

STATE OF CALIFORNIA
STANDARD AGREEMENT AMENDMENT
 STD. 213 A (Rev 6/03)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

Pages _____

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-22 (DTS 06E1392)	6
REGISTRATION NUMBER	
17600508302519.6	

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

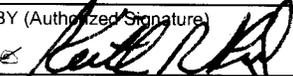
STATE AGENCY'S NAME	Department of Technology Services
CONTRACTOR'S NAME	MCI Network Services, Inc. or MCI Financial Management, Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies
2. The term of this Agreement is 1/30/2007 through 1/29/2012
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. Replace the following pages:
 - i. Final Proposal, Section 6.3 Internet Protocol Services – MSA 3 Table of Contents (i-v) with amended section (i-v)
 - ii. Attachment 3–Section 6.3.4.3 Converged Services, IP Telephony Business Line Services (1-8) with amended section (1-24)
 - iii. Attachment 4–Section 6.3.4.3 Converged Services, IP Telephony Business Line Services (1-2) with amended section (1-7)
 - iv. Attachment 3–Section 6.3.3.8 Converged Services, IP and Network IP Transport Services (1-5) with amended section(1-57)
 - v. Attachment 4–Section 6.3.3.8 Converged Services, IP and Network IP Transport Services (1-5) with amended section (1-23)
 - vi. Final Proposal, MSA 3, Volume 1–Section 6.3.14 Service Level Agreements (SLA's) (328-369) with amended section (328-376)

This Agreement is effective upon the start date, or 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.

CONTRACTOR

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

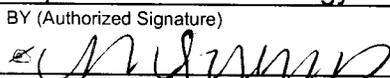
BY (Authorized Signature) 	DATE SIGNED (Do not type) 5/6/08
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PRINTED NAME AND TITLE OF PERSON SIGNING
 Keith R. Puls, Vice President Sales

ADDRESS
 112 Lakeview Canyon Road, Thousand Oaks, CA 91362

STATE OF CALIFORNIA

AGENCY NAME
 Department of Technology Services

BY (Authorized Signature) 	DATE SIGNED (Do not type) 5/12/08
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PRINTED NAME AND TITLE OF PERSON SIGNING
 M. Scruggs, Chief, Administrative Services Branch

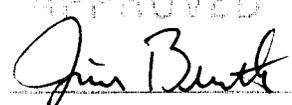
ADDRESS
 P.O. Box 1810, MS 304, Rancho Cordova, CA 95741-1810

CALIFORNIA
 Department of General Services
 Use Only

**GENERAL SERVICES
 LEGAL SERVICES**

8/12/08

APPROVED



8/13/08

Exempt per:

Section 6.3 Internet Protocol Services – MODULE 3

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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
IP Transport at a minimum (1 end point): 56 Kbps 128 Kbps 384 Kbps 512 Kbps 640 Kbps 768 Kbps 896 Kbps 1.024 Mbps 1.152 Mbps 1.280 Mbps 1.408 Mbps 1.536 Mbps 1.792 Mbps 2.048 Mbps 2.304 Mbps 2.560 Mbps 2.816 Mbps 3.072 Mbps 3.328 Mbps 3.584 Mbps 3.840 Mbps 4.096 Mbps 4.352 Mbps	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
4.608 Mbps	IPTK4608		
4.864 Mbps	IPTK4864		
5.120 Mbps	IPTK5120		
5.632 Mbps	IPTK5632		
6.144 Mbps	IPTK6144		
6.656 Mbps	IPTK6656		
7.168 Mbps	IPTK7168		
7.680 Mbps	IPTK7680		
8.192 Mbps	IPTK8192		
8.704 Mbps	IPTK8704		
9.216 Mbps	IPTK9216		
9.768 Mbps	IPTK9768		
11 Mbps	IPTM0011		
12 Mbps	IPTM0012		
13 Mbps	IPTM0013		
14 Mbps	IPTM0014		
15 Mbps	IPTM0015		
16 Mbps	IPTM0016		
17 Mbps	IPTM0017		
18 Mbps	IPTM0018		
19 Mbps	IPTM0019		
20 Mbps	IPTM0020		
21 Mbps	IPTM0021		
22 Mbps	IPTM0022		
23 Mbps	IPTM0023		
24 Mbps	IPTM0024		
25 Mbps	IPTM0025		
30 Mbps	IPTM0030		
35 Mbps	IPTM0035		
40 Mbps	IPTM0040		
45 Mbps	IPTM0045		
155 Mbps	IPTM0155		
622 Mbps	IPTM0622		
2.5 Gbps	IPTG0025		
10 Gbps	IPTG0010		
VPLS	VPLS0000		

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
Private IP Port Only: 56/64 KB 128 KB 256 KB 384 KB 512 KB 768 KB 1.024 Mbps 1.536 Mbps 3.072 Mbps 4.608 Mbps 6.144 Mbps 7.680 Mbps 9.216 Mbps 10.752 Mbps 12.288 Mbps 19.800 Mbps 44.736 Mbps 155.52 Mbps (OC3) 622.08 Mbps (OC12) 2,488 Mbps (OC48) 9,953.28 Mbps (OC192) Ethernet 1 Mbps 2 Mbps 3 Mbps 4 Mbps 5 Mbps 6 Mbps 7 Mbps 8 Mbps 9 Mbps 10 Mbps	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
15 Mbps 20 Mbps 25 Mbps 30 Mbps 35 Mbps 40 Mbps 50 Mbps 60 Mbps 70 Mbps 80 Mbps 90 Mbps 100 Mbps 200 Mbps 300 Mbps 400 Mbps 500 Mbps 600 Mbps 700 Mbps 800 Mbps 900 Mbps 1000 Mbps	PIET0015 PIET0020 PIET0025 PIET0030 PIET0035 PIET0040 PIET0050 PIET0060 PIET0070 PIET0080 PIET0090 PIET0100 PIET0200 PIET0300 PIET0400 PIET0500 PIET0600 PIET0700 PIET0800 PIET0900 PIET1000		
Private IP Multicasting Per Host Port: Small Tier 16kbps - 511kbps Medium Tier 512kbps - 1.4Mbps Large Tier 1.5 Mbps - 2.99Mbps Extra Large Tier 3Mbps - 5.99Mbps Jumbo Tier 6Mbps & Greater	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>PIP Expedited Forwarding Gold Car Option:</p> <p>8 Kbps 16 Kbps 32 Kbps 48 Kbps 64 Kbps 128 Kbps 192 Kbps 256 Kbps 320 Kbps 384 Kbps 448 Kbps 512 Kbps 576 Kbps 640 Kbps 704 Kbps 768 Kbps 832 Kbps 896 Kbps 960 Kbps 1.024 Mbps 1.152 Mbps 1.280 Mbps 1.408 Mbps 1.536 Mbps 2.048 Mbps 3.072 Mbps 4.608 Mbps 6.144 Mbps 7.680 Mbps 9.216 Mbps 10.752 Mbps 12.288 Mbps 15.360 Mbps 18.432 Mbps 21.504 Mbps 24.576 Mbps 27.648 Mbps 30.720 Mbps 33.792 Mbps 36.864 Mbps</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		
Private IP Access for Port Only:		Provides customer high access speeds to connect to a Private IP Port maintaining the scalability option to grow bandwidth.	
DS1 Access	IPAA0001		
DS3 Access	IPAA0003		
155.52 Mbps (OC3) Access	OCAC0003		
622.08 Mbps (OC12 Access)	OCAC0012		
2,488 Mbps (OC48 Access)	OCAC0048		
9,953.28 Mbps (OC192 Access)	OCAC0192		
Ethernet Access			
1 Mbps	CEAT0001		
2 Mbps	CEAT0002		
3 Mbps	CEAT0003		
4 Mbps	CEAT0004		
5 Mbps	CEAT0005		
6 Mbps	CEAT0006		
7 Mbps	CEAT0007		
8 Mbps	CEAT0008		
9 Mbps	CEAT0009		
10 Mbps	CEAT0010		
15 Mbps	CEAT0015		
20 Mbps	CEAT0020		
25 Mbps	CEAT0025		
30 Mbps	CEAT0030		
35 Mbps	CEAT0035		
40 Mbps	CEAT0040		
50 Mbps	CEAT0050		
60 Mbps	CEAT0060		

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
70 Mbps	CEAT0070		
80 Mbps	CEAT0080		
90 Mbps	CEAT0090		
100 Mbps	CEAT0100		
200 Mbps	CEAT0200		
300 Mbps	CEAT0300		
400 Mbps	CEAT0400		
500 Mbps	CEAT0500		
600 Mbps	CEAT0600		
700 Mbps	CEAT0700		
800 Mbps	CEAT0800		
900 Mbps	CEAT0900		
1000 Mbps	CEAT1001		

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

IP Network Transport Management (Router):

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Router) - Managed WAN Monitor and Notify (Small)</p>	<p>MWMS0000</p>	<p>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.</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>Management (Router) - Managed WAN Monitor and Notify (Medium)</p>	<p>MWMM0000</p>	<p>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. 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>Management (Router) - Managed WAN Monitor and Notify (Large)</p>	<p>MWML0000</p>	<p>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. 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>Management (Router) - Managed WAN Physical (Small)</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 & 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>Management (Router) - Managed WAN Physical (Medium)</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 & 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>Management (Router) - Managed WAN Physical (Large)</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 & 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>Management (Router) - Managed WAN Full (Small)</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 & 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>Management (Router) - Managed WAN Full (Medium)</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 & 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
Management (Router) - Managed WAN Full (Large)	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.
Takeover of Existing Device Management Takeover of Existing Circuit and Router	MWTO0001	This applies to Management (Router) of Monitor & Notify, Physical and Full (Small, Medium and Large).	
New Device - New Circuit or Router Installation requiring initial configuration and implementation support	MWND0001	This applies to Management (Router) of Monitor & Notify, Physical and Full (Small, Medium and Large).	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Router) Threshold Reporting	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.	
Management (Router) Order Expedite	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.	
Management (Router) New Implementation Rescheduling	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.	
Management (Router) After Hours Premium Charge (M-F, 5 p.m. to 8 a.m., including weekends and holidays	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:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Router-remote labor configuration) Dynamic Host Configuration Protocol ("DHCP") IP Helper - Add / Modify / Delete	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.
Management (Router-remote labor configuration) IP Network Address Translation - Add / Modify / Delete	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
Management (Router-remote labor configuration) Network Routed Protocol - Add / Modify / Delete	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.
Management (Router-remote labor configuration) Managed Service Operations (“MSO”) IP/address Subnet Mask Changes	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.
Management (Router-remote labor configuration) Virtual Circuit Add / Modify / Delete	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.
Management (Router-remote labor configuration) Routing Protocol - Add / Modify / Delete	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
Management (Router-remote labor configuration) VPN Tunnel - Add / Modify / Delete	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>			
Management (Router-labor only) Bandwidth Increase / Decrease Physical	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.	
Management (Router-labor only) Hardware Module Upgrade	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
Management (Router-labor only) Intra-Building Move	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.	
Management (Router-labor only) Router Move, Inter-Building or Across Town	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.	
Management (Router-labor only) Memory Upgrade	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.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Router-labor only) Router Exchange	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.	
Management (Router-labor only) Router IOS Change Support New Features	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.	
Management (Router-labor only) Traffic Shaping/Queuing Add/ Delete	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
Management (Router-labor only) Traffic Filter Design	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.	
Management (Router) Field Service Technicians (labor only) Normal business hours (M-F, 8 a.m. to 5 p.m.).	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.	
Management (Router) Field Service Technicians (labor only) After hours (M-F, 5 p.m. to 8 am, including weekends and holidays).	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
Secure Gateway Universal Port 64 Kbps	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.
Secure Gateway Universal Port 128 Kbps	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.
Secure Gateway Universal Port 256 Kbps	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
Secure Gateway Universal Port 384 Kbps	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.
Secure Gateway Universal Port 512 Kbps	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.
Secure Gateway Universal Port 768 Kbps	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
Secure Gateway Universal Port 1.024 Mbps	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.
Secure Gateway Universal Port 1.536 Mbps	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.
Secure Gateway Universal Port 3.07 Mbps	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.

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Secure Gateway Universal Port 4.608 Mbps	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.
Secure Gateway Universal Port 6.144 Mbps	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.
Secure Gateway Universal Port 7.680 Mbps	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
Secure Gateway Universal Port 9.216 Mbps	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.
Secure Gateway Universal Port 10.752 Mbps	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.
Secure Gateway Universal Port 12.288 Mbps	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
Secure Gateway Universal Port 15.360 Mbps	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.
Secure Gateway Universal Port 18.432 Mbps	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.
Secure Gateway Universal Port 25.600 Mbps	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.

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
Secure Gateway Universal Port 43.008 Mbps	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.
Secure Gateway Universal Port 50 Mbps	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.
Secure Gateway Universal Port 60 Mbps	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.

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Secure Gateway Universal Port 70 Mbps	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.
Secure Gateway Universal Port 80 Mbps	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.
Secure Gateway Universal Port 90 Mbps	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
Secure Gateway Universal Port 100 Mbps	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.
Secure Gateway Universal Port 155 Mbps	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.
Secure Gateway Universal Port 622 Mbps	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>Secure Gateway Firewall (Custom)</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
<p>Reporting Standard Select</p>	<p>RSTS0000</p>	<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>SIG Client CPE Managed Service Small</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>SIG Client CPE Managed Service Small - On Site</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>SIG Client CPE Managed Service Small - Remote</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>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>SIG Client CPE Managed Service Medium</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>SIG Client CPE Managed Service Medium - On Site</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>SIG Client CPE Managed Service Medium - Remote</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>SIG Client CPE Managed Service Large</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>SIG Client CPE Managed Service Large - On Site</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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>SIG Client CPE Managed Service Large - Remote</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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
OOB Management Analog Connection Service Full	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.	
OOB Management Analog Connection Service Partial	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
Dial Access Flat-Rate Monthly 10 Hours	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
Overage 10	DAFR0001	Overage applies above defined Hours Per Month Per User.	
Acct Maintenance	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
Additional Domain/Sub Domain Name	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.	
Additional Domain/Sub Domain Name – Change Charges	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
Dial Access Flat-Rate Monthly 50 Hours	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
Overage 50	DIAF0001	Overage applies above defined Hours Per Month Per User.	
Acct Maintenance	DIAF0002	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
Additional Domain/Sub Domain Name	DIAF0003	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.	
Additional Domain/Sub Domain Name – Change Charges	DIAF0004	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
Dial Access Flat-Rate Monthly 150 Hours	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
Overage 150	DFRM0001	Overage applies above defined Hours Per Month Per User.	
Acct Maintenance	DFRM0002	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
Additional Domain/Sub Domain Name	DFRM0003	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.	
Additional Domain/Sub Domain Name – Change Charges	DFRM0004	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
Dial Access Usage-Based Hourly	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
Acct Maintenance	DAUB0001	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
<p>Additional Domain/Sub Domain Name</p>	<p>DAUB0002</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>Additional Domain/Sub Domain Name – Change Charges</p>	<p>DAUB0003</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>	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits
<p>Dial Access Usage-Based Toll Free Hourly</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>Acct Maintenance</p>	<p>DAUT0001</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
Additional Domain/Sub Domain Name	DAUT0002	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.	
Additional Domain/Sub Domain Name – Change Charges	DAUT0003	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.	

Managed Internet Dedicated:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Managed Internet Dedicated Connection Service Small	MNID0001	Managed Internet Dedicated Connection Service Small device provides management services (implementation and ongoing support, including maintenance) and 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.
Managed Internet Dedicated Connection Service Medium	MNID0002	Managed Internet Dedicated Connection Service Medium device provides management services (implementation and ongoing support, including maintenance) and 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
Managed Internet Dedicated Connection Service Large	MNID0003	Managed Internet Dedicated Connection Service Large device provides management services (implementation and ongoing support, including maintenance) and 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
IP Transport at a minimum (1 end point):					
56 Kbps	IPTK0056	Per Month	\$615.00	\$336.27	\$0.00
128 Kbps	IPTK0128		\$615.00	\$598.20	\$0.00
384 Kbps	IPTK0384		\$615.00	\$673.20	\$0.00
512 Kbps	IPTK0512		\$615.00	\$698.20	\$0.00
640 Kbps	IPTK0640		\$615.00	\$723.20	\$0.00
768 Kbps	IPTK0768		\$615.00	\$723.20	\$0.00
896 Kbps	IPTK0896		\$615.00	\$748.20	\$0.00
1.024 Mbps	IPTK1024		\$615.00	\$748.20	\$0.00
1.152 Mbps	IPTK1152		\$615.00	\$748.20	\$0.00
1.280 Mbps	IPTK1280		\$615.00	\$748.20	\$0.00
1.408 Mbps	IPTK1408		\$615.00	\$748.20	\$0.00
1.536 Mbps	IPTK1536		\$615.00	\$748.20	\$0.00
1.792 Mbps	IPTK1792		\$1,415.00	\$2,842.13	\$0.00
2.048 Mbps	IPTK2048		\$1,415.00	\$2,842.13	\$0.00
2.304 Mbps	IPTK2304		\$1,415.00	\$2,842.13	\$0.00
2.560 Mbps	IPTK2560		\$1,415.00	\$2,842.13	\$0.00
2.816 Mbps	IPTK2816		\$1,415.00	\$2,842.13	\$0.00
3.072 Mbps	IPTK3072		\$1,415.00	\$2,842.13	\$0.00
3.328 Mbps	IPTK3328		\$1,415.00	\$2,942.13	\$0.00
3.584 Mbps	IPTK3584		\$1,415.00	\$2,942.13	\$0.00
3.840 Mbps	IPTK3840		\$1,415.00	\$2,942.13	\$0.00
4.096 Mbps	IPTK4096		\$1,415.00	\$2,942.13	\$0.00
4.352 Mbps	IPTK4352		\$1,415.00	\$2,942.13	\$0.00
4.608 Mbps	IPTK4608		\$1,415.00	\$2,942.13	\$0.00
4.864 Mbps	IPTK4864		\$1,415.00	\$3,042.13	\$0.00
5.120 Mbps	IPTK5120		\$1,415.00	\$3,042.13	\$0.00
5.632 Mbps	IPTK5632		\$1,415.00	\$3,042.13	\$0.00
6.144 Mbps	IPTK6144		\$1,415.00	\$3,042.13	\$0.00
6.656 Mbps	IPTK6656		\$1,415.00	\$3,142.13	\$0.00
7.168 Mbps	IPTK7168		\$1,415.00	\$3,142.13	\$0.00
7.680 Mbps	IPTK7680		\$1,415.00	\$3,142.13	\$0.00
8.192 Mbps	IPTK8192		\$1,415.00	\$3,342.13	\$0.00
8.704 Mbps	IPTK8704		\$1,415.00	\$3,342.13	\$0.00
9.216 Mbps	IPTK9216		\$1,415.00	\$3,342.13	\$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
9.768 Mbps	IPTK9768		\$1,415.00	\$3,642.13	\$0.00
11 Mbps	IPTM0011		\$1,415.00	\$3,842.13	\$0.00
12 Mbps	IPTM0012		\$1,415.00	\$3,842.13	\$0.00
13 Mbps	IPTM0013		\$1,415.00	\$4,042.13	\$0.00
14 Mbps	IPTM0014		\$1,415.00	\$4,042.13	\$0.00
15 Mbps	IPTM0015		\$1,415.00	\$4,042.13	\$0.00
16 Mbps	IPTM0016		\$1,415.00	\$4,042.13	\$0.00
17 Mbps	IPTM0017		\$1,415.00	\$4,042.13	\$0.00
18 Mbps	IPTM0018		\$1,415.00	\$4,042.13	\$0.00
19 Mbps	IPTM0019		\$1,415.00	\$4,042.13	\$0.00
20 Mbps	IPTM0020		\$1,415.00	\$4,042.13	\$0.00
21 Mbps	IPTM0021		\$1,415.00	\$4,342.13	\$0.00
22 Mbps	IPTM0022		\$1,415.00	\$4,342.13	\$0.00
23 Mbps	IPTM0023		\$1,415.00	\$4,342.13	\$0.00
24 Mbps	IPTM0024		\$1,415.00	\$4,342.13	\$0.00
25 Mbps	IPTM0025		\$1,415.00	\$4,342.13	\$0.00
30 Mbps	IPTM0030		\$1,415.00	\$4,342.13	\$0.00
35 Mbps	IPTM0035		\$1,415.00	\$4,342.13	\$0.00
40 Mbps	IPTM0040		\$1,415.00	\$4,342.13	\$0.00
45 Mbps	IPTM0045		\$1,415.00	\$4,342.13	\$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
VPLS	VPLS0000		ICB	ICB	ICB

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
Private IP Port Only:					
56/64 KB	PORT0064	Per Month	\$200.00	\$150.00	\$0.00
128 KB	PORT0128		\$200.00	\$250.00	\$0.00
256 KB	PORT0256		\$200.00	\$300.00	\$0.00
384 KB	PORT0384		\$200.00	\$325.00	\$0.00
512 KB	PORT0512		\$200.00	\$350.00	\$0.00
768 KB	PORT0768		\$200.00	\$375.00	\$0.00
1.024 Mbps	PORT1024		\$200.00	\$400.00	\$0.00
1.536 Mbps	PORT1536		\$200.00	\$400.00	\$0.00
3.072 Mbps	PORT3072		\$200.00	\$500.00	\$0.00
4.608 Mbps	PORT4608		\$200.00	\$600.00	\$0.00
6.144 Mbps	PORT6144		\$200.00	\$700.00	\$0.00
7.680 Mbps	PORT7680		\$200.00	\$800.00	\$0.00
9.216 Mbps	PORT9216		\$200.00	\$1,000.00	\$0.00
10.752 Mbps	PORT1075		\$200.00	\$1,300.00	\$0.00
12.288 Mbps	PORT1228		\$200.00	\$1,500.00	\$0.00
19.800 Mbps	PORT1980		\$200.00	\$1,700.00	\$0.00
44.736 Mbps	PORT4473		\$200.00	\$2,000.00	\$0.00
155.52 Mbps (OC3)	PIOC0003		\$0.00	\$5,038	\$0.00
622.08 Mbps (OC12)	PIOC0012		\$0.00	\$15,550	\$0.00
2,488 Mbps (OC48)	PIOC0048		ICB	ICB	ICB
9,953.28 Mbps (OC192)	PIOC0192		ICB	ICB	ICB
Ethernet	See Below		See Below	See Below	See Below
1 Mbps	PIET0001		\$0.00	\$338.00	\$0.00
2 Mbps	PIET0002		\$0.00	\$625.00	\$0.00
3 Mbps	PIET0003		\$0.00	\$689.75	\$0.00
4 Mbps	PIET0004		\$0.00	\$794.25	\$0.00
5 Mbps	PIET0005		\$0.00	\$875.00	\$0.00
6 Mbps	PIET0006		\$0.00	\$919.25	\$0.00
7 Mbps	PIET0007		\$0.00	\$963.00	\$0.00
8 Mbps	PIET0008		\$0.00	\$1,044.50	\$0.00
9 Mbps	PIET0009		\$0.00	\$1,082.50	\$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
10 Mbps	PIET0010		\$0.00	\$1,190.75	\$0.00
15 Mbps	PIET0015		\$0.00	\$1,380.50	\$0.00
20 Mbps	PIET0020		\$0.00	\$1,481.00	\$0.00
25 Mbps	PIET0025		\$0.00	\$1,526.00	\$0.00
30 Mbps	PIET0030		\$0.00	\$1,571.25	\$0.00
35 Mbps	PIET0035		\$0.00	\$1,661.75	\$0.00
40 Mbps	PIET0040		\$0.00	\$1,737.50	\$0.00
50 Mbps	PIET0050		\$0.00	\$1,875.00	\$0.00
60 Mbps	PIET0060		\$0.00	\$2,175.00	\$0.00
70 Mbps	PIET0070		\$0.00	\$2,450.00	\$0.00
80 Mbps	PIET0080		\$0.00	\$2,700.00	\$0.00
90 Mbps	PIET0090		\$0.00	\$2,925.00	\$0.00
100 Mbps	PIET0100		\$0.00	\$3,125.00	\$0.00
200 Mbps	PIET0200		\$0.00	\$6,000.00	\$0.00
300 Mbps	PIET0300		\$0.00	\$8,625.00	\$0.00
400 Mbps	PIET0400		\$0.00	\$11,000.00	\$0.00
500 Mbps	PIET0500		\$0.00	\$12,500.00	\$0.00
600 Mbps	PIET0600		\$0.00	\$14,250.00	\$0.00
700 Mbps	PIET0700		\$0.00	\$15,750.00	\$0.00
800 Mbps	PIET0800		\$0.00	\$17,000.00	\$0.00
900 Mbps	PIET0900		\$0.00	\$18,000.00	\$0.00
1000 Mbps	PIET1000		\$0.00	\$18,750.00	\$0.00
PIP Multicasting Per Host Port:		Per Month			
Small Tier 16kbps - 511kbps	IPMC0511		\$0.00	\$40	\$0.00
Medium Tier 512kbps - 1.4Mbps	IPMC1400		\$0.00	\$160	\$0.00
Large Tier 1.5 Mbps - 2.99Mbps	IPMC2990		\$0.00	322.50	\$0.00
Extra Large Tier 3Mbps - 5.99Mbps	IPMC5990		\$0.00	642.50	\$0.00
Jumbo Tier 6Mbps & Greater	IPMC0000		ICB	ICB	ICB

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
PIP Expedited Forwarding Gold Car Option:					
8 Kbps	CRGD0008		\$0.00	\$10.00	\$0.00
16 Kbps	CRGD0016		\$0.00	\$18.00	\$0.00
32 Kbps	CRGD0032		\$0.00	\$28.50	\$0.00
48 Kbps	CRGD0048		\$0.00	\$36.50	\$0.00
64 Kbps	CRGD0064		\$0.00	\$44.50	\$0.00
128 Kbps	CRGD0128		\$0.00	\$74.00	\$0.00
192 Kbps	CRGD0192		\$0.00	\$99.50	\$0.00
256 Kbps	CRGD0256		\$0.00	\$114.00	\$0.00
320 Kbps	CRGD0320		\$0.00	\$122.50	\$0.00
384 Kbps	CRGD0384		\$0.00	\$163.50	\$0.00
448 Kbps	CRGD0448		\$0.00	\$181.50	\$0.00
512 Kbps	CRGD0512		\$0.00	\$197.00	\$0.00
576 Kbps	CRGD0576		\$0.00	\$210.50	\$0.00
640 Kbps	CRGD0640		\$0.00	\$222.50	\$0.00
704 Kbps	CRGD0704		\$0.00	\$232.50	\$0.00
768 Kbps	CRGD0768		\$0.00	\$240.50	\$0.00
832 Kbps	CRGD0832		\$0.00	\$246.50	\$0.00
896 Kbps	CRGD0896		\$0.00	\$250.50	\$0.00
960 Kbps	CRGD0960		\$0.00	\$253.00	\$0.00
1.024 Mbps	CRGD1024		\$0.00	\$253.50	\$0.00
1.152 Mbps	CRGD1152		\$0.00	\$265.50	\$0.00
1.280 Mbps	CRGD1280		\$0.00	\$273.50	\$0.00
1.408 Mbps	CRGD1408		\$0.00	\$278.00	\$0.00
1.536 Mbps	CRGD1536		\$0.00	\$279.00	\$0.00
2.048 Mbps	CRGD2048		\$0.00	\$355.50	\$0.00
3.072 Mbps	CRGD3072		\$0.00	\$509.50	\$0.00
4.608 Mbps	CRGD4608		\$0.00	\$732.00	\$0.00
6.144 Mbps	CRGD6144		\$0.00	\$939.50	\$0.00
7.680 Mbps	CRGD7680		\$0.00	\$1,131.50	\$0.00
9.216 Mbps	CRGD9216		\$0.00	\$1,308.00	\$0.00
10.752 Mbps	CRGD1075		\$0.00	\$1,469.50	\$0.00
12.288 Mbps	CRGD1228		\$0.00	\$1,615.00	\$0.00
15.360 Mbps	CRGD1560		\$0.00	\$1,937.50	\$0.00
18.432 Mbps	CRGD1843		\$0.00	\$2,229.50	\$0.00
21.504 Mbps	CRGD2150		\$0.00	\$2,490.50	\$0.00
24.576 Mbps	CRGD2457		\$0.00	\$2,721.00	\$0.00
27.648 Mbps	CRGD2764		\$0.00	\$2,921.00	\$0.00
30.720 Mbps	CRGD3070		\$0.00	\$3,089.50	\$0.00
33.792 Mbps	CRGD3379		\$0.00	\$3,228.00	\$0.00
36.864 Mbps	CRGD3686		\$0.00	\$3,335.50	\$0.00
39.936 Mbps	CRGD3993		\$0.00	\$3,412.50	\$0.00
43.008 Mbps	CRGD4300		\$0.00	\$3,458.50	\$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
Private IP Access for Port Only:					
DS1 Access	IPAA0001	Per Circuit	\$200.00	\$250.00	
DS3 Access	IPAA0003	Per Circuit	\$1,000.00	\$2,000.00	
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
20 Mbps	CEAT0020		ICB	ICB	ICB
25 Mbps	CEAT0025		ICB	ICB	ICB
30 Mbps	CEAT0030		ICB	ICB	ICB
35 Mbps	CEAT0035		ICB	ICB	ICB
40 Mbps	CEAT0040		ICB	ICB	ICB
50 Mbps	CEAT0050		ICB	ICB	ICB
60 Mbps	CEAT0060		ICB	ICB	ICB
70 Mbps	CEAT0070		ICB	ICB	ICB
80 Mbps	CEAT0080		ICB	ICB	ICB
90 Mbps	CEAT0090		ICB	ICB	ICB
100 Mbps	CEAT0100		ICB	ICB	ICB
200 Mbps	CEAT0200		ICB	ICB	ICB
300 Mbps	CEAT0300		ICB	ICB	ICB
400 Mbps	CEAT0400		ICB	ICB	ICB
500 Mbps	CEAT0500		ICB	ICB	ICB
600 Mbps	CEAT0600		ICB	ICB	ICB

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
700 Mbps	CEAT0700		ICB	ICB	ICB
800 Mbps	CEAT0800		ICB	ICB	ICB
900 Mbps	CEAT0900		ICB	ICB	ICB
1000 Mbps	CEAT1001		ICB	ICB	ICB

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

IP Network Transport Management (Router):

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Router) - Managed WAN Monitor and Notify (Small)	MWMS0000	Per Month	N/A	\$41	N/A
Management (Router) - Managed WAN Monitor and Notify (Medium)	MWMM0000	Per Month	N/A	\$46	N/A
Management (Router) - Managed WAN Monitor and Notify (Large)	MWML0000	Per Month	N/A	\$70	N/A
Management (Router) - Managed WAN Physical (Small)	MWPH0000	Per Month	N/A	\$79	N/A
Management (Router) - Managed WAN Physical (Medium)	MWPM0000	Per Month	N/A	\$99	N/A
Management (Router) - Managed WAN Physical (Large)	MWPL0000	Per Month	N/A	\$166	N/A
Management (Router) - Managed WAN Full (Small)	MWFS0000	Per Month	N/A	\$90	N/A
Management (Router) - Managed WAN Full (Medium)	MWFM0000	Per Month	N/A	\$117	N/A
Management (Router) - Managed WAN Full (Large)	MWFL0000	Per Month	N/A	\$196	N/A

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
Takeover of Existing Device Management Takeover of Existing Circuit and Router	MWTO0001	Per Month	\$350	N/A	N/A
New Device- New Circuit or Router Installation requiring initial configuration an implementation support	MWND0001	Per Month	\$550	N/A	N/A
Management (Router) - Threshold Reporting	THRP0000	Per Device Per Month	N/A	\$6	N/A
Management (Router) - Order Expedite Request to activate router in 15 days or less	MROX0000	Per Order	\$1,100	N/A	N/A
Management (Router) - New Implementation Rescheduling	MIRS0000	Per Site	\$300	N/A	N/A
Management (Router) After Hours Premium Charge (M-F, 5 p.m. to 8 a.m., including weekends and holidays	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:

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Router-remote labor configuration) Dynamic Host Configuration Protocol ("DHCP") IP Helper - Add / Modify / Delete	IPMW0012	Per Occurrence	N/A	N/A	\$50
Management (Router-remote labor configuration) IP Network Address Translation - Add / Modify / Delete	IPMW0013	Per Occurrence	N/A	N/A	\$50
Management (Router-remote labor configuration) Network Routed Protocol - Add / Modify / Delete	IPMW0014	Per Occurrence	N/A	N/A	\$50
Management (Router-remote labor configuration) Managed Service Operations ("MSO") IP/address Subnet Mask Changes	IPMW0015	Per Occurrence	N/A	N/A	\$50

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
Management (Router-remote labor configuration) Virtual Circuit - Add / Modify / Delete	IPMW0016	Per Occurrence	N/A	N/A	\$50
Management (Router-remote labor configuration) Routing Protocol - Add / Modify / Delete	IPMW0017	Per Occurrence	N/A	N/A	\$50
Management (Router-remote labor configuration) VPN Tunnel - Add / Modify / Delete	IPMW0018	Per Occurrence	N/A	N/A	\$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.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Router-labor only) Bandwidth Increase / Decrease Physical	IPMW0001	Per Occurrence	\$350	\$0.00	\$0.00
Management (Router-labor only) Hardware Module Upgrade	IPMW0002	Per Occurrence	\$350	\$0.00	\$0.00
Management (Router-labor only) Intra-Building Move	IPMW0003	Per Occurrence	\$350	\$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
Management (Router-labor only) Router Move, Inter-Building or Across Town	IPMW0004	Per Occurrence	\$600	\$0.00	\$0.00
Management (Router-labor only) Memory Upgrade	IPMW0005	Per Occurrence	\$350	\$0.00	\$0.00
Management (Router-labor only) Router Exchange	IPMW0006	Per Occurrence	\$350	\$0.00	\$0.00
Management (Router-labor only) Router IOS Change Support New Features	IPMW0007	Per Occurrence	\$350	\$0.00	\$0.00
Management (Router-labor only) Traffic Shaping/Queuing Add/Delete	IPMW0008	Per Occurrence	\$350	\$0.00	\$0.00
Management (Router-labor only) Traffic Filter Design	IPMW0009	Per Occurrence	\$350	\$0.00	\$0.00
Management (Router) Field Service Technicians (labor only) Normal business hours (M-F, 8 a.m. to 5 p.m.).	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
Management (Router) Field Service Technicians (labor only) After hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays).	IPMW0011	Per Hour	\$170	\$0.00	\$0.00

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Secure Gateway Universal Port 64 Kbps	SEGU0064	Per Month	\$100	\$171	N/A
Secure Gateway Universal Port 128 Kbps	SEGU0128	Per Month	\$100	\$303	N/A
Secure Gateway Universal Port 256 Kbps	SEGU0256	Per Month	\$100	\$404	N/A
Secure Gateway Universal Port 384 Kbps	SEGU0384	Per Month	\$100	\$479	N/A
Secure Gateway Universal Port 512 Kbps	SEGU0512	Per Month	\$100	\$637	N/A
Secure Gateway Universal Port 768 Kbps	SEGU0768	Per Month	\$100	\$750	N/A
Secure Gateway Universal Port 1.024 Mbps	SGUP0001	Per Month	\$100	\$898	N/A
Secure Gateway Universal Port 1.536 Mbps	SGUP0002	Per Month	\$200	\$1,197	N/A
Secure Gateway Universal Port 3.07 Mbps	SGUP0003	Per Month	\$600	\$1,796	N/A
Secure Gateway Universal Port 4.608 Mbps	SGUP0004	Per Month	\$600	\$2,697	N/A
Secure Gateway Universal Port 6.144 Mbps	SGUP0006	Per Month	\$600	\$3,598	N/A

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
Secure Gateway Universal Port 7.680 Mbps	SGUP0007	Per Month	\$600	\$4,499	N/A
Secure Gateway Universal Port 9.216 Mbps	SGUP0009	Per Month	\$600	\$5,400	N/A
Secure Gateway Universal Port 10.752 Mbps	SGUP0010	Per Month	\$600	\$6,300	N/A
Secure Gateway Universal Port 12.288 Mbps	SGUP0012	Per Month	\$600	\$7,201	N/A
Secure Gateway Universal Port 15.360 Mbps	SGUP0015	Per Month	\$600	\$9,003	N/A
Secure Gateway Universal Port 18.432 Mbps	SGUP0018	Per Month	\$600	\$10,805	N/A
Secure Gateway Universal Port 25.600 Mbps	SGUP0025	Per Month	\$600	\$15,007	N/A
Secure Gateway Universal Port 43.008 Mbps	SGUP0043	Per Month	\$1,000	\$25,213	N/A
Secure Gateway Universal Port 50 Mbps	SGUP0050	Per Month	\$1,000	\$29,314	N/A
Secure Gateway Universal Port 60 Mbps	SGUP0060	Per Month	\$1,000	\$35,180	N/A
Secure Gateway Universal Port 70 Mbps	SGUP0070	Per Month	\$1,000	\$41,045	N/A

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
Secure Gateway Universal Port 80 Mbps	SGUP0080	Per Month	\$1,000	\$46,910	N/A
Secure Gateway Universal Port 90 Mbps	SGUP0090	Per Month	\$1,000	\$52,776	N/A
Secure Gateway Universal Port 100 Mbps	SGUP0100	Per Month	\$1,000	\$58,641	N/A
Secure Gateway Universal Port 155 Mbps	SGUP0155	Per Month	\$1,000	\$90,897	N/A
Secure Gateway Universal Port 622 Mbps	SGUP0622	Per Month	\$1,000	\$364,764	N/A
Secure Gateway Firewall (Custom)	SGFC0000	Per Month	N/A	\$126	N/A
Reporting Standard Select	RSTS0000	Per Month	N/A	\$12	N/A
SIG Client CPE Managed Service Small	HCCR0871	Per Month	N/A	\$125	N/A
SIG Client CPE Managed Service Small - On Site	HCOS0871	Per Month	On Site- \$400	N/A	N/A
SIG Client CPE Managed Service Small - Remote	HCRM0871	Per Month	Remote \$100	N/A	N/A
SIG Client CPE Managed Service Medium	HCCR1811	Per Month	N/A	\$260	N/A

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
SIG Client CPE Managed Service Medium - On Site	HCOS1811	Per Month	On Site- \$400	N/A	N/A
SIG Client CPE Managed Service Medium - Remote	HCRM1811	Per Month	Remote \$100	N/A	N/A
SIG Client CPE Managed Service Large	HCCR1841	Per Month	N/A	\$375	N/A
SIG Client CPE Managed Service Large - On Site	HCOS1841	Per Month	On Site- \$400	N/A	N/A
SIG Client CPE Managed Service Large - Remote	HCRM1841	Per Month	Remote \$100	N/A	N/A
OOB Management Analog Connection Service Full	OOBM0001	Per Month	\$100	\$70	N/A
OOB Management Analog Connection Service Partial	OOBM0002	Per Month	\$100	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
Dial Access Flat-Rate Monthly 10 Hours	DAFR0000	10 Hours Per Month Per User	\$0.00	\$3.95	N/A
Overage 10	DAFR0001	Per User, Per Hour	<u>N/A</u>	\$1.50	N/A
Acct Maintenance	DAFR0002	Per Acct	<u>N/A</u>	\$100	N/A
Additional Domain/Sub Domain Name	DAFR0003	Per Occurrence	\$1,000	N/A	N/A
Additional Domain/Sub Domain Name – Change Charges	DAFR0004	Per Change	N/A	N/A	\$1,000

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 Flat-Rate Monthly 50 Hours	DIAF0000	50 Hours Per Month Per User	\$0.00	\$9.95	N/A
Overage 50	DIAF0001	Per User, Per Hour	<u>N/A</u>	\$1.50	N/A
Acct Maintenance	DIAF0002	Per Acct	<u>N/A</u>	\$100	N/A
Additional Domain/Sub Domain Name	DIAF0003	Per Occurrence	\$1,000	N/A	N/A
Additional Domain/Sub Domain Name – Change Charges	DIAF0004	Per Change	N/A	N/A	\$1,000
Dial Access Flat-Rate Monthly 150 Hours	DFRM0000	150 Hours Per Month Per User	\$0.00	<u>\$13.95</u>	N/A
Overage 150	DFRM0001	Per User, Per Hour	<u>N/A</u>	<u>\$1.50</u>	N/A
Acct Maintenance	DFRM0002	Per Acct	<u>N/A</u>	<u>\$100</u>	N/A
Additional Domain/Sub Domain Name	DFRM0003	Per Occurrence	\$1,000	<u>N/A</u>	N/A
Additional Domain/Sub Domain Name – Change Charges	DFRM0004	Per Change	N/A	<u>N/A</u>	\$1,000

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>\$1.20</u>	N/A
Acct Maintenance	DAUB0001	Per Acct	<u>N/A</u>	<u>\$100</u>	N/A
Additional Domain/Sub Domain Name	DAUB0002	Per Occurrence	\$1,000	<u>N/A</u>	N/A
Additional Domain/Sub Domain Name – Change Charges	DAUB0003	Per Change	N/A	<u>N/A</u>	\$1,000
Dial Access Usage-Based Toll Free Hourly	DAUT0000	Per Hour / Per Month	\$0.00	<u>\$2.80</u>	N/A
Acct Maintenance	DAUT0001	Per Acct	<u>N/A</u>	<u>\$100</u>	N/A
Additional Domain/Sub Domain Name	DAUT0002	Per Occurrence	\$1,000	<u>N/A</u>	N/A
Additional Domain/Sub Domain Name – Change Charges	DAUT0003	Per Change	N/A	<u>N/A</u>	\$1,000

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

Managed Internet Dedicated:

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Managed Internet Dedicated Connection Service Small	MNID0001	Per Month	\$100	\$115	N/A
Managed Internet Dedicated Connection Service Medium	MNID0002	Per Month	\$100	\$153	N/A
Managed Internet Dedicated Connection Service Large	MNID0003	Per Month	\$100	\$268	N/A

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Service Identifier: Converged Services, IP Telephony Business Line Service - Hosted IP Centrex (HIPC)

Description of the Service: Verizon’s Converged Services, Hosted IP Centrex (HIPC) Service is available to CALNET II customers throughout the entire State of California. The HIPC Service is deployed in geographically diverse locations throughout the US to provide redundancy and survivability. While the service is available throughout the country, HIPC is designed to deliver service to the entire state of California.

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
Converged Service, IP Telephony Business Line Service – Hosted IP Centrex (HIPC)	CSBL0000	Hosted IP Centrex (HIPC) Line, including the following features: 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 dialing	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.

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Conference Bridge Caller ID Group Pickup Web Directory Directory Phone Display 900 Blocking</p> <p>Additional Included Features:</p> <ul style="list-style-type: none"> • 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 	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<ul style="list-style-type: none"> • Calling Line ID Blocking per Call • Cancel Call Waiting/Call Waiting per Call • 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 	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<ul style="list-style-type: none"> • PS/ALI • Ring Splash • Selective Call Acceptance • Selective Call Rejection • Selective Call Appearance • Selective Call Rejection • Telephony User Interface 	
Off-Net Toll	CSOF0000	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	CSOF0000	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.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
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.	
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.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
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.	
Block of DID Numbers	IDID0000	Block of 20 DID numbers	
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.	

6.3.4.3 Converged Services, 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>	

6.3.4.3 Converged Services, 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>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

IP Network Transport Management (Switch):

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch / Hub) - Managed LAN Monitor & Notify (Small)	MLMN0001	Managed Services LAN 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. Switches must be certified by VzB MNS. VzB PIP network will provide inband management. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - Managed LAN Monitor & Notify (Medium)	MLMN0002	Managed Services LAN 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. Switches must be certified by VzB MNS. VzB PIP network will provide inband management. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Switch /Hub) - Managed LAN Monitor & Notify (Large)</p>	<p>MLMN0003</p>	<p>Managed Services LAN 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. Switches must be certified by VzB MNS. VzB PIP network will provide inband management. This service requires Feature ID of either MTOI0001 or MII00002.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - Managed LAN Physical (Small)	MLPH0001	Managed Services LAN 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. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Switch /Hub) - Managed LAN Physical (Medium)</p>	<p>MLPH0002</p>	<p>Managed Services LAN 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. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. This service requires Feature ID of either MTOI0001 or MII0002.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Switch /Hub) - Managed LAN Physical (Large)</p>	<p>MLPH0003</p>	<p>Managed Services LAN 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. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. This service requires Feature ID of either MTOI0001 or MII00002.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Switch /Hub) - Managed LAN Full (Small)</p>	<p>MLFL0001</p>	<p>Managed Services LAN 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. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either MTOI0001 or MII00002.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Switch /Hub) - Managed LAN Full (Medium)</p>	<p>MLFL0002</p>	<p>Managed Services LAN 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. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either MTOI0001 or MIIO0002.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - Managed LAN Full (Large)	MLFL0003	Managed Services LAN 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. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either MTOI0001 or MII0002.	Hardware must not be identified as End of Life by the manufacturer.
Takeover of Existing Device - Management Takeover of Switch	MTOI0001	This applies to Management (Switch/Hub) of Monitor & Notify, Physical and Full (Small, Medium and Large).	
New Device - Switch Installation requiring initial configuration and implementation support	MII0002	This applies to Management (Switch/Hub) of Monitor & Notify, Physical and Full (Small, Medium and Large).	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - Threshold Reporting	THRE0000	Verizon Business Notifies Managed Network Service engineers of performance exceptions, including enhanced latency, discards, traffic shaping, and more. A total of 11 thresholds are included.	
Management (Switch /Hub) - Order Expedite	OEXP0000	Request to activate switch in 15 days or less (Not Including Circuit).	
Management (Switch /Hub) - New Implementation Rescheduling	RSCH0000	Management (Switch/ Hub) New Implementation Rescheduling is an additional charge to reschedule Switch / Hub within less than 48 hours (2 calendar days) of original scheduled installation date. If Switch / Hub is rescheduled before 48 hours then no additional charge shall apply.	
Management (Switch /Hub) - After-Hours Premium Charge (M-F, 5 p.m. to 8 a.m., including weekends and holidays)	PREM0000	Managed (Switch/Hub) 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.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

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 6.3.4.3 Converged Services, IP Telephony Business Line Services. These are enhanced features and a subset of the 6.3.4.3 Converged Services, IP Telephony Business Line Services.

Optional Change Management Activities:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - LAN Dynamic Host Configuration Protocol (DHCP) IP Helper Add / Modify / Delete	LDFM0000	Switch configuration to Add / Modify / Delete Dynamic Host Configuration Protocol (DHCP) IP Helper Add / Modify / Delete. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - IP Address / Subnet Mask – Add / Modify / Delete	IAFM0000	IP Network Address /Subnet Mask - Add / Modify / Delete. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - Hostname change	HCFM0000	Switch configuration changes to change router host name WAN and LAN. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - VLAN – Add / Delete	VLFM0000	Add or remove a new VLAN to existing managed switch. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - Trunking Configuration – Add / Delete	TCFM0000	Enable or Disable ISL or 802.1Q trunking between two switches and configure DTP mode. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - Spanning Tree – Add / Delete	STFM0000	Enable or Delete Spanning Tree Protocol (STP), configure port priority/VLAN priority, configure port costs, configure root switch. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - Storm Control – Add / Delete	SCFM0000	Enable or Delete broadcast, multicast, or unicast traffic storm control on the interface and configure the traffic storm control level. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - Ether Channel – Add / Delete	ECFM0000	Configure the EtherChannel on the switch port and set its EtherChannel mode or Delete EtherChannel on the switch port. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) – UniDirectional Link Detection (UDLD) Configuration – Add / Delete	UCFM0000	Enable or Delete Unidirectional Link Detection (UDLD) protocol on a specific LAN port. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - Multicast Configuration – Add / Delete	MCFM0000	Enable/Delete or configure Internet Group Management Protocol (IGMP) snooping, GARP Multicast Registration Protocol (GMRP), or RGMP. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) – VLAN Trunk Protocol (VTP) Configuration – Add / Modify / Delete	VTPC0000	Enable VLAN Trunking Protocol (VTP); set mode, password, and pruning. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
<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 MEMU0000, DOFM0000, IBSM0001, HRDU0001, LNIB0000, LERS0001, DDON0000, LAFT0000.</p>			
Management (Switch - labor only) - Memory Upgrade	MEMU0000	Dispatch of 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. Available for Full Mgmt Only.	
Management (Switch - labor only) Switch IOS Change Support New Features	DOFM0000	Dispatch of 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. Available for Full Mgmt Only.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch - labor only) Intra-building Move	IBSM0001	Dispatch of a technician to the premises to perform In-building move of existing switch – using same circuit and no design impact. Done during normal business hours. This includes additional remote management and configuration services. Available for Full Mgmt Only.	
Management (Switch - labor only) Hardware Module Upgrade	HRDU0001	Dispatch of a technician to the premises to perform Add or swap a component to upgrade a module. This includes additional remote management and configuration services. Available for Full Mgmt Only.	
Management (Switch - labor only) Switch Move, Inter-building or Across Town	LNIB0000	Request to reschedule a router activation within 48 hours.	
Management (Switch-labor only) Switch Exchange	LERS0001	Dispatch of a technician to the premises to perform Across town is within 30 miles of original circuit, same switch but new circuit, done during normal business hours. This includes additional remote management and configuration services. Available for Full Mgmt Only.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch) Field Service Technicians (labor only) - Normal business hours (M-F, 8 a.m. to 5 p.m.).	DDON0000	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.	
Management (Switch) Field Service Technicians (labor only) – After hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays).	LAFT0000	Management Field Service Technicians hourly rate after hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays) dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Service Identifier: Converged Services, IP Telephony Business Line Service - Hosted IP Centrex (HIPC)

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Converged Services, IP Telephony Business Line Service	CSBL0000	Per Subscriber	\$0.00	\$10.95	\$0.00
Off-Net Toll	CSOF0000	Per Minute	\$0.00	\$0.00	\$0.00
Off-Net Toll Free	CSOF0000	Per Minute	\$0.00	\$0.029	\$0.00
Additional Line Appearances	IAAP0000	Per Appearance	\$0.00	\$3.75	\$0.00
Account Codes	IACD0000	Per Group	\$0.00	\$8.00	\$0.00
Attendant Console	IACN0000	Per Configured User	\$0.00	\$15.00	\$0.00
Authorization Codes	IATC0000	Per Group	\$0.00	\$8.00	\$0.00
Block of DID Numbers	IDID0000	Per Block of 20	\$0.00	\$6.25	\$0.00
Virtual FX	IVFX0000	Per FX Line	\$0.00	\$4.50	\$0.00
Auto Attendant	IAPI0000	Per Instance	\$0.00	\$22.00	\$0.00
Remote Office	IROF0000	Per Configured User	\$0.00	\$8.00	\$0.00

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

IP Network Transport Management (Switch):

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Switch / Hub) - Managed LAN Monitor & Notify (Small)	MLMN0001	Per Month	N/A	\$26	N/A
Management (Switch /Hub) - Managed LAN Monitor & Notify (Medium)	MLMN0002	Per Month	N/A	\$26	N/A
Management (Switch /Hub) - Managed LAN Monitor & Notify (Large)	MLMN0003	Per Month	N/A	\$26	N/A
Management (Switch /Hub) - Managed LAN Physical (Small)	MLPH0001	Per Month	N/A	\$35	N/A
Management (Switch /Hub) - Managed LAN Physical (Medium)	MLPH0002	Per Month	N/A	\$46	N/A
Management (Switch /Hub) - Managed LAN Physical (Large)	MLPH0003	Per Month	N/A	\$82	N/A
Management (Switch /Hub) - Managed LAN Full (Small)	MLFL0001	Per Month	N/A	\$44	N/A
Management (Switch /Hub) - Managed LAN Full (Medium)	MLFL0002	Per Month	N/A	\$57	N/A
Management (Switch /Hub) - Managed LAN Full (Large)	MLFL0003	Per Month	N/A	\$104	N/A
Takeover of Existing Device - Management Takeover of Switch	MTOI0001	Per Month	\$350	N/A	N/A
New Device - Switch Installation requiring initial configuration and implementation support	MIIO0002	Per Month	\$350	N/A	N/A
Management (Switch /Hub) - Threshold Reporting	THRE0000	Per Device Per Month	N/A	\$6	N/A

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Switch /Hub) - Order Expedite	OEXP0000	Per Order	\$1,100	N/A	N/A
Management (Switch /Hub) - New Implementation Rescheduling	RSCH0000	Per Site	\$300	N/A	N/A
Management (Switch /Hub) - After-Hours Premium Charge (M-F, 5 p.m. to 8 a.m., including weekends and holidays)	PREM0000	Per Occurrence	\$600	N/A	N/A

6.3.4.3 Converged Services, IP Telephony Business Line 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 6.3.4.3 Converged Services, IP Telephony Business Line Services. These are enhanced features and a subset of the 6.3.4.3 Converged Services, IP Telephony Business Line Services.

Optional Change Management Activities:

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Switch /Hub) - LAN Dynamic Host Configuration Protocol (DHCP) IP Helper Add / Modify / Delete	LDFM0000	Per Occurrence	N/A	N/A	\$50
Management (Switch /Hub) - IP Address / Subnet Mask – Add / Modify / Delete	IAFM0000	Per Occurrence	N/A	N/A	\$50
Management (Switch /Hub) - Hostname change	HCFM0000	Per Occurrence	N/A	N/A	\$50
Management (Switch /Hub) - VLAN – Add / Delete	VLFM0000	Per Occurrence	N/A	N/A	\$50
Management (Switch /Hub) - Trunking Configuration – Add / Delete	TCFM0000	Per Occurrence	N/A	N/A	\$50
Management (Switch /Hub) - Spanning Tree – Add / Delete	STFM0000	Per Occurrence	N/A	N/A	\$50
Management (Switch /Hub) - Storm Control – Add / Delete	SCFM0000	Per Occurrence	N/A	N/A	\$50

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Switch /Hub) - Ether Channel – Add / Delete	ECFM0000	Per Occurrence	N/A	N/A	\$50
Management (Switch /Hub) – UniDirectional Link Detection (UDLD) Configuration – Add / Delete	UCFM0000	Per Occurrence	N/A	N/A	\$50
Management (Switch /Hub) - Multicast Configuration – Add / Delete	MCFM0000	Per Occurrence	N/A	N/A	\$50
Management (Switch /Hub) – VLAN Trunk Protocol (VTP) Configuration – Add / Modify / Delete	VTPC0000	Per Occurrence	N/A	N/A	\$50
<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 MEMU0000, DOFM0000, IBSM0001, HRDU0001, LNIB0000, LERS0001, DDON0000, LAFT0000.</p>					
Management (Switch - labor only) - Memory Upgrade	MEMU0000	Per Occurrence	\$350	\$0.00	\$0.00
Management (Switch - labor only) Switch IOS Change Support New Features	DOFM0000	Per Occurrence	\$350	\$0.00	\$0.00
Management (Switch - labor only) Intra-building Move	IBSM0001	Per Occurrence	\$350	\$0.00	\$0.00
Management (Switch - labor only) Hardware Module Upgrade	HRDU0001	Per Occurrence	\$350	\$0.00	\$0.00

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Switch - labor only) Switch Move, Inter-building or Across Town	LNIB0000	Per Occurrence	\$600	\$0.00	\$0.00
Management (Switch - labor only) Switch Exchange	LERS0001	Per Occurrence	\$350	\$0.00	\$0.00
Management (Switch) Field Service Technicians (labor only) - Normal business hours (M-F, 8 a.m. to 5 p.m.).	DDON0000	Per Hour	\$135	\$0.00	\$0.00
Management (Switch) Field Service Technicians (labor only) – After hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays).	LAFT0000	Per Hour	\$170	\$0.00	\$0.00

6.3.4.3 Converged Services, IP Telephony Business Line 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

- 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>Definition [Definition or description of the SLA]</p> <p>Measurement Process [Instructions on how to measure network performance in order to determine compliance]</p>

	<p>Objective (s) [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>Immediate Rights and Remedies [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>Monthly Rights and Remedies [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>Administrative Tools, Reports and Applications</u>	<u>SLA Name</u>
<p>[List of all applicable tools, reports and application]</p>	<p>Definition [Define or describe the SLA]</p> <p>Measurement Process [Instruct how to measure or derive the objectives]</p> <p>Objective (s) [Define Contractor program performance objectives]</p> <p>DTS/ONS Rights and Remedies [Identifies actions to be taken by DTS/ONS or rebates from Contractor when the objectives are not met]</p> <p>Customer Rights and Remedies [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 X 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 X 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 X 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.

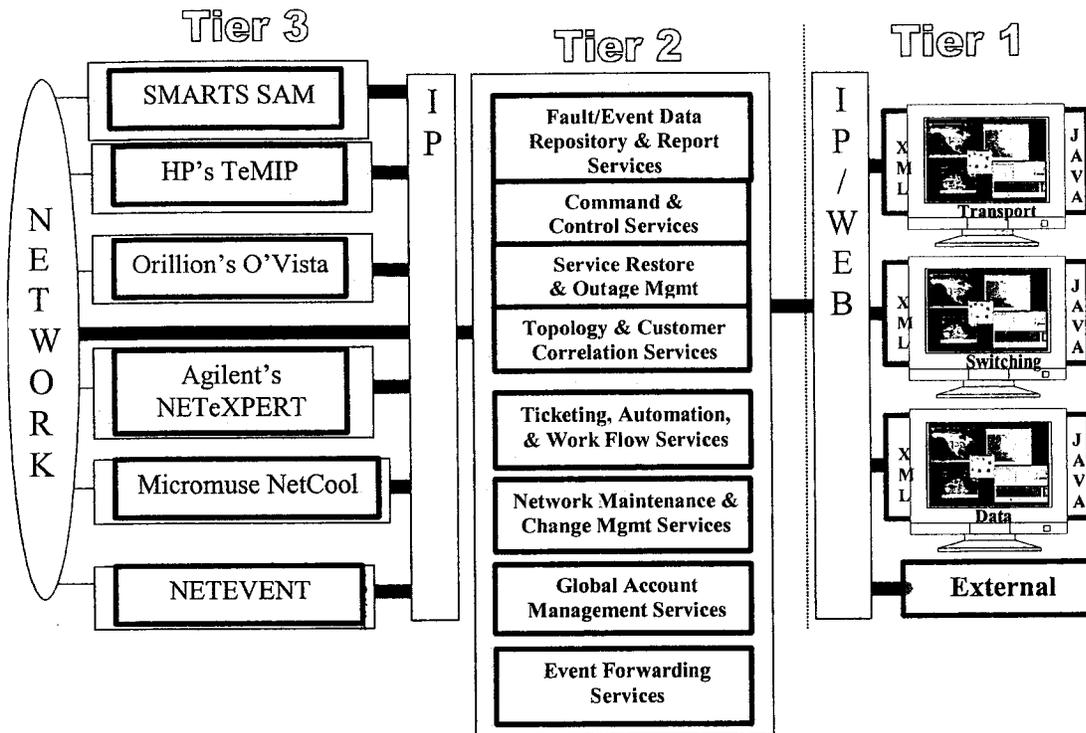


Figure 6.3.14.1.2-1. IMPACT Architecture

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>Definition</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>Measurement Process</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 Network IP Transport Services	
Converged Services, IP and IP Network Transport – Multicast Service	<p>Objectives</p> <p>99.2 percent</p>
Converged Services, Secure Gateway Services – Universal Port	<p>Immediate Rights and Remedies</p> <p>End-User Escalation Process DTS/ONS Escalation Process</p>
Converged Services, IP Telephony Business Line Services	<p>Monthly Rights and Remedies</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, Internet Dedicated Access (IDA) Service	<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, IP Flexible T1 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 Telephony Voice Mail Services	
Converged Services, Managed IP Audio Conferencing (includes WebEx)	

Services	Availability Percentage
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.

6.3.14.2.3.1 Service Availability Percentage (M) - DAN

Services	Availability Percentage
<p>Converged Services, Internet Dedicated Dial IP Access Network (DAN)</p>	<p>Definition</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>Measurement Process</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>Objectives</p> <p>85 percent</p> <p>Immediate Rights and Remedies</p> <p>End-User Escalation Process DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</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>

6.3.14.2.3.2 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>Definition</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>Measurement Process</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>Objectives</p> <p>99.5%</p> <p>Immediate Rights and Remedies</p> <p>End-User Escalation Process DTS/ONS Escalation Process</p>

Services	Availability Percentage																																										
	<p>Monthly Rights and Remedies 24x7 4 Hours Response Maintenance</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</td> <td>90.00%</td> <td>100%</td> </tr> </tbody> </table> <p>Next Day 24x7 24 Hours Response Maintenance</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</td> <td>86.67%</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%
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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>Definition</p> <p>The total loss of two or more services at one address.</p>
Converged Services, IP and Network IP Transport Services	<p>Measurement Process</p>
Converged Services, IP and Network IP Transport – Multicast Service	<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, Secure Gateway Services – Universal Port	<p>(7X24)</p>
Converged Services, Internet Dedicated Dial IP Access Network (DAN) Flat Rate	<p>Objectives</p> <p>Less than 2 hours;</p>
Converged Services, IP Telephony Business Line Services	<p>Immediate Rights and Remedies</p>
Converged Services, Internet Dedicated Access (IDA) Service	<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, IP Flexible T1 Service	<p>Monthly Rights and Remedies</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.

6.3.14.2.5 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, 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>Definition</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>Measurement Process</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>Objectives</p> <p>Less than 30 minutes</p> <p>Immediate Rights and Remedies</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>Monthly Rights and Remedies</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	<p>Definition</p> <p>The total loss of any service type on a network wide basis.</p> <p>Measurement Process</p>
Converged Services, IP and Network IP Transport Services	<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>
Converged Services, Secure Gateway Services – Universal Port	<p>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.</p>
Converged Services, Internet Dedicated Dial IP Access Network (DAN) Flat Rate	<p>(7X24)</p> <p>Objectives</p>
Converged Services, IP Telephony Business Line Services	<p>Less than 15 minutes</p> <p>Immediate Rights and Remedies</p>
Converged Services, Internet Dedicated Access (IDA) Service	<p>Senior Management Escalation Process</p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 3 fault</p>
Converged Services, IP Flexible T1 Service	<p>Monthly Rights and Remedies</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.

6.3.14.2.7 Round Trip Transmission Delay (M)

Services	Round Trip Transmission Delay
<p>Converged Services, IP and Network IP Transport Services</p>	<p>Definition</p> <p>Average round trip transfer delay measured from Contractor's to Customer hand off (CCH) to the remote CCH and back</p> <p>Measurement Process</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>Objectives</p> <p>IP Transport for Converged Services:</p> <p>56Kbps – 1.536Mbps 64 byte ping: <120ms 1000 byte ping: <400ms</p> <p>1.792Mbps – 40Mbps 64 byte ping: <60ms 1000 byte ping: <120ms</p> <p>40Mbps and above 64 byte ping: <65 ms 1000 byte ping: <110 ms</p> <p>Immediate Rights and Remedies</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 DTS/ONS Escalation Process</p>

Services	Round Trip Transmission Delay
	<p>Monthly Rights and Remedies</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.

6.3.14.2.8 One-Way Transmission Delay (M)

Services	One-Way Transmission Delay
Hosted Standalone IP Telephony Services	<p>Definition</p> <p>Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff ("CCH to CCH").</p>
Converged Services, IP Telephony Services	<p>Measurement Process</p> <p>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.</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.</p> <p>(7x24)</p> <p>Objectives</p> <p>less than 130 ms one way</p>

Services	One-Way Transmission Delay
	<p>Immediate Rights and Remedies</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>Monthly Rights and Remedies</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.

6.3.14.2.9 Jitter (M)

Services	Jitter
<p>Hosted Standalone IP Telephony Business Line Services</p>	<p>Definition</p> <p>Variations in transfer delay measured from the CCH to the remote CCH.</p>
<p>Converged Services, IP Telephony Business Line Services</p>	<p>Measurement Process</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>
<p>Converged Services, IP Flexible T1 Service</p>	

Services	Jitter
	<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>Objectives</p> <p>Less than 15 ms</p> <p>Immediate Rights and Remedies</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>Monthly Rights and Remedies</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>Definition</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>Measurement Process</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>Objectives</p> <p>1 ms US</p> <p>Immediate Rights and Remedies</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 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>Definition</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>Measurement Process</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>Objectives</p> <p>45 ms US</p> <p>90 ms between New York and London</p>

Services	Latency - IDA
	<p>Immediate Rights and Remedies</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>Monthly Rights and Remedies</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 Telephony Business Line Services</p> <p>Converged Services, IP Flexible T1 Service</p>	<p>Definition</p> <p>Packet loss is measured from Contractor's hand off to Customer at each end of data channel.</p> <p>Measurement Process</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>Objectives</p> <p>0.5 percent maximum packet loss</p>

Services	Packet Loss
	<p>Immediate Rights and Remedies</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>Monthly Rights and Remedies</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.

6.3.14.2.10.1 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>Definition</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>Measurement Process</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>Objectives</p> <p>0.5 percent maximum packet loss</p> <p>Immediate Rights and Remedies</p> <p>15 percent of TMRC per occurrence for the reported service. Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC. 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 DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</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"> - Open Hosted IVR - IP Hosted Intelligent Contact Routing (HICR) <p>Converged Services, IP Network Based Specialized Call Routing</p>	<p>Definition</p> <p>The loss of an IP Contact Center Service or identified feature at a single End-User location.</p> <p>Measurement Process</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>Objectives</p> <p>Less than 4 hours</p> <p>Immediate Rights and Remedies</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>Monthly Rights and Remedies</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>Definition</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>Measurement Process</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>Objectives</p> <p>Less than 12 hours</p>
Converged Services, IP and Network IP Transport – Multicast Service	<p>Immediate Rights and Remedies</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, Internet Dedicated Dial IP Access Network (DAN)	<p>Monthly Rights and Remedies</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	
Converged Services, IP Telephony Voice Mail Services	
Converged Services, Managed IP Audio Conferencing (includes WebEx)	

Services	Excessive Outage
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>Definition</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>Measurement Process</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>Objectives</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>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Monthly Rights and Remedies</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.

6.3.14.2.13.1 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>Definition 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>Measurement Process 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>Objectives 15 Minutes</p> <p>Immediate Rights and Remedies 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>Monthly Rights and Remedies N/A</p>

6.3.14.2.14 Provisioning (M)

Services	Business Days	Provisioning
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>Definition</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>
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Day	<p>Measurement Process</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>
Hosted Standalone IP Telephony Audio Conferencing (includes WebEx) Scheduling	4 hours	<p>Monthly Average Percentage by Service Type:</p>
Inside Wiring Services	Contracted Service Project Work – Section 6.3.12.1	<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>
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	<p>Objective</p> <p>Individual Order:</p>
Converged Services – IP and Network IP Transport Managed Router Service	45 Business Days	<p>Service/Transport as appropriate provisioned on or before the due date per install order.</p>
Converged Services, IP and Network IP Transport – Multicast Service	Managed Project	<p>Monthly Average percent by Service Type:</p> <p>Greater than 95 percent</p>
Converged Services, Secure Gateway Services – Universal Port	Managed Project	<p>Immediate Rights and Remedies</p> <p>Individual Order:</p>

Services	Business Days	Provisioning
Converged Services, Internet Dedicated Dial IP Access Network (DAN)	Managed Project	50 percent of installation fee refunded to Customer for any missed due date. End-User Escalation Process DTS/ONS Escalation Process Monthly Rights and Remedies: - 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, 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	
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	

Services	Business Days	Provisioning
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	
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 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>Definition The interval for Contractor response to initial request from Customer when initiating a service request.</p> <p>Measurement Process 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>Objectives Next Business Day for Contractor response to initial request from Customer when initiating a service request.</p> <p>Immediate Rights and Remedies Escalation to Contractor's Account Manager</p> <p>Monthly Rights and Remedies 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.

6.3.14.3 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)

Administrative Tools, Reports and Applications	Administration Fee Reports Delivery Intervals
<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>Definition</p> <p>The reports and electronic fund transfer notification include the total monthly administrative fee monies owed DTS/ONS.</p> <p>Measurement Process</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>Objectives</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>DTS/ONS Rights and Remedies</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>Customer Rights and Remedies</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.

6.3.14.3.2 Invoicing Accuracy (M)

Administrative Tools, Reports and Applications	Invoicing Accuracy
Invoices for all proprietary products, services and features provided through CALNET II	<p>Definition Contractor to provide detailed and accurate invoices as stated in RFP Section 6.3.11</p> <p>Measurement Process Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice.</p> <p>Objectives 100 percent invoice accuracy</p> <p>DTS/ONS Rights and Remedies DTS/ONS Escalation Process</p> <p>Customer Rights and Remedies 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>Definition</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>Measurement Process</p> <p>See the objectives below</p> <p>Objectives</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>DTS/ONS Rights and Remedies</p> <p>\$400 and \$100 per week thereafter for each report</p> <p>Customer Rights and Remedies</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)

Administrative Tools, Reports, and Applications	Tools and Report Implementation
Public Web Site Section 6.3.16.1 Private Web Site Section 6.3.16.2 Customer Trouble Ticket Reporting and Tracking System Section 6.3.16.3 Network Monitoring Application/Tool Section 6.3.16.4 Customer Inventory Report Section 6.3.16.5 Service Level Agreement Reports Section 6.3.16.6 Fiscal Management Databases Section 6.3.15.2 DTS/ONS Fiscal Inventory Report of All Services Section 6.3.15.2.1	<p>Definition All Contactors provided tools and reports shall be functioning and accepted by the State based on the implementation timeline.</p> <p>Measurement Process 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>Objectives All tools and reports shall meet the Requirements and be fully functional and accepted by the State and provided in accordance with the timeline required in Section 6.3.18.1 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>

Administrative Tools, Reports, and Applications	Tools and Report Implementation
DTS/ONS Detail of Services Billed Report by 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>DTS/ONS Rights and Remedies</p> <p>\$1000 per tool/report on the first Business Day after due date and \$250 per week thereafter</p> <p>Customer Rights and Remedies</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>Definition</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>Measurement Process</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>Objectives</p> <p>100 percent Functional 90percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</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.

6.3.14.4 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.