor response to initial request from Customer when initiating a service request.</p> <p><b>Immediate Rights and Remedies</b>  Escalation to Contractor’s Account Manager</p> <p><b>Monthly Rights and Remedies</b>  Review process with DTS/ONS</p>

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.17 Time To Repair (TTR) – Major

<p>Converged Services, IP and Network IP Transport Services</p>	<p><b>Definition</b></p> <p>A Major Fault shall be defined as five (5) or more physical circuit (DS-1 or higher speed) at the same address location affected by a common cause.</p> <p><b>Measurement Process</b></p> <p>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 circuit or service is unusable during the time the trouble ticket is recorded as opened in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24. 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.</p> <p><b>Objectives</b></p> <p>Less than 2 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>Failing to meet the SLA objective shall result in a 25 percent rebate of the TMRC per occurrence.</p> <p>End-User Escalation Process DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>
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6.3.14.2.18 Time To Repair (TTR) - Minor

Services	Time to Repair (TTR)-Minor
<p>Converged Services, IP and Network IP Transport Services</p>	<p><b>Definition</b></p> <p>A Minor Fault shall be defined as a trouble ticket opened with the Contractor's helpdesk on the loss of any circuit or service to a single End-User at a site. Service objectives will be based on access facility required to provide the service.</p> <p><b>Measurement Process</b></p> <p>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 circuit or service is unusable 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. 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.</p> <p><b>Objectives</b></p> <p>DS0=less than 5 hours  DS1=less than 4 hours  DS3=less than 2 hours  Ethernet=less than 4 hours  OCX=less than 3 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>Failing to meet the SLA Objective shall result in a 15 percent rebate of the TMRC per occurrence.  End-User Escalation Process  DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b>  N/A</p>

**6.3.14.3 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 3. Specific administrative responsibilities as described throughout this RFP Section 6.3 are included in this Section 6.3.14.3.

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

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

Verizon understands and will comply with this requirement as specified.

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

<b>Administrative Tools, Reports and Applications</b>	<b>Administration Fee Reports Delivery Intervals</b>
<p>DTS/ONS Detail of Services Billed Report by Agency 6.3.15.2.3</p> <p>DTS/ONS Detail of Services Billed Report by Service 6.3.15.2.2</p> <p>Receipt of Electronic Fund Transfer Notification</p>	<p><b>Definition</b></p> <p>The reports and electronic fund transfer notification include the total monthly administrative fee monies owed DTS/ONS.</p> <p><b>Measurement Process</b></p> <p>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.</p> <p><b>Objectives</b></p> <p>Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered.</p> <p><b>DTS/ONS Rights and Remedies</b></p> <p>0.5 percent of month's administrative fees shall be paid to DTS/ONS 61 calendar days from the end of each calendar month that a bill is rendered.</p> <p><b>Customer Rights and Remedies</b></p> <p>N/A</p>

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

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

Verizon understands and will comply with this requirement as specified.

**6.3.14.3.2 Invoicing Accuracy (M)**

<b>Administrative Tools, Reports and Applications</b>	<b>Invoicing Accuracy</b>
<p>Invoices for all proprietary products, services and features provided through CALNET II</p>	<p><b>Definition</b>                      Contractor to provide detailed and accurate invoices as stated in RFP Section 6.3.11</p> <p><b>Measurement Process</b>                      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.</p> <p><b>Objectives</b>                      100 percent invoice accuracy</p> <p><b>DTS/ONS Rights and Remedies</b>                      DTS/ONS Escalation Process</p> <p><b>Customer Rights and Remedies</b>                      Escalation to Contractor's Account Manager                      Escalation to DTS</p>

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

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

Verizon understands and will comply with this requirement as specified.

6.3.14.3.3 Report Delivery Intervals (M)

Administrative Tools, Reports, and Applications	Report Delivery Intervals
<p>Customer Inventory Report Section 6.3.16.5</p> <p>Service Level Agreement Reports Section 6.3.16.6</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.3.15.2.1</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.3.15.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.3.15.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.3.15.2.6</p> <p>Service Location Report Section 6.3.15.2.7</p> <p>General Customer Profile Information Section 6.3.15.2.8</p> <p>Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.3.17.1 and Section 6.3.17.2</p>	<p><b>Definition</b></p> <p>All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Section 6.3.16</p> <p><b>Measurement Process</b></p> <p>See the objectives below</p> <p><b>Objectives</b></p> <p>Deliver all reports within 3 Business Days of the mutually agreed or DTS/ONS designated Delivery Dates from Section 6.3.16</p> <p><b>DTS/ONS Rights and Remedies</b></p> <p>\$400 and \$100 per week thereafter for each report</p> <p><b>Customer Rights and Remedies</b></p> <p>Escalation to DTS/ONS</p>

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

**6.3.14.3.4 Tools and Report Implementation (M)**

<b>Administrative Tools, Reports, and Applications</b>	<b>Tools and Report Implementation</b>
<p>Public Web Site Section 6.3.16.1</p> <p>Private Web Site Section 6.3.16.2</p> <p>Customer Trouble Ticket Reporting and Tracking System Section 6.3.16.3</p> <p>Network Monitoring Application/Tool Section 6.3.16.4</p> <p>Customer Inventory Report Section 6.3.16.5</p> <p>Service Level Agreement Reports Section 6.3.16.6</p> <p>Fiscal Management Databases Section 6.3.15.2</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.3.15.2.1</p> <p>DTS/ONS Detail of Services Billed Report by</p>	<p><b>Definition</b></p> <p>All Contactors provided tools and reports shall be functioning and accepted by the State based on the implementation timeline.</p> <p><b>Measurement Process</b></p> <p>Within 45 Business Days after Contract award, the Contractor and DTS/ONS 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 the Contract award date.</p> <p><b>Objectives</b></p> <p>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 6.3.18.1 and agreed upon by DTS/ONS.</p> <p>Additional or replacement tools and reports shall be fully functional and accepted by the State by dates agreed upon by DTS/ONS and the Contractor.</p>

<b>Administrative Tools, Reports, and Applications</b>	<b>Tools and Report Implementation</b>
Service Section 6.3.15.2.2 DTS/ONS Detail of Services Billed Report by Agency Section 6.3.15.2.3 Trouble Ticket/SLS Credits Fiscal Report Section 6.3.15.2.4 DTS/ONS Service Order/Provisioning Fiscal Report Section 6.3.15.2.5 DVBE Tracking Fiscal Report Section 6.3.15.2.6 Service Location Report Section 6.3.15.2.7 General Customer Profile Information Section 6.3.15.2.8	<p><b>DTS/ONS Rights and Remedies</b></p> <p>\$1000 per tool/report on the first Business Day after due date and \$250 per week thereafter</p> <p><b>Customer Rights and Remedies</b></p> <p>N/A</p>

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

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

Verizon understands and will comply with this requirement as specified.

6.3.14.3.5 Tool Availability (M)

Administrative Tools, Reports, and Applications	Tool Availability
<p>Public Web Site Section 6.3.16.1</p> <p>Private Web Site Section 6.3.16.2</p> <p>Customer Trouble Ticket and Tracking System Section 6.3.16.3</p> <p>Network Monitoring Application/Tool Section 6.3.16.4</p> <p>Fiscal Management Database(s) Section 6.3.15.1</p>	<p><b>Definition</b></p> <p>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 7x24 x number of days in the month.</p> <p><b>Measurement Process</b></p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.3.14.2.2 shall apply.</p> <p>The Availability percent shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p> <p><b>Objectives</b></p> <p>100 percent Functional 90percent of the time for each tool, measured on a monthly basis.</p> <p><b>DTS/ONS Rights and Remedies</b></p> <p>\$400 per month, per tool</p> <p><b>Customer Rights and Remedies</b></p> <p>Escalation to DTS/ONS</p>

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

**6.3.14.4 Glossary of SLA Related Terms (M)**

The following SLA definitions apply to this Contract:

SLA	Definition
Availability percent	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
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 1 CAT 1	The total loss of service to 50 or greater End-Users at the same address.
Catastrophic Outage 2 CAT 2	A total 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.
Catastrophic Outage 3 CAT 3	The total loss of any service type on a network wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for more than twelve hours
IP Contact Center Service Outage	The total loss of an IP Contact Center Service at a single End-User location.
Jitter	Variations in transfer delay measured from Contractor to Customer hand-off to remote Contractor to Customer hand-off (CCH to CCH).
Mean Time to Respond	The time it takes the Contractor to call back the Customer acknowledging receipt of the trouble ticket or incident report by the Contractor helpdesk personnel.
Packet Loss	Packet loss measured from Contractor's hand off to Customer at each end of data channel.
Response Duration from Receipt of Order	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 maintenance or scheduled upgrades
Total Monthly Recurring Charges (TMRC)	The monthly recurring charges for the transport and service. All charges that comprise the total monthly reoccurring cost per service.

SLA	Definition
Transmission Delay	Round trip: the average round trip transfer delay measured from Contractor to Customer Hand-Off One way: the average one way transfer delay measured from Customer Hand-Off
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:*

Verizon understands and will comply with this requirement as specified.

## Section 6.3 Internet Protocol Services – MODULE 3

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