

STATE OF CALIFORNIA
STANDARD AGREEMENT AMENDMENT
 STD. 213 A (Rev 2/12)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

40

Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-22 (DTS 06E1392)	18
REGISTRATION NUMBER	

1. This Agreement is entered into between the State Agency and Contractor named below:
 STATE AGENCY'S NAME
 California Technology Agency (Formerly Office of the State Chief Information Officer (OCIO))
 CONTRACTOR'S NAME
 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

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

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

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

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

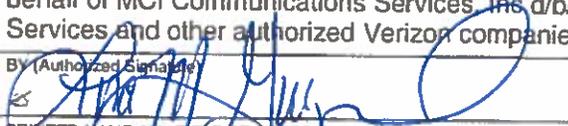
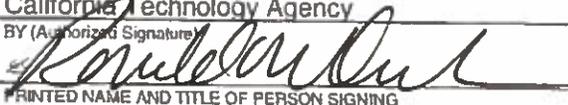
From: Department of General Services
 To: California Technology Agency

All references to Department of General Services (DGS) are hereby deleted within this contract and superseded by California Technology Agency, Office of Telecommunications Procurement, 3101 Gold Camp Dr., Rancho Cordova, CA 95670-9574

Continued on the next page.

This Agreement is effective March 1, 2012 or upon California Technology Agency 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.

CONTRACTOR		CALIFORNIA TECHNOLOGY AGENCY Use Only 
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)		
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		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
	6/21/13	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Lisa M. Guignard, Director-Pricing/Contract Management		
ADDRESS		
22001 Loudoun County Parkway, Ashburn, VA 20147		
STATE OF CALIFORNIA		
AGENCY NAME		
California Technology Agency		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
	7/1/13	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Steve Rushing, Deputy Director, Office of Technology Services - STND		
ADDRESS		
P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810		
		<input type="checkbox"/> Exempt per.

Continuation

STD 213A Standard Agreement 5-06-58-22 (DTS 06E1392) Amendment 18

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

A. This Amendment is being submitted for your approval for clarification of Attachments and correction of an Exhibit as follows:

1. 6.3.2.1 Hosted Standalone IP Telephony Business Line Services, Attachment 3 has been modified to include the following in the Feature Description:

- “Basic IP Telephone 2 Line Instrument” addition in the Feature Description, page 1

Replace Attachment 3 Section 6.3.2.1 (Pages 1-17) with amended section (Pages 1-17).

Replacement pages containing the modified language are attached hereto for insertion in the Agreement and are identified with the following statement:

“Revised: MSA 3 Amendment No. 18.”

2. 6.3.5.3 Converged Services, IP Network Based Specialized Call Routing, Attachment 3 has been modified to include the following sentence on page 1:

- Addition of “The Next Generation services contained in this section can only be ordered as whole service and cannot be unbundled”, page 1.

Replace Attachment 3 Section 6.3.5.3 (Pages 1-17) with amended section (Pages 1-17).

Replacement pages containing the modified language are attached hereto for insertion in the Agreement and are identified with the following statement:

“Revised: MSA 3 Amendment No. 18.”

3. Appendix B-3, Model Contract Language, Module 3, Exhibit A-2 Authorization to Order Under State Contract, has been modified to correct the URL:

- The url www.stnd.dts.ca.gov has been corrected and changed to <http://www.otech.ca.gov/stnd/calnet-ll/calnetll.asp>, page 1

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

Replacement pages containing the modified language are attached hereto for insertion in the Agreement and are identified with the following statement:

“Revised: MSA 3 Amendment No. 18.”

B. Amendment Summary:

- **What is this amendment about?**

6.3.2.1 Hosted Standalone IP Telephony Business Line Services, Attachment 3 has been modified to include a new feature description for Basic IP Telephone 2 Line Instrument, 6.3.5.3 Converged Services, IP Network Based Specialized Call Routing, Attachment 3 has been modified to include the addition of "The Next Generation services contained in this section can only be ordered as whole service and cannot be unbundled", and Appendix B-3, Model Contract Language 3, Exhibit A-2 Authorization to order Under State Contract, has been modified to correct the URL.

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

This contract is being amended to modify and add the feature descriptions for Basic IP Telephony 2 Line Instrument and the "Next Generation bundled service" description in attachment 3 and also to change a URL for customer reference to access the online ATO form.

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

This is an Administrative Amendment Verizon Business is submitting for clarification of attachments and correction of an exhibit.

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.

The Next Generation services contained in this section can only be ordered as whole service and cannot be unbundled.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Converged Service, IP Network Based SCR</p>	<p>IPRP0000</p>	<p>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</p>	

Revised: MSA 3 Amendment No. 18 - 6.3.5.3 Converged Services, IP Network Based Specialized Call Routing

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
		using personal caller data such as ANI, DNIS, caller-entered digits, caller demographics, or event-level agent and traffic information received from each contact center.	
Historical Database Service	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.
Administrative Workstation Software		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 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
CA Next Generation 9-1-1 Emergency Telephone Service			
Automatic Location Information Management Service			
Automatic Location Information (ALI) Management Service	ALIM0000	Automatic Location Information (ALI) Management Services are provided on the basis of per Telephone Number, (TN) or number of records in the ALI database for the requested serving area. The ALI Management Services provide a complete solution for 9-1-1 data management, including a customer service agent and single point of contact for the provisioning and delivery of E9-1-1 services. ALI Management Services include receiving Service Order Input (SOI) records from the TSPs, systematically validating such records against the Verizon managed Master Street Address Guide (MSAG), correcting records that are not MSAG valid, and updating the validated TN record	

Revised: MSA 3 Amendment No. 18 - 6.3.5.3 Converged Services, IP Network Based Specialized Call Routing

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
		<p>updates to the ALI system. As part of ALI Management Services, XML ALI will be delivered via the Emergency Service Management Interface (ESMI) to each PSAP's Call Handling equipment (CPE). For legacy PSAP Call Handling equipment, Verizon will also support ALI delivery in a conventional ALI format. Verizon will provide three authorized users access with tokens to a web-based service for accessing NG 9-1-1 Routing and ALI Management reports. This service also allows the report data to be exported into an Excel format for customers to create their own reports on-line up to 12 months. Verizon will also provide PSAPs, county/municipal coordinators and TSPs with a web-based service to manage wireline</p>	

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
		<p>ALI discrepancies and MSAG records and view, extract and request changes to TN and MSAG records in the NG 9-1-1 Service Area. Customer is responsible for connections in and out of the NG 9-1-1 ingress/egress Points of Presence.</p>	
<p>Web Based Reporting Enhanced Service</p>	<p>ALWB0000</p>	<p>Web Based Reporting Enhanced Service is provided for a one time fee per account for enhanced query and graph tools. Custom metrics reports and graphs are maintained and can be accessed on-line for a rolling 12 month period. Custom reporting metrics can be daily, weekly, monthly and in some cases annual. Three (3) authorized users access with tokens are provided with this line item and cannot be shared between users.</p>	

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
Additional Customer MSAG Database Testing and Validation Telephone Number Service	ALTN0000	Automatic Location Information (ALI) Management service includes up to three (3) customer data validations with the standard service per NG 9-1-1 customer. Data testing and validation service is part of the data verification process, and if after 3 data tests and validations the TN match rate does not reach the 98% threshold. This will become a managed project with a defined scope of work.	
Web Based Reporting Service Additional Users	ALUA0000	Additional Users accounts will be set up and configured for the NG 9-1-1 emergency response reporting service.	
Replacement Service Tokens	ALRP0000	Verizon will provide replacement Secure ID service tokens for remote access for existing user accounts. This would cover damaged, lost or stolen service tokens.	

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
ALI Steering Service for Wireline Calls	ALSW0000	This per database service is required to receive ALI information for transferred emergency response calls when wireline TN records are not dual-loaded into each neighboring ALI pair. With this service, Verizon will establish ALI to ALI communications in support of any of the following types of steering via the PSAP ALI Message (PAM) interface: Function of Code R (FOC-R) Steering, Trunk Steering, TN Range Steering or No Record Found Steering.	
Emergency Request Routing Service			
NG 9-1-1 Managed Core Services	NXGI0000	The managed core services provide NG 9-1-1 functionality across the points of interface for wireline, wireless, and VoIP providers.	

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
NG 9-1-1 Configuration Services	NXGI0001	Configuration services to integrate the legacy providers to the IP NG 9-1-1 Core Services Platform and to load database MSAG records as well as wireless data to route calls and present data to the PSAP.	
NG 9-1-1 System Deployment Services	NXGI0002	NG 9-1-1 System Deployment Services provides the transition services from the legacy providers to the IP NG 9-1-1 applications.	
NG 9-1-1 Activation Service	NXGI0003	NG 9-1-1 Activation Service for the NG 9-1-1 Regional Gateway services provides the transition services from the legacy providers to the IP NG 9-1-1 applications.	

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
<p>NG 9-1-1 Service Guide and Test Plan Activation Services</p>	<p>NXGI0004</p>	<p>The NG 9-1-1 Service Guide will describe all required elements identifying the locations of all core service platforms, call routing and data presentation formats to the PSAP. The Service Guide will document the acceptance criteria for a successful implementation. All elements of wireline, wireless and VoIP call processing will be tested to ensure accurate delivery of all 9-1-1 calls.</p>	

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
<p>Emergency Request Routing Service</p>	<p>EMRS0000</p>	<p>This service uses an Internet Protocol (IP) based infrastructure to route emergency requests from end users to the appropriate PSAP. The Multi Protocol Label Switching (MPLS) service connectivity used for this service is dedicated and VPN based to provide reliability and security. All Management Service is required. Verizon MPLS connectivity is required and is purchased separately.</p> <p>This price will be recalculated annually (July 1st) using the formula below*. This process will be documented in the managed project scope of work and initiated by the State.</p> <p>*Current wireline TN count X current TN rate (not to exceed .012) / number of state</p>	

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
		funded call taking positions. This telephone number (TN) count may drop over time with the decrease of wireline telephone numbers in service.	

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
<p>Emergency Request Routing Service Wireless Routing</p>	<p>EMWR0000</p>	<p>This service enables non Request for Assistance Interface (RAI) compliant CPE to support wireless routing and delivery of wireless emergency response calls from wireless Mobile Switching Centers (MSCs) to PSAPs over an IP network. This service includes the provisioning services for Wireless Routing and the activation of the PSAP Media Gateways and NG 9-1-1 PSAP systems. Verizon will provide the NG 9-1-1 PSAP service at each NG 9-1-1 Customer Facility. Verizon Multi Protocol Label Switching (MPLS) connectivity is required and is purchased separately.</p>	

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
Routing Port Service Charges	ERPC0000	This service provides Regional Gateway (RGW) connectivity to the NG 9-1-1 Routing network.	
Routing PRI Service Port Charges	ERPB0000	This service provides Primary Rate Interface (PRI) Regional Gateway (RGW) connectivity to the NG 9-1-1 Routing network.	
Site Survey and LAN Assessment Service	ESVY0000	This is a one time per site service charge to conduct a site survey and detailed LAN assessment before ordering and installation. Each PSAP facility has unique environments that must be identified.	
Additional PSAP Gateway Manager (PGM) Service	EPGM0000	This service provides additional PSAP Gateway Manager (PGM) service capability at the PSAP which converts IP to CAMA trunking into the PSAP CPE. PGM service is included in the Routing rate for PSAPs with up to eight (8) Trunks.	

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
Emergency Response Services			
Emergency Response Call Handling Service	ERCH0000	Emergency Response Call Handling Service provides a hosted call handling service, including a highly-available, redundant, IP distribution network. Emergency Response Service includes local PSAP dispatch functionality, MIS detailed management information services, built-in Automatic Call Distribution (ACD) service, and a secure intra-PSAP LAN functionality. LAN infrastructure must either be provided by the customer or can be provided by Verizon under MSA 4 6.4.6.1.2.	
Emergency Response Information Logging Service	ERCL0000	Emergency Response Information Logging Service provides long term information recorder and replay services. The hosted service will passively tap each and record the composite information.	

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
<p>Emergency Response Monitor Service</p>	<p>ERMN0000</p>	<p>Emergency Response Monitor Service provides real time Agent and Queue status as well as summary status of all queue information for all 9-1-1 media in process by the Verizon PSAP. For PSAPs who have opted for integrated map viewer capability, it provides a real-time dashboard display of 9-1-1 media activity for all 9-1-1 media in process. Emergency Response Monitor Service can also be used to display 9-1-1 media activity for multiple PSAPs if a single 9-1-1 database is configured for all Customer PSAPs. Verizon will work with each Customer to agree on and implement the Emergency Response Monitor Service configuration.</p>	

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
<p>Emergency Response Integrated MAP Viewer Service</p>	<p>ERMP0000</p>	<p>Emergency Response Integrated Map Viewer Service is a dedicated public safety map viewer service that provides automatic display and management of 9-1-1 media. Emergency Response Integrated Map Viewer Service allows agency personnel to locate callers and direct emergency responses quickly and accurately. Emergency Response Integrated Map Viewer Service provides enhanced support of Wireless E9-1-1 calls.</p>	
<p>Emergency Response Professional Services</p>	<p>PSPC0000</p>	<p>Service fees would apply to engage a NG 9-1-1 certified Field Engineer for certain types of reconfiguration services; for example, a PSAP consolidation or for certain types of 9-1-1 profile changes after the deployment phase.</p>	

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

Applicable Service Level Agreements:

- Availability - Automatic Location Information Management Service
- NG 9-1-1 Call Delivery - Emergency Request Routing Service
- Catastrophic Outage
- Provisioning

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Service Identifier: Hosted Standalone IP Telephony Business Line Service - Hosted IP Centrex (HIPC)

Description of the Service: Verizon's Hosted IP Centrex (HIPC) Service is available throughout the entire State of California. The HIPC Service is deployed in geographically diverse locations to provide redundancy and survivability.

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
Hosted IP Telephony Business Line Service - Hosted IP Centrex (HIPC)	IBBL0000	Full, turnkey Hosted IP Centrex (HIPC) service, including the following features: Basic IP Telephone 2 Line Instrument Call Transfer Call Park Call Pickup Conference Call Hold Call Forward – Busy Don't Answer Call Forward – All Calls Hunt Groups Multi Line Appearance Speed Dial Redial Message Waiting Indicator Auto Attendant Four-digit extension	Requires Site Survey by Verizon prior to submission of order under the provisions of the Managed Project Work SLA. Provisioning timeframes will be established under the provisions of Managed Project Work.

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		dialing Conference Bridge Caller ID Group Pickup Web Directory Directory Phone Display 900 Blocking Alternate Numbers Anonymous Call Rejection Authentication Blind Call Transfer Call Blast Personal Call Forwarding-Multi Phone Call Forwarding-No Answer Call Forwarding Selective Call Notify Call Pickup-Directed with Barge-In Call Return Call Screening Call Waiting Calling Line ID Blocking Calling Line ID Blocking per Call Cancel Call Waiting/Call Waiting per Call	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Communication Manager Distinctive Alert/Ringing Do Not Disturb Find Me Flash Call Hold LDAP Directory Integration Loudspeaker Paging Multi-path Forwarding Music on Hold Outbound Caller ID Outlook Integration Personalized Name Recording Phone List Group Phone List Personal Phone List Call Log Priority Alert/Ringing Private Dial Plans PS/ALI Ring Splash Selective Call Acceptance Selective Call Rejection Selective Call Appearance Selective Call	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Rejection Telephony User Interface	
Off-Net Toll	IONT0000	Verizon HIPC service routes call traffic off of the IP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico. This is accomplished using PSTN gateways hosted within the network, further enabling the converged VoIP service.	
Off-Net Toll Free	IOTF0000	The Hosted Standalone IP Telephony service allows CALNET II customers to receive off-net toll free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico.	
Additional Line Appearances	IAAP0000	Provides additional Line Appearance for multi-line phones.	
Account Codes	IACD0000	Enables the tracking of calls made outside of the location by prompting subscribers for an account code.	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Attendant Console	IACN0000	The web-based Attendant Console enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers. All must be built under the same location as the Attendant. The Attendant Console graphically displays subscribers status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window is integrated with the Communication Manager, thereby enabling the attendant to perform functions such as click-to-transfer or click-to-dial.	
Authorization Codes	IATC0000	Prompts subscribers for an authorization code when making calls outside of the location. Calls will not be connected unless a valid code is entered.	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Block of DID Numbers	IDID0000	Used to reserve additional blocks of DID numbers for future requirements (20 per Block).	One DID is included in Basic HIPC Package
Virtual FX (per line)	IVFX0000	Inbound Only: CALNET II customers can use Virtual FX as an inbound-only application using Direct Inward Dialing (DID) to set up one or more virtual locations and permanently forward incoming calls to another physical hub location. This means that a CALNET II customer may have local DIDs in a variety of cities but have one central location where all of those incoming calls are terminated.	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Auto Attendant (per instance)</p>	<p>IAPI0000</p>	<p>The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to six configurable extensions (e.g., 1 = Marketing, 2 = Sales, etc.). Configuration via the Verizon Customer Center Administrator Dashboard web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed.</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Remote Office	IROF0000	<p>Enables subscribers to access and use their VoIP service from any end point, on-net or off-net (e.g., home office, mobile phone). This service is especially useful for teleworkers and mobile workers, as it enables them to use all of their Communication Manager features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from VoIP, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set-up by the administrator.</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>HIPC User Premium Support Services</p>	<p>HIPC0001</p>	<p>Verizon offers post implementation supplemental User Premium Support Services for change management assistance. Customers have the option to manage their own User profiles through the HIPC User Portal. HIPC User Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP User interface. Features that Verizon can assist for User level</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		include Voicemail Set Up, Call Blast, Call Forwarding Always/ Busy/ No Answer/ Selective, Call Notify, Calling Line ID Delivery Blocking, Remove Call Waiting, Communication Manager Express, Directed Call Pickup, Transfer assistance, Voicemail assistance, Selective Call Acceptance/Rejection, and Speed Dial. Charges will apply on a per feature change.	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>HIPC Administrator Premium Support Services</p>	<p>HIPC0002</p>	<p>Verizon offers post implementation supplemental Administrator Premium Support Services for change management assistance. Customers have the option to manage their own Administrator profiles through the HIPC Administrator/Enterprise Portal. HIPC Administrator Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP Administrator</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>/Enterprise interface. Features that Verizon can assist for Administrator level include Uploading auto attendant custom greeting, Upload music hold, Hunt groups, Series Completion, Subscriber Management add/modify, Email address changes in Verizon Enterprise Center (VEC) / Password Reset Activity, Shared call Appearance, Remote office, and Attendant console. Charges will apply on a per feature change.</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>HIPC Enterprise Premium Support Services</p>	<p>HIPC0003</p>	<p>Verizon offers post implementation supplemental Enterprise Premium Support Services for change management assistance. Customers have the option to manage their own Enterprise profiles through the HIPC Administrator/Enterprise Portal. HIPC Enterprise Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP Administrator /Enterprise</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>interface. Features that Verizon can assist for Enterprise level include Adding International calling (configure special access for incoming/outgoing calling plans, Authorization codes or account codes, Add/Modify feature packages, Add/Modify prefix plans and Location directory (LDAP). Charges will apply on a per feature change.</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Deviceless Subscriber</p>	<p>HIPC0004</p>	<p>Deviceless Subscriber is an optional feature available to installed HIPC locations that allows an additional HIPC user line without an assigned SIP end point. Deviceless Subscriber requires at least one of the following optional features which includes Remote Office or Voice Mail. This also excludes the required DID number charge. The following features are included with Deviceless Subscriber as follows: Anonymous Call Rejection to reject callers who have blocked their caller ID, Call Forwarding to redirect incoming calls, Call log to view missed or received, Call Notify to provide text or e-mail notification of incoming calls, Do Not Disturb to appear busy and send calls to an alternate location,</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Selective Call Acceptance/Call Rejection to screen incoming calls, Caller ID to view caller identification, Voice Messaging to send calls to voicemail (requires voicemail), Locate Me "Find Me Follow Me" to ring multiple phones sequentially and Simultaneous Ring "Call Blast" to ring multiple phones simultaneously.	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Applicable Service Level Agreements:

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

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 <http://www.otech.ca.gov/std/calnet-II/calnetII.asp>.

_____ ("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: _____

