

CenturyLink

IFB STPD 12-001-A, C3-A-12-10-TS-03

Amendment #1, Rev. May 8, 2014

CALNET 3, CATEGORY 1: VOICE AND DATA SERVICES

SUBCATEGORY 1.4 – LONG DISTANCE CALLING

**Volume 2 – Response to Unique Subcategory
Requirements**

SOW TECHNICAL REQUIREMENTS RESPONSE

Issued by:

STATE OF CALIFORNIA

California Department of Technology
Statewide Technology Procurement Division
PO Box 1810
Rancho Cordova, CA 95741

Disclaimer: The original version and any subsequent addendums of the IFB released by the Procurement Official of this bid remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

TECHNICAL REQUIREMENTS

SUBCATEGORY 1.4—LONG DISTANCE CALLING

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EXHIBIT 8: CONTRACTOR'S LICENSE INFORMATION
(Installation Services Only)

For Subcategory: 1.4 Long Distance Calling

Name of Bidder: Qwest Government Services, Inc., dba CenturyLink QGS

Bidder shall complete the applicable Contractor's license information below in accordance with the Contractor's State License Board, Department of Consumer Affairs. A Contractor's license of appropriate Class C-7, Low Voltage Systems Contractor, is required before any Bidder can contract business (e.g. submit a bid) which includes the installation of cable and wiring, and minor electrical modification. In addition, if structural modifications are required, a Class B, General Building Contractor, license is required. Licensee must be in the name of the firm or a Responsible Managing Employee. See IFB Section 2.3.6, Contractor's License.

CONTRACTOR

Class C-7 Low Voltage Systems License No: 987737

Licensee: Qwest Government Services Inc. dba CenturyLink QGS Expiration Date: 10/31/2015

Relationship of Licensee to Contractor: Subsidiary

SUBCONTRACTOR 1

Class C-7 Low Voltage Systems License No: 960794

Licensee: Northstar Technologies Expiration Date: 05/31/2015

Relationship of Licensee to Subcontractor: Subcontractor to CenturyLink

SUBCONTRACTOR 2

Class C-7 Low Voltage Systems and C-10 License No: 742661

Licensee: Veterans Communication Services, Inc Expiration Date: 11/31/2013

Relationship of Licensee to Subcontractor: Subcontractor to CenturyLink

(Use additional sheets if necessary.)

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: Fee 1

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California LifeLine Program (ULTS)

d) The citations in law, regulation or order: Cal. Pub. Util. Code §§ 871-884.5 ; CPUC General Order 153

e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=871-884.5> ; http://docs.cpuc.ca.gov/WORD_PDF/GENERAL_ORDER/154648.pdf

f) The date the law, resolution or order was released: 1987

g) The date the law, resolution or order becomes effective: Stats 1987 ch 163 § 2, effective July 16, 1987

h) Purpose of the service tax, fee, surcharge or surcredit: California LifeLine provides discounted basic telephone (landline) services to eligible California households.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 1.150%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: Fee 2

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): DDTP; designated as “CA Relay Service and Communications Device Fund”

d) The citations in law, regulation or order: Cal. Pub. Util. Code §2881(a), (d)

e) The URL identifying and providing citations in law or regulation: http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=270-285

f) The date the law, resolution or order was released: 2011

g) The date the law, resolution or order becomes effective: Stats 2011 ch 404 § 2 (AB 136), effective January 1, 2012

h) Purpose of the service tax, fee, surcharge or surcredit: To fund The Deaf and Disabled Telecommunications Program (DDTP) that provides basic telephone service and telecommunications devices to deaf or hearing impaired consumers.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.200%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 3

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California High Cost Fund-A (CHCF-A)

d) The citations in law, regulation or order: Cal. Pub. Util. Code §739.3(a), (c)

e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=727-758>

f) The date the law, resolution or order was released: 2011

g) The date the law, resolution or order becomes effective: Stats 2011 ch 695 § 4 (SB 3), effective September 1, 2011

h) Purpose of the service tax, fee, surcharge or surcredit: Provide a source of supplemental revenue to 14 small local exchange carriers (LECs) for the purpose of minimizing any rate disparity of basic telephone services between rural and metropolitan areas.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.400%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 4

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California High Cost Fund-B (CHCF-B)

d) The citations in law, regulation or order: Cal. Pub. Util. Code §739.3(a), (c)

e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=727-758>

f) The date the law, resolution or order was released: 2011

g) The date the law, resolution or order becomes effective: Stats 2011 ch 695 § 4 (SB 3), effective September 1, 2011

h) Purpose of the service tax, fee, surcharge or surcredit: Provides subsidies to carriers of last resort (COLRs) for providing basic local telephone service to residential customers in high-cost areas.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.300%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 5
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California Teleconnect Fund (CTF)
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §280(a), (c)
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=270-285>
- f) The date the law, resolution or order was released: Decision 96-10-066 (11/25/1996) / 2008
- g) The date the law, resolution or order becomes effective: Stats 2008 ch 718 § 4 (SB 1437), effective January 1, 2009
- h) Purpose of the service tax, fee, surcharge or surcredit: The CTF program provides a 50% discount on select communications services to schools, libraries, hospitals and other non-profit organizations.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4
- j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.5900%
- l) Is the State exempt? (yes/no): No
- a) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 6

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California Advanced Services Fund (CASF)

d) The citations in law, regulation or order: Cal. Pub. Util. Code §701 , CPUC Decision 07-12-054

e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=701-716>
http://docs.cpuc.ca.gov/PUBLISHED/FINAL_DECISION/76947.htm

f) The date the law, resolution or order was released: 2007

g) The date the law, resolution or order becomes effective: Decision 07-12-054 December 20, 2007

h) Purpose of the service tax, fee, surcharge or surcredit: Assures widespread availability of high-quality telecommunications services to all Californians.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.140%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 7

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): PUC User Fee

d) The citations in law, regulation or order: Cal. Pub. Util. Code §§ 401, 404, 431

e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=401-410> <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=431-435>

f) The date the law, resolution or order was released: 2006

g) The date the law, resolution or order becomes effective: Stats 2006 ch 700 § 1 (AB 2987), effective January 1, 2007

h) Purpose of the service tax, fee, surcharge or surcredit: The purpose of this fee is to finance the Commission's annual operating budget.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.180%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 8

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): Board of Equalization

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Emergency Telephone Users (911) Surcharge

d) The citations in law, regulation or order: Cal. Rev. & Tax. Code § 41020(a)

e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=rtc&group=41001-42000&file=41020-41027>

f) The date the law, resolution or order was released: 2008

g) The date the law, resolution or order becomes effective: Stats 2008 ch 17 § 7 (SB 1040), effective May 21, 2008

h) Purpose of the service tax, fee, surcharge or surcredit: This surcharge tax provides funding for Emergency Telephone Service (911) in California.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.500%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 9

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): BOE

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): State & Local Sales Tax

d) The citations in law, regulation or order: Cal. Rev. & Tax Code Division 2, Parts 1 & 1.5

e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=rtc&group=06001-07000&file=6001-6024> ; <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=rtc&group=07001-08000&file=7200-7212>

f) The date the law, resolution or order was released: 1941/1955

g) The date the law, resolution or order becomes effective: Stats 1941 ch 36 § 1, operative July 1, 1943 ; Stats 1955 ch 1311 § 1, operative April 1, 1956

h) Purpose of the service tax, fee, surcharge or surcredit: Funds California's state and many special taxing jurisdictions (districts) for capital overlay projects and cost of public services.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 6.25% - 10.0%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: Fee 10

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Universal Service Fee (USF)

d) The citations in law, regulation or order: 47 U.S.C. §254; 47 C.F.R. §54.706(a)

e) The URL identifying and providing citations in law or regulation:
<http://www.gpo.gov/fdsys/pkg/USCODE-2011-title47/pdf/USCODE-2011-title47-chap5-subchapI-partII-sec254.pdf> ; <http://www.gpo.gov/fdsys/pkg/CFR-2012-title47-vol3/pdf/CFR-2012-title47-vol3-sec54-706.pdf>

f) The date the law, resolution or order was released: 2002

g) The date the law, resolution or order becomes effective: 67 FR 79532, Dec. 30, 2002

h) Purpose of the service tax, fee, surcharge or surcredit: Funded by Telecommunications Service Providers to advance universal services for schools, rural health care providers/facilities, and libraries.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 16.000%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: Fee 11

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Telecommunications Relay Service (TRS)

d) The citations in law, regulation or order: 47 U.S.C. §2225(d)(3)(B); 47 C.F.R. §64.604(c)(5)

e) The URL identifying and providing citations in law or regulation:
<http://www.gpo.gov/fdsys/pkg/USCODE-2011-title47/pdf/USCODE-2011-title47-chap5-subchapI-partI-sec225.pdf> ; <http://www.gpo.gov/fdsys/pkg/CFR-2012-title47-vol3/pdf/CFR-2012-title47-vol3-sec64-604.pdf>

f) The date the law, resolution or order was released: 2000

g) The date the law, resolution or order becomes effective: 65 FR 38436, June 21, 2000

h) Purpose of the service tax, fee, surcharge or surcredit: Funds the Telecommunications Relay Service (TRS); a service that allows persons with hearing or speech disabilities to place and receive telephone calls.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 1.219%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: Fee 12

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Regulatory Recovery

d) The citations in law, regulation or order: 47 U.S.C. §159(a); FCC Order Release No. 12-116, 27 FCC Rcd 8390

e) The URL identifying and providing citations in law or regulation:
<http://www.gpo.gov/fdsys/pkg/USCODE-2011-title47/pdf/USCODE-2011-title47-chap5-subchapl-sec159.pdf>; http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0720/FCC-12-76A1.pdf

f) The date the law, resolution or order was released: 2012

g) The date the law, resolution or order becomes effective: FCC Order Release No. 12-116, 27 FCC Rcd 8390, July 19, 2012

h) Purpose of the service tax, fee, surcharge or surcredit: Annual regulatory fees collected by the FCC to recover regulatory costs associated with enforcement, policy and rulemaking, user information, and international activities.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.361%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 13

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Property Tax Recovery

d) The citations in law, regulation or order: Qwest Communications Rates & Services Schedule Interstate No. 3, p. 51.1

e) The URL identifying and providing citations in law or regulation:
http://www.centurylink.com/tariffs/fcc_qcc_ixc_rss_no_3_part1.pdf

f) The date the law, resolution or order was released: _____

g) The date the law, resolution or order becomes effective: _____

h) Purpose of the service tax, fee, surcharge or surcredit: Recovery fee for amounts paid to various taxing jurisdictions

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.660%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 14

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition of the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): IRS

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Excise Tax

d) The citations in law, regulation or order: § 4251-4253

e) The URL identifying and providing citations in law or regulation: <http://www.irs.gov/pub/irs-pdf/p510.pdf> ; http://constitution.AllCustomersStatewide.StateofCalifornia.is.org/uslaw/sal/047_itax.pdf

f) The date the law, resolution or order was released: 1898 and 1932

g) The date the law, resolution or order becomes effective: 1932

h) Purpose of the service tax, fee, surcharge or surcredit: Federal Telephone Excise Tax is imposed for amounts paid for communications services.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4

j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.0%

l) Is the State exempt? (yes/no): Yes with certification.

m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 16
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): Local Taxing Jurisdictions
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Communication Users' Tax
- d) The citations in law, regulation or order: Varies by Locality
- e) The URL identifying and providing citations in law or regulation: http://www.uutinfo.org/
- f) The date the law, resolution or order was released: Varies by Locality
- g) The date the law, resolution or order becomes effective: Varies by Locality
- h) Purpose of the service tax, fee, surcharge or surcredit: _____
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.4
- j) Identify the CALNET 3 Service that is affected: Long Distance Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0% - 10.0%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

EXHIBIT 10: BIDDING PREFERENCES AND INCENTIVES

(Page 1 of 2)

For Subcategory: 1.4 Long Distance Calling

ALL BIDDERS: COMPLETE ALL SECTIONS BELOW AND SUBMIT WITH YOUR PROPOSAL.

1. SMALL BUSINESS PREFERENCE

Bidder must check the appropriate box from the choices below.

- I am a DGS certified Small Business and claim the Small Business Preference. My DGS Small Business certification number is: _____.
- I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.
- I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference. *Bidder must complete and submit Exhibit 11, GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor.*
- I am not claiming the DGS Small Business preference.**

2. DVBE INCENTIVE

Bidder must check the appropriate box from the choices below.

- I am a DGS certified DVBE. A copy of my STD. form 843 is attached.
- I have recently filed for DGS DVBE certification, but have not yet received certification.
- I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive. *Bidder must submit a complete Exhibit 11, GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor. Bidder must also submit an Exhibit 10, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager.***
- I am not claiming the DVBE incentive.

EXHIBIT 10: BIDDING PREFERENCES AND INCENTIVES (cont'd.)

(Page 2 of 2)

3. ADDITIONAL BIDDING PREFERENCES

Bidder must check the appropriate box from the choices below.

- I am not claiming the TACPA preference, the EZA preference, or the LAMBRA preference.**
- I am claiming the TACPA bidding preference.
Bidder must submit Exhibit 12, STD 830.
- I am claiming the EZA bidding preference.
Bidder must submit Exhibit 13, STD 831.
- I am claiming the LAMBRA bidding preference.
Bidder must submit Exhibit 14, STD 832.

Name of Bidder: Qwest Government Services, Inc dba CenturyLink QGS

Signature and Date: Michael P. Smith 9/9/13

EXHIBIT 11: STD 843 DVBE DECLARATIONS

A copy of the *DVBE Declarations*, Form STD 843 is provided on the next page.

The form is also available as a fill and print PDF at:

<http://www.documents.dgs.ca.gov/pd/poliproc/STD-843FillPrintFields.pdf>

When completing this form, beneath the “Solicitation/Contract Number”, write in the Subcategory that the form pertains to.

EXHIBIT 11: STD 843 DVBE Northstar

CALNET 3, Category 1 Voice and Data Services
 Exhibit 11—STD-843
 STATE OF CALIFORNIA – DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION
DISABLED VETERAN BUSINESS ENTERPRISE DECLARATIONS
 STD. 843 (Rev. 5/2006)

Instructions: The disabled veteran (DV) owner(s) and DV manager(s) of the Disabled Veteran Business Enterprise (DVBE) must complete this declaration when a DVBE contractor or subcontractor will provide materials, supplies, services or equipment [Military and Veterans Code Section 999.2]. Violations are misdemeanors and punishable by imprisonment or fine and violators are liable for civil penalties. All signatures are made under penalty of perjury.

SECTION 1

Name of certified DVBE: Northstar Technologies DVBE Ref. Number: 0031357
 Description (materials/supplies/services/equipment proposed): Structured Cabling & Wiring
 Solicitation/Contract Number: IFB STPD 12-001-A SCPRS Ref. Number: _____
Subcategories 1.2, 1.3, 1.4, 1.5 (FOR STATE USE ONLY)

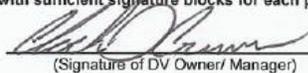
SECTION 2

APPLIES TO ALL DVBEs. Check only one box in Section 2 and provide original signatures.

I (we) declare that the DVBE is not a broker or agent, as defined in Military and Veterans Code Section 999.2 (b), of materials, supplies, services or equipment listed above. Also, complete Section 3 below if renting equipment.

Pursuant to Military and Veterans Code Section 999.2 (f), I (we) declare that the DVBE is a broker or agent for the principal(s) listed below or on an attached sheet(s). (Pursuant to Military and Veterans Code 999.2 (e), State funds expended for equipment rented from equipment brokers pursuant to contracts awarded under this section shall not be credited toward the 3-percent DVBE participation goal.)

All DV owners and managers of the DVBE (attach additional pages with sufficient signature blocks for each person to sign):

Clark D Crumer  3/20/13
 (Printed Name of DV Owner/Manager) (Signature of DV Owner/ Manager) (Date Signed)

 (Printed Name of DV Owner/Manager) (Signature of DV Owner/Manager) (Date Signed)

Firm/Principal for whom the DVBE is acting as a broker or agent: Northstar Technologies
 (If more than one firm, list on extra sheets.) (Print or Type Name)

Firm/Principal Phone: 925-292-0602 Address: 183 Anna Maria st. Livermore, CA 94550

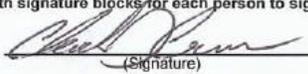
SECTION 3

APPLIES TO ALL DVBEs THAT RENT EQUIPMENT AND DECLARE THE DVBE IS NOT A BROKER.

Pursuant to Military and Veterans Code Section 999.2 (c), (d) and (g), I am (we are) the DV(s) with at least 51% ownership of the DVBE, or a DV manager(s) of the DVBE. The DVBE maintains certification requirements in accordance with Military and Veterans Code Section 999 et. seq.

The undersigned owner(s) own(s) at least 51% of the quantity and value of each piece of equipment that will be rented for use in the contract identified above. I (we), the DV owners of the equipment, have submitted to the administering agency my (our) personal federal tax return(s) at time of certification and annually thereafter as defined in *Military and Veterans Code 999.2*, subsections (c) and (g). Failure by the disabled veteran equipment owner(s) to submit their personal federal tax return(s) to the administering agency as defined in *Military and Veterans Code 999.2*, subsections (c) and (g), will result in the DVBE being deemed an equipment broker.

Disabled Veteran Owner(s) of the DVBE (attach additional pages with signature blocks for each person to sign):

Clark D Crumer  3/20/13
 (Printed Name) (Signature) (Date Signed)

183 Anna Maria st. Livermore, CA 94550 925-292-0602 36-4512395
 (Address of Owner) (Telephone) (Tax Identification Number of Owner)

Disabled Veteran Manager(s) of the DVBE (attach additional pages with sufficient signature blocks for each person to sign):

Clark D Crumer  3/20/13
 (Printed Name of DV Manager) (Signature of DV Manager) (Date Signed)

Page 1 of 1

SFA# 50870287_3/NSP# 41846_3 1 September 12, 2013
 IFB STPD 12-001-A

Data contained on this page is subject to the restrictions on the title page of this proposal.

EXHIBIT 11: STD 843 DVBE Veterans

CALNET 3, Category 1 Voice and Data Services
Exhibit 11—STD-843

STATE OF CALIFORNIA – DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION



DISABLED VETERAN BUSINESS ENTERPRISE DECLARATIONS

STD. 843 (Rev. 5/2006)

Instructions: The disabled veteran (DV) owner(s) and DV manager(s) of the Disabled Veteran Business Enterprise (DVBE) must complete this declaration when a DVBE contractor or subcontractor will provide materials, supplies, services or equipment [Military and Veterans Code Section 999.2]. Violations are misdemeanors and punishable by imprisonment or fine and violators are liable for civil penalties. All signatures are made under penalty of perjury.

SECTION 1

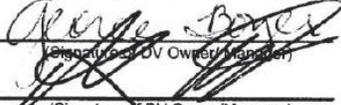
Name of certified DVBE: Veterans Communication Services, Inc. DVBE Ref. Number: 1699B
Description (materials/supplies/services/equipment proposed): materials/ services
Solicitation/Contract Number: IFB STPD 12-001-A SCPRS Ref. Number: _____
Subcategories 1.2, 1.3, 1.4, 1.5 (FOR STATE USE ONLY)

SECTION 2

APPLIES TO ALL DVBEs. Check only one box in Section 2 and provide original signatures.

- I (we) declare that the DVBE is not a broker or agent, as defined in Military and Veterans Code Section 999.2 (b), of materials, supplies, services or equipment listed above. Also, complete Section 3 below if renting equipment.
- Pursuant to Military and Veterans Code Section 999.2 (f), I (we) declare that the DVBE is a broker or agent for the principal(s) listed below or on an attached sheet(s). (Pursuant to Military and Veterans Code 999.2 (e), State funds expended for equipment rented from equipment brokers pursuant to contracts awarded under this section shall not be credited toward the 3-percent DVBE participation goal.)

All DV owners and managers of the DVBE (attach additional pages with sufficient signature blocks for each person to sign):

<u>George Boyer</u> (Printed Name of DV Owner/Manager)		<u>3/26/13</u> (Date Signed)
<u>Mark Montgomery</u> (Printed Name of DV Owner/Manager)		<u>3/26/13</u> (Date Signed)

Firm/Principal for whom the DVBE is acting as a broker or agent: _____
(If more than one firm, list on extra sheets.) (Print or Type Name)

Firm/Principal Phone: (909) 974-1800 Address: 350 S. Milliken Ave, Suite T Ontario, CA. 91761

SECTION 3

APPLIES TO ALL DVBEs THAT RENT EQUIPMENT AND DECLARE THE DVBE IS NOT A BROKER.

- Pursuant to Military and Veterans Code Section 999.2 (c), (d) and (g), I am (we are) the DV(s) with at least 51% ownership of the DVBE, or a DV manager(s) of the DVBE. The DVBE maintains certification requirements in accordance with Military and Veterans Code Section 999 et. seq.
- The undersigned owner(s) own(s) at least 51% of the quantity and value of each piece of equipment that will be rented for use in the contract identified above. I (we), the DV owners of the equipment, have submitted to the administering agency my (our) personal federal tax return(s) at time of certification and annually thereafter as defined in *Military and Veterans Code 999.2, subsections (c) and (g)*. Failure by the disabled veteran equipment owner(s) to submit their personal federal tax return(s) to the administering agency as defined in *Military and Veterans Code 999.2, subsections (c) and (g)*, will result in the DVBE being deemed an equipment broker.

Disabled Veteran Owner(s) of the DVBE (attach additional pages with signature blocks for each person to sign):

_____ (Printed Name)	_____ (Signature)	_____ (Date Signed)
_____ (Address of Owner)	_____ (Telephone)	_____ (Tax Identification Number of Owner)

Disabled Veteran Manager(s) of the DVBE (attach additional pages with sufficient signature blocks for each person to sign):

_____ (Printed Name of DV Manager)	_____ (Signature of DV Manager)	_____ (Date Signed)
---------------------------------------	------------------------------------	------------------------

SFA# 50870287_3/NSP# 41846_3
IFB STPD 12-001-A

Page ____ of ____
September 12, 2013

PRINT CLEAR

EXHIBIT 12: GSPD 05-105 BIDDER DECLARATION

A copy of the *GSPD-05-105 Bidder Declaration* and its instructions, are provided on the next two pages. The form with its instructions is also available as a fill and print PDF at:

<http://www.documents.dgs.ca.gov/pd/poliproc/Master-Biddeclar08-09.pdf>

When completing this form, Bidders must write in the Subcategory beneath the “Solicitation Number”.

EXHIBIT 12: GSPD 05-105

State of California—Department of General Services, Procurement Division
 GSPD-05-105 (REV. 08/09) Solicitation Number IFB-STPD-12-001-A
 Subcategories 1.2, 1.3, 1.4, and 1.5

BIDDER DECLARATION

1. Prime bidder information (Review attached Bidder Declaration Instructions prior to completion of this form):
 - a. Identify current California certification(s) (MB, SB, NVSA, DVBE): or None (If "None," go to Item #2)
 - b. Will subcontractors be used for this contract? Yes No (If yes, indicate the distinct element of work your firm will perform in this contract e.g., list the proposed products produced by your firm, state if your firm owns the transportation vehicles that will deliver the products to the State, identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.
 - c. If you are a California certified DVBE: (1) Are you a broker or agent? Yes No
 (2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? Yes No N/A

2. If no subcontractors will be used, skip to certification below. Otherwise, list all subcontractors for this contract. (Attach additional pages if necessary):

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE or None)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?
Northstar Technologies, Clark Crumer Phone: 925-292-0601 Fax: 888-408-7344	183 Anna Maria Street Livermore, CA clark@northstar-technologies.com	DVBE	Cabling/Hourly Support/ Break Fix/Site Survey, Special Construction	1%	<input checked="" type="checkbox"/>	NA
Veterans Communications, Mark Montgomery Phone: 909-974-1800 Fax: 909-974-2800	2445 E. Guasti Road, Ontario, CA mmontgomery@vetcomm.com	DVBE	Cabling/Hourly Support/ Break Fix/Site Survey, Special Construction	1%	<input checked="" type="checkbox"/>	NA
Concert Technologies, Sonia Sarna Phone: 703-437-2280 Fax: 888-370-1217	43766 Trade Center Place Suite 130 Dulles, VA 20166 ssarna@concoertech.com	NONE	Cabling/Hourly Support/ Break Fix/Site Survey, Special Construction	1%	<input checked="" type="checkbox"/>	NA

CERTIFICATION: By signing the bid response, I certify under penalty of perjury that the information provided is true and correct.

Solicitation Number **IFB-STPD-12-001-A**
 Subcategories 1.2, 1.3, 1.4, and 1.5

State of California—Department of General Services, Procurement Division
 GSFD-05-105 (REV 08/09)

BIDDER DECLARATION

1. Prime bidder information (Review attached Bidder Declaration Instructions prior to completion of this form):

- a. Identify current California certification(s) (MB, SB, NVSA, DVBE): _____ or None (If "None," go to Item #2)
- b. Will subcontractors be used for this contract? Yes No (If yes, indicate the distinct element of work your firm will perform in this contract e.g., list the proposed products produced by your firm, state if your firm owns the transportation vehicles that will deliver the products to the State, identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.

- c. If you are a California certified DVBE: (1) Are you a broker or agent? Yes No
 (2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? Yes No N/A

2. If no subcontractors will be used, skip to certification below. Otherwise, list all subcontractors for this contract. (Attach additional pages if necessary):

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE or None)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?
Hughes Networks Systems LLC Ned Kazor Phone: 301-601-7308 Fax: 301-428-7012	11717 Exploration Lane Germantown, MD 20876 Ned.Kazor@hughes.com	None	Satellite MPLS access	1%	<input checked="" type="checkbox"/>	NA
Pinnacle Telecommunications Inc. Zack Faltermier Phone: 916-625-8467	6205 S. Walnut Street Loomis, CA 95650 zfallermier@pinnacle-telecom.com	None	Cabling/Hourly Support/ Break Fix/Site Survey, Special Construction	1%	<input checked="" type="checkbox"/>	NA
SpeedPin Randy Myers Phone: 619-738-4338 Fax: 619-401-9134	1044 Pioneer Way Suite E EL Cajon, CA 92020 randy@speedypin.com	None	Calling Cards	1%	<input checked="" type="checkbox"/>	NA

CERTIFICATION: By signing the bid response, I certify under penalty of perjury that the information provided is true and correct.

Solicitation Number **IFB-STPD-12-001-A**
 Subcategories 1.2, 1.3, 1.4, and 1.5

State of California—Department of General Services, Procurement Division
 GSPD-05-105 (REV 08/09)

BIDDER DECLARATION

1. Prime bidder information (Review attached Bidder Declaration Instructions prior to completion of this form):

- a. Identify current California certification(s) (MB, SB, NVSA, DVBE): _____ or None (If "None", go to Item #2)
- b. Will subcontractors be used for this contract? Yes No (If yes, indicate the distinct element of work your firm will perform in this contract e.g., list the proposed products produced by your firm, state if your firm owns the transportation vehicles that will deliver the products to the State, identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.

- c. If you are a California certified DVBE: (1) Are you a broker or agent? Yes No
 (2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? Yes No N/A

2. If no subcontractors will be used, skip to certification below. Otherwise, list all subcontractors for this contract. (Attach additional pages if necessary):

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE or None)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?
Vital Network Systems Craig Raymond Phone: 281-456-4888 Fax: 713-822-1891	14520 McCormick Drive Tampa, Florida 33626 craig.raymond@vital-ns.com	None	Managed Broadband (DSL, Cable, Wireless)	1%	<input checked="" type="checkbox"/>	NA
Telecom Designs David Bessler Phone: 707-303-8250 Fax: 707-303-8252	1850 Northpoint Parkway Santa Rosa, CA 95407 david.bessler@telecomdesigns.com	None	Cabling/Hourly Support/ Break Fix/Site Survey, Special Construction	1%	<input checked="" type="checkbox"/>	NA
NWN Inc. Terry Joslin Phone: 916-837-2131 Fax: 916-837-2200	9745 Business Park Drive Sacramento, CA 95827 mnieumann@nwnit.com www.nwnit.com	None	MPLS/VPN Router Management/ Maintenance 4-hour response	1%	<input checked="" type="checkbox"/>	NA

CERTIFICATION: By signing the bid response, I certify under penalty of perjury that the information provided is true and correct.

Solicitation Number IFB-STPD-12-001-A
 Subcategories 1.2, 1.3, 1.4, and 1.5

State of California—Department of General Services, Procurement Division
 GSPD-05-105 (REV 08/09)

BIDDER DECLARATION

1. Prime bidder information (Review attached Bidder Declaration Instructions prior to completion of this form):

- a. Identify current California certification(s) (MB, SB, NVSA, DVBE): _____ or None (If "None," go to Item #2)
 - b. Will subcontractors be used for this contract? Yes No (If yes, indicate the distinct element of work your firm will perform in this contract e.g., list the proposed products produced by your firm, state if your firm owns the transportation vehicles that will deliver the products to the State, identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.
- c. If you are a California certified DVBE: (1) Are you a broker or agent? Yes No
 (2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? Yes No N/A

2. If no subcontractors will be used, skip to certification below. Otherwise, list all subcontractors for this contract. (Attach additional pages if necessary):

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE or None)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?
TailWind Voice and Data, Inc. Adam Burke Phone: 763-677-4006 Fax: 763-677-4010	15350 25th Avenue N Plymouth, MN 55447 ctisupport@tailwindvoiceanddata.com	None	Demarc extensions	1%	<input checked="" type="checkbox"/>	NA
				0%	<input checked="" type="checkbox"/>	
				0%	<input checked="" type="checkbox"/>	

CERTIFICATION: By signing the bid response, I certify under penalty of perjury that the information provided is true and correct.

BIDDER DECLARATION INSTRUCTIONS

All prime bidders (the firm submitting the bid) must complete the Bidder Declaration.

- 1.a.** Identify all current certifications issued by the State of California. If the prime bidder has no California certification(s), check the line labeled "None" and proceed to item #2. If the prime bidder possesses one or more of the following certifications, enter the applicable certification(s) on the line:
- Microbusiness (MB)
 - Small Business (SB)
 - Nonprofit Veteran Service Agency (NWSA)
 - Disabled Veteran Business Enterprise (DVBE)

- 1.b.** Mark either "Yes" or "No" to identify whether subcontractors will be used for the contract. If the response is "No," proceed to item #1.c. If "Yes," enter on the line the distinct element of work contained in the contract to be performed or the goods to be provided by the prime bidder. Do not include goods or services to be provided by subcontractors.

Bidders certified as MB, SB, NWSA, and/or DVBE must provide a commercially useful function as defined in Military and Veterans Code Section 999 for DVBEs and Government Code Section 14837 (d)(4)(A) for small/microbusinesses.

Bids must propose that certified bidders provide a commercially useful function for the resulting contract or the bid will be deemed non-responsive and rejected by the State. For questions regarding the solicitation, contact the procurement official identified in the solicitation.

Note: A subcontractor is any person, firm, corporation, or organization contracting to perform part of the prime's contract.

- 1.c.** This item is only to be completed by businesses certified by California as a DVBE.

(1) Declare whether the prime bidder is a broker or agent by marking either "Yes" or "No." The Military and Veterans Code Section 999.2 (b) defines "broker" or "agent" as a certified DVBE contractor or subcontractor that does not have title, possession, control, and risk of loss of materials, supplies, services, or equipment provided to an awarding department, unless one or more of the disabled veteran owners has at least 51-percent ownership of the quantity and value of the materials, supplies, services, and of each piece of equipment provided under the contract.

(2) If bidding rental equipment, mark either "Yes" or "No" to identify if the prime bidder owns at least 51% of the equipment provided (quantity and value). If **not** bidding rental equipment, mark "N/A" for "not applicable."

- 2.** If no subcontractors are proposed, do not complete the table. Read the certification at the bottom of the form and complete "Page ___ of ___" on the form.
If subcontractors will be used, complete the table listing all subcontractors. If necessary, attach additional pages and complete the "Page ___ of ___" accordingly.

2. (continued) Column Labels

Subcontractor Name, Contact Person, Phone Number & Fax Number—List each element for all subcontractors.

Subcontractor Address & Email Address—Enter the address and if available, an Email address.

CA Certification (MB, SB, NWSA, DVBE or None)—If the subcontractor possesses a current State of California certification(s), verify on this website (www.epprocure.pd.dgs.ca.gov).

Work performed or goods provided for this contract—Identify the distinct element of work contained in the contract to be performed or the goods to be provided by each subcontractor. Certified subcontractors must provide a commercially useful function for the contract. (See paragraph 1.b above for code citations regarding the definition of commercially useful function.) If a certified subcontractor is further subcontracting a greater portion of the work or goods provided for the resulting contract than would be expected by normal industry practices, attach a separate sheet of paper explaining the situation.

Corresponding % of bid price—Enter the corresponding percentage of the total bid price for the goods and/or services to be provided by each subcontractor. Do not enter a dollar amount.

Good Standing?—Provide a response for each subcontractor listed. Enter either "Yes" or "No" to indicate that the prime bidder has verified that the subcontractor(s) is in good standing for all of the following:

- Possesses valid license(s) for any license(s) or permits required by the solicitation or by law
- If a corporation, the company is qualified to do business in California and designated by the State of California Secretary of State to be in good standing
- Possesses valid State of California certification(s) if claiming MB, SB, NWSA, and/or DVBE status

51% Rental?—This pertains to the applicability of rental equipment. Based on the following parameters, enter either "N/A" (not applicable), "Yes" or "No" for each subcontractor listed.

- Enter "N/A" if the:
- Subcontractor is NOT a DVBE (regardless of whether or not rental equipment is provided by the subcontractor) or
 - Subcontractor is NOT providing rental equipment (regardless of whether or not subcontractor is a DVBE)

Enter "Yes" if the subcontractor is a California certified DVBE providing rental equipment and the subcontractor owns at least 51% of the rental equipment (quantity and value) it will be providing for the contract.

Enter "No" if the subcontractor is a California certified DVBE providing rental equipment but the subcontractor does NOT own at least 51% of the rental equipment (quantity and value) it will be providing.

Read the certification at the bottom of the page and complete the "Page ___ of ___" accordingly.

TECHNICAL REQUIREMENTS

SUBCATEGORY 1.4—LONG DISTANCE CALLING

1.4.1 OVERVIEW

This Subcategory 1.4 IFB provides the State’s solicitation for best value solutions for long distance services. This IFB also describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB Section 4. The CALNET 3 Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET 3 Contract Management and Oversight (CALNET 3 CMO).

1.4.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

Example A (for requirements that require confirmation that the Bidder understands and accepts the requirement):

“Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____”

Or,

Example B (for responses that require the Bidder to provide a description or written response to the requirement):

“Bidder understands the requirements in Section xxx and shall meet or exceed them? Yes_____ No_____”

Description:”

1.4.1.2 DESIGNATION OF REQUIREMENTS

All Technical Requirements specified in this IFB Section are Mandatory and must be responded to as identified in IFB Section 3.4.2.5 by the Bidder. Additionally, some Mandatory requirements are “Mandatory-Scorable” and are designated as “(M-S)”. The State will have the option of whether or not to include each item in the Contract, based on the best interest of the State. Furthermore, Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET 3 services or features may require CALNET 3 CMO approval.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Subcategory Cost Worksheets. Items not listed in the Subcategory Cost Worksheets will not be billable by the Contractor. If additional

unsolicited items include the features described in the IFB and are not included as billable in the Subcategory Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in the Subcategory Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Subcategory Cost Worksheets in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

1.4.1.3 PACIFIC TIME ZONE

Unless specified otherwise, all times stated herein are times in the Pacific Time Zone.

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

1.4.2 LONG DISTANCE CALLING SERVICE

The State, at its sole discretion, may impose controls on Service Requests for long distance services placed by nonexempt Customers, including limitations to specific providers in certain geographic areas.

The Contractor shall provide Long Distance Calling Service.

The Long Distance (LD) Calling Services shall be planned, engineered and provisioned to process all IntraLATA, InterLATA, Intrastate, Interstate and International minutes of usage ordered by the State. LD Calling Services shall provide the features described below.

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

1.4.2.1 LONG DISTANCE SERVICE GENERAL REQUIREMENTS

1.4.2.1.1 Long Distance (LD) Presubscribed Interexchange Carrier (PIC)

The Long Distance (LD) service shall be provided through a presubscribed interexchange access service.

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

1.4.2.1.2 Long Distance Design Services

Upon request by an Entity, the Contractor shall work closely with the Entity to identify the LD solution considering cost benefits, traffic engineering, access circuit options, and analysis of the Entity's long distance requirements. This service will provide a customized approach for each Customer to determine the most cost effective design based on call patterns, geographic scope, and traffic requirements.

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

1.4.2.1.3 Security

1.4.2.1.3.1 Physical Access

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's WAN complying with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

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

1.4.2.1.3.2 Network Security

The Contractor's network security solution shall incorporate the following features:

1. The Contractor's network equipment locations and data centers shall use carrier grade platforms, and
2. All equipment shall be in a hardened facility and all unnecessary services shall be disabled or removed.

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

1.4.2.1.3.3 Security Event Notifications

The Contractor shall provide the designated State representatives with notifications of suspected and real security violations that impact CALNET 3 Customers within one (1) hour of such determination via telephonic means or email.

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

1.4.2.2 LONG DISTANCE NETWORK

1.4.2.2.1 Long Distance Service Network Requirements

1.4.2.2.1.1 Non-blocking Network

The LD service shall include diverse routing capability and flexible routing functions to provide a virtual non-blocking network that provides network access 99.5% of the time.

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

1.4.2.2.1.2 System Compatibility

The LD service shall be compatible with the State's existing networks and equipment. The LD service shall allow Customers the ability to use their standard phone lines (e.g., Centrex lines, Measured Business lines-1MBs, etc.) to place and receive long distance and toll-free calls.

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

1.4.2.2.2 Long Distance Network Access Transport

The Contractor shall provide dedicated DS1, DS3 and ISDN Private Rate Interface (PRI) access transport service for use with the LD service deployed for CALNET 3. This service shall only be utilized in conjunction with the Contractor's Long Distance service.

Within California, the Contractor shall provide dedicated network access transport services statewide in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through Bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

Outside of California the Contractor shall provide dedicated network access transport services within the contiguous 48 states where Contractor facilities are available.

Access minutes for dedicated service as identified in Section 1.4.2.3.5 are limited to the same geographic constraints identified in this Section.

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

1.4.2.2.2.1 Dedicated DS1 Access Transport

The Contractor shall provide dedicated DS1 access transport services in accordance with the North American standards, supporting up to 1.544 Mbps providing full duplex, four (4) wire, synchronous serial digital data transport. The DS1 services will be channelized (24 multiplexed DS0 channels each at 64Kbps) and will be B8ZS, which is the line coding that allows use of the entire bandwidth of a 1.544 facility, and Extended Super Frame (ESF), which uses a framing bit for non-intrusive signaling and control.

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

1.4.2.2.2 Dedicated DS3 Access Transport

The Contractor shall provide DS3 access transport services for speeds up to 45 Mbps on a single circuit or channelized into 28 DS1 channels or 672 DS0 channels.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.2.3 ISDN PRI on DS1 Access Transport

The Contractor shall provide DS1 access transport service in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.2.4 Off-Net Overflow on Terminating Busy

The LD system shall include an optional network feature for conditions when all terminating dedicated access lines are busy that allows an End-User to complete a domestic or international call to an off-net station or private network interface.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

Contractors shall provide the Long Distance Network Access Transport functionality described in Table 1.4.2.2.a.

Table 1.4.2.2.a, Long Distance Network Access Transport

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Dedicated Access Transport DS1	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps.	Y		QLD50229
	Bidders Product Description: <i>CenturyLink standard Long Distance services will ensure Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Kbps. As a signaling option at no additional cost, CenturyLink can provide ISDN signaling DS1 transport to support phone systems that require Facilities Associated Signaling (FAS) or Non-Facilities Associated Signaling (NFAS).</i> <i>CenturyLink Dedicated Long Distance services provide access to our national long distance network via on-net CenturyLink-owned and operated facilities or CenturyLink-provided local loop circuits acquired through local access agreements to access the last mile connection between the customer location and CenturyLink facilities.</i>				
2	Dedicated	Dedicated Transport at DS3 speed or	Y		QLD50230

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	Access Transport DS3	equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.			
	Bidders Product Description: <i>CenturyLink will provide Dedicated Transport at DS3 speed or equivalent up to 45 Mbps on a single circuit, or split the circuit into 28 DS1 channels or 672 DS0 channels. The State will be required to provide standard multiplexing equipment to support termination of DS3 services.</i>				
	Primary Rate Interface (PRI) Transport on DS1	DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel.	Y		QLD50231
3	Bidders Product Description: <i>CenturyLink will provide Dedicated Access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel. CenturyLink Dedicated Long Distance services provide access to our national long distance network via on-net CenturyLink-owned and operated facilities or CenturyLink-provided local loop circuits acquired through local access agreements to access the last mile connection between the customer location and CenturyLink facilities.</i>				
	Off-Net Overflow on Terminating Busy	Network feature for conditions when all terminating dedicated access lines are busy that allows an End-User to complete a domestic or international call to an off-net station or private network interface.	Y		QLD50232
4	Bidders Product Description: <i>CenturyLink provides customized private dialing plans for conditions when all terminating dedicated access lines are busy. Call routing and calling privileges to route dedicated calls to an off-net station or private network interface. The feature allows the user to optimize and simplifying long distance calls in the U.S. and to more than 250 International countries.</i> Standard Features: <ul style="list-style-type: none"> • <i>Dedicated access lines termination overflow to ensure calls complete even when the trunk is at capacity</i> • <i>Dedicated access lines or switched termination of calls</i> • <i>Integrated with toll-free services</i> • <i>On-net call capabilities</i> 				

The Contractor may offer additional unsolicited Long Distance Network Access Transport features in Table 1.4.2.2.2.b.

Table 1.4.2.2.b Unsolicited Long Distance Network Access Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	<i>Reverse-Multiplexing</i>	<i>DS3 Reverse Multiplexing feature</i>	<i>QLD50299</i>
<p>Bidder's Product Description: <i>CenturyLink's Reverse Multiplexing provides connectivity from customer premises to QCC POP in bandwidths ranging from DS-0 to OC-12, by breaking down the more complex higher level local access circuit into multiple lower level signals that can carry multiple long-haul transport services. Reverse Multiplexing allows customers to maximize their local loop investment by putting multiple CenturyLink transport products all over a single, secure high-speed local access circuit, potentially reducing cost of ownership. This provides small- to medium-sized organizations the same flexibility as larger organizations without the need for multiple local loops. This version of reverse multiplexing will support multiplexing a DS3 into 28 DS1 channels.</i></p>			
2	<i>Transport – TSP</i>	<i>Telecommunications Service Priority (TSP) Program</i>	<i>QLD50380</i>
<p>Bidder's Product Description: <i>CenturyLink TSP services are ordered in conjunction with the local access transport service. TSP services cannot be ordered as a standalone service. TSP service is provided on an end-to-end basis so that the entire circuit is provided by CenturyLink (the interexchange portion and CenturyLink provided local access) so the whole circuit is included in the TSP designation as required by the FCC and CA PUC. TSP fees are charged by the local access provider and considered a pass-through fee from the local access provider directly to the State. CenturyLink does not add additional cost to TSP fees.</i></p>			
3	<p>Bidder's Product Description:</p>		

1.4.2.2.3 Long Distance Network Operations and Management

1.4.2.2.3.1 Network Operations Center (NOC)

The Contractor shall maintain a Network Operations Center (NOC) that is staffed 24x365.

The NOC shall perform network surveillance, traffic analysis, control of access and egress traffic, and fault management (trouble identification, isolation and notification) of all CALNET 3 voice traffic. The NOC shall monitor network performance in near real-time to identify capacity blockages and implement controls to optimize CALNET 3 network health and performance immediately.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.2.3.2 Fraudulent Call Prevention

The LD service shall include a toll fraud program that monitors all calls, including outbound international and domestic toll-free calls. The Contractor shall notify the Customer of suspicious calling patterns within 24 hours of detection. The Contractor will continue to monitor the number that is experiencing the suspected fraud and shall notify the Customer of the findings.

The Contractor will proactively work with the State to minimize potential fraud. The Contractor shall develop and implement thresholds and network algorithms for certain call patterns to detect fraudulent use of the Network. The Contractor shall perform near real-time monitoring of the Network to detect fraudulent usage for Customers 24x365. The Contractor shall utilize specific fraud tools to analyze usage based on various types of information, including known high fraud countries, simultaneous calls and multiple call attempts, call durations, as well as originating and terminating number information.

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

1.4.2.3 LONG DISTANCE CALLING FEATURES

1.4.2.3.1 10-Digit/14-Digit Restriction

The LD service shall include 10-digit and 14-digit restriction capability to prevent abuse by blocking all calls to unauthorized numbers. The restriction capability shall include two (2) types of Screening Groups:

1. Allowed—Contains numbers that users are allowed to call
2. Blocked—Contains numbers that users are not allowed to call

Screening Groups shall be able to be entered in any of the following formats: NPA, NPA NXX, NPA NXX-XXXX, NPA NXX-XXXX-XXXX, NXX, NXX-XXXX, NXX-XXXX-XXX, 011 and 011 + Country Code.

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

1.4.2.3.2 Universal Range Privileges

The LD service shall include universal range privileges to control long distance calling by restricting calling to specific geographic areas. **The Bidder shall describe in detail the universal range privileges and range options offered.**

Bidder understands the requirements in Section 1.4.2.3.2 and shall meet or exceed them? Yes Y No _____

Description:

CenturyLink supports range privileges in the following default settings.

- *RP 3: All Calls (Allows ANI or PAC code to dial anywhere, domestic or int'l)*
- *RP 2: On net + US (Allows ANI or PAC to dial 'On net' or US numbers, only)*
- *RP 4: On net, US + Canada (Allows ANI or PAC to dial 'On net', US and Canada numbers, only)*
- *RP 1: On net only (Allows only 'On net' calls)*

We also set-up customized range privileges as required.

1.4.2.3.3 Account Codes

The LD service shall include account codes that allow the Customers the ability to assign a one (1) to 15-digit Account Code to individuals or groups of users. An Account Code, which is dialed after the phone number, is a feature that helps track calls by department, individual, or project. Account Codes allow calls to be sorted and grouped on the Call Detail Report, thereby simplifying call tracking and charge-backs. Account Codes are designed for cost allocation only and are non-verified. Account Codes may be used in conjunction with Authorization Codes (Section 1.4.2.3.4).

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.3.4 Authorization Codes

The Contractor shall provide authorization codes that allow the Customer to assign a one (1) to 15-digit code to End-Users, to establish calling privileges and/or restrictions.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.3.4.1 Expanded Authorization Codes

The Contractor shall provide expanded authorization codes that the LD system shall allow the Customer to assign a one (1) to 15-digit code. These dual-purpose codes shall allow Customers to use part of an authorization code to manage calling privileges, and use the remainder of the code for user account tracking purposes.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.3.4.2 Service Management System

The system shall allow the Customer to activate and deactivate authorization codes, change flexible routing configurations, and obtain usage reports. The LD service shall

include a feature which enables Customers to assign calling privileges to callers using a combination of caller groups, screening groups, originating station identification, and/or Authorization Codes. Bidder shall describe in detail its solution for meeting these requirements.

Bidder understands the requirements in Section 1.4.2.3.4.2 and shall meet or exceed them? Yes Y No

Description:

CenturyLink Service Management System (SMS) has been added to the CenturyLink Calnet3 Website and provides State customers to ability to assign calling privileges to callers using a combination of caller groups, screening groups, and originating station identification. The SMS group will also support the activation and deactivation of authorization codes, change flexible routing configurations, and obtain usage reports for the State.

The CenturyLink provisioning and change process is described below.

- 1. The Customer will access the Website and key the request into the order entry system, which updates the production user database (PROD_DB)*
- 2. The Centurylink production user database (PROD_DB) sends the information to the internal CenturyLink Service Management System (SMS).*
- 3. The SMS system adds the request to the specified CenturyLink long distance/toll free switch supporting the calling groups.*
- 4. The process is tracked and recorded within the CenturyLink Website.*

1.4.2.3.5 Long Distance Domestic Calling

The Contractor shall offer the Long Distance Domestic Calling configurations detailed in Table 1.4.2.3.5.a.

Access minutes for dedicated services are subject to the geographic constraints identified in Section 1.4.2.2.2 (Long Distance Network Access Transport).

Access minutes for switched services shall be provided within the contiguous 48 states.

Table 1.4.2.3.5.a Long Distance Domestic Calling

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	IntraLATA Calling Dedicated to Dedicated Access Minute	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits within a Local Access and Transport Area (LATA).	Y		QLD50233

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraLATA Dedicated to Dedicated calls – originating on dedicated access circuits and terminating on dedicated access circuits within a LATA.</i>				
2	IntraLATA Calling Dedicated to Switched Access Minute	Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits within a LATA.	Y		QLD50234
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraLATA Dedicated to Switched calls – originating on dedicated access circuits and terminating on switched access circuits within a Local Access and Transport Area (LATA).</i>				
3	IntraLATA Calling Switched to Dedicated Access Minute	Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits within a LATA.	Y		QLD50235
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraLATA Switched to Dedicated calls – originating on switched access circuits and terminating on dedicated access circuits within a LATA.</i>				
4	IntraLATA Calling Switched to Switched Access Minute	Usage charge for calls that originate on switched access circuits and terminate on switched access circuits within a LATA.	Y		QLD50236
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraLATA Switched to Switched calls – originating on switched access circuits and terminating on switched access circuits within a LATA.</i>				
5	IntraState/InterLATA Calling Dedicated to Dedicated Access Minute	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated network access within the state and between LATA's.	Y		QLD50237
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraState/InterLATA Dedicated to Dedicated calls – originating on dedicated access circuits and terminating on dedicated access circuits within the state and between LATAs.</i>				
6	IntraState/InterLATA Calling	Usage charge for calls that originate on dedicated access circuits and terminate on	Y		QLD50238

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	Dedicated to Switched Access Minute	switched network access within the state and between LATA's.			
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraState/InterLATA Dedicated to Switched Network calls – originating on dedicated access circuits and terminating on switched network access within the state and between LATAs.</i>				
7	IntraState/InterLATA Calling Switched to Dedicated Access Minute	Usage charge for calls that originate on switched access circuits and terminate on dedicated network access within the state and between LATA's.	Y		QLD50239
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraState/InterLATA Switched to Dedicated calls – originating on switched access circuits and terminating on dedicated access circuits within the state and between LATAs.</i>				
8	IntraState/InterLATA Calling Switched to Switched Access Minute	Usage charge for calls that originate on switched access circuits and terminate on switched network access within the state and between LATA's.	Y		QLD50240
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraState/InterLATA Switched to Switched calls – originating on switched access circuits and terminating on switched access circuits within the state and between LATAs.</i>				
9	Interstate Calling Dedicated to Dedicated Access Minute	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits between states.	Y		QLD50241
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for Interstate Dedicated to Dedicated calls – originating on dedicated access circuits and terminating on dedicated access circuits between states.</i>				
10	Interstate Calling Dedicated to Switched Access Minute	Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits between states.	Y		QLD50242
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for Interstate Dedicated to Switched calls originating on dedicated</i>				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	<i>access circuits and terminating on switched access circuits between states.</i>				
11	Interstate Calling Switched to Dedicated Access Minute	Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits between states.	Y		QLD50243
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for Interstate Switched to Dedicated calls – originating on switched access circuits and terminating on dedicated access circuits between states.</i>				
12	Interstate Calling Switched to Switched Access Minute	Usage charge for calls that originate on switched access circuits and terminate on switched access circuits between states.	Y		QLD50244
	Bidder's Product Description: <i>CenturyLink provides high-quality Long Distance service connections that include usage charges for Interstate Switched to Switched calls – originating on switched access circuits and terminating on switched access circuits between states.</i>				
13	Authorization Codes	Authorization Codes as described in Section 1.4.2.3.4.	Y		QLD50245
	<i>CenturyLink authorization codes allow the State to require a code, with a set amount of digits, to be entered before a Long Distance call is processed. With the authorization code dialing procedure, the caller will be prompted by CenturyLink to input their code to complete their call. If no authorization code is entered or if an incorrect authorization code is entered, the call will not be processed and the caller will be advised that they do not have authorization to complete the call.</i>				
14	Expanded Authorization Codes	Expanded authorization codes as described in Section 1.4.2.3.4.1.	Y		QLD50246
	<i>CenturyLink supports expanded authorization codes as described by the State. These codes will allow Customers to use part of an authorization code to manage calling privileges, and use the remainder of the code for user account tracking purposes</i>				

The Contractor may offer additional unsolicited Long Distance Domestic Calling features in Table 1.4.2.3.5.b.

Table 1.4.2.3.5.b, Unsolicited Long Distance Domestic Calling Features

	Feature Name	Feature Description	Bidder's Product Identifier
1			

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description:		
2	Bidder's Product Description:		
3	Bidder's Product Description:		

1.4.2.3.6 Long Distance International Calling Configurations

The Contractor shall provide the long distance international calling configurations detailed in Table 1.4.2.3.5.a which enables Customers to connect to the countries identified in Table 1.4.2.3.6.a. Bidder's rates as provided in the Subcategory Cost Worksheets shall be based on access type (dedicated or switched) and time of day ("Peak Time" or "Off-Peak Time").

All usage shall be billed in accordance with the provisions of Business Requirements Section A.5.1 (Billing and Invoice Requirements #11) except Mexico which shall be billed in 60 second increments with a 60 second minimum.

Note: If the Bidder charges the same rate for both Peak Time and Off-Peak time, Bidder may use the same Product Identifier for both products.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.3.6.1 International Mobile Termination Charges (IMTC)

Contractor shall provide the ability to terminate international calls on wireless devices. Contractor shall charge International Mobile Termination Charge (IMTC) as an additional per minute rate that is applied to international calls (direct dial business or credit card calls) originating in the U.S. and terminating in certain countries to either wireless communications devices including mobile telephones, pagers, personal computers, and personal digital assistants, or to a portable telephone number where a forwarding, tracking or other type of location service is used.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.3.6.2 U.S. Based Services Waiver

The provisions detailed in IFB-A Business Requirements Section A.2.4.4 (U.S. Based Services) will not apply to Contractor’s International Long Distance Calling services.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

The Contractor shall offer the Long Distance International Calling configurations detailed in Table 1.4.2.3.6.a.

Table 1.4.2.3.6.a Long Distance International Calling

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder’s Product Identifier
				Y	N	
1	International Calling –all countries – Switched Access – Peak	International calls that originate on a switched network access circuit during Peak Time	Brazil:	Y		QLDSPBZ5
			Canada:	Y		QLDSPCA1
			China:	Y		QLDSPCN5
			France:	Y		QLDSPFR5
			Germany:	Y		QLDSPDE5
			Israel:	Y		QLDSPIL5
			Italy:	Y		QLDSPIT5
			Japan:	Y		QLDSPJP5
			Korea:	Y		QLDSPKR5
			Mexico:	Y		QLDSPMX7
			Spain:	Y		QLDSPSP5
			Switzerland:	Y		QLDSPCH5
			United Kingdom:	Y		QLDSPGB5
Bidder’s Product Description: <i>CenturyLink provides outgoing International Long Distance calls that originate from our US-based International Long Distance network for switched ILD calling during the State’s definition of “Peak Time” ILD calls. CenturyLink provides ILD calling to more than 250 countries riding our International Long Distance network.</i>						
2	International Calling –all countries – Switched Access –Off peak	International calls that originate on a switched network access circuit during Off-Peak Time	Brazil:	Y		QLDSOBZ5
			Canada:	Y		QLDSOCA1
			China:	Y		QLDSOCN5
			France:	Y		QLDSOFR5
			Germany:	Y		QLDSODE5
			Israel:	Y		QLDSOIL5
			Italy:	Y		QLDSOIT5

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder's Product Identifier
				Y	N	
			Japan:	Y		QLDSOJP5
			Korea:	Y		QLDSOKR5
			Mexico:	Y		QLDSOMX7
			Spain:	Y		QLDSOSP5
			Switzerland:	Y		QLDSOCH5
			United Kingdom:	Y		QLDSOGB5
			Bidder's Product Description: <i>CenturyLink provides outgoing International Long Distance calls that originate from our US-based International Long Distance network for switched ILD calling during the State's definition of "Off-Peak Time" ILD calls. CenturyLink provides ILD calling to more than 250 countries riding our International Long Distance network.</i>			
3	International Calling – All countries Dedicated Access – Peak	International calls that originate on a dedicated network access circuit during Peak Time	Brazil:	Y		QLDDPBZ5
			Canada:	Y		QLDDPCA1
			China:	Y		QLDDPCN5
			France:	Y		QLDDPFR5
			Germany:	Y		QLDDPDE5
			Israel:	Y		QLDDPIL5
			Italy:	Y		QLDDPIT5
			Japan:	Y		QLDDJP5
			Korea:	Y		QLDDPKR5
			Mexico:	Y		QLDDPMX7
			Spain:	Y		QLDDPSP5
			Switzerland:	Y		QLDDPCH5
			United Kingdom:	Y		QLDDPGB5
Bidder's Product Description: <i>CenturyLink provides outgoing International Long Distance calls that originate from our US-based International Long Distance network for dedicated ILD calling during the State's definition of "Peak Time" ILD calls. CenturyLink provides ILD calling to more than 250 countries riding our International Long Distance network.</i>						
4	International Calling – All countries Dedicated Access – Off peak	International calls that originate on a dedicated network access circuit during Off-Peak Time	Brazil:	Y		QLDDOBZ5
			Canada:	Y		QLDDOCA1
			China:	Y		QLDDOCN5
			France:	Y		QLDDOFR5
			Germany:	Y		QLDDODE5
			Israel:	Y		QLDDOIL5

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder's Product Identifier
				Y	N	
			Italy:	Y		QLDDOIT5
			Japan:	Y		QLDDOJP5
			Korea:	Y		QLDDOKR5
			Mexico:	Y		QLDDOMX7
			Spain:	Y		QLDDOSP5
			Switzerland:	Y		QLDDOCH5
			United Kingdom:	Y		QLDDOGB5
Bidder's Product Description: <i>CenturyLink provides outgoing International Long Distance (ILD) calls that originate from our US-based International Long Distance network for dedicated ILD calling during the State's definition of "Off-Peak Time" ILD calls. CenturyLink provides ILD calling to more than 250 countries riding our International Long Distance network.</i>						
5	International Mobile Termination Charges	International Mobile Termination Charge as described in 1.4.2.3.6.1	Brazil:	Y		QLDI0BZ5
			Canada:	Y		QLDI0CA1
			China:	Y		QLDI0CN5
			France:	Y		QLDI0FR5
			Germany:	Y		QLDI0DE5
			Israel:	Y		QLDI0IL5
			Italy:	Y		QLDI0IT5
			Japan:	Y		QLDI0JP5
			Korea:	Y		QLDI0KR5
			Mexico:	Y		QLDI0MX7
			Spain:	Y		QLDI0SP5
			Switzerland:	Y		QLDI0CH5
			United Kingdom:	Y		QLDI0GB5
Bidder's Product Description: <i>CenturyLink supports International Mobile Termination Charges (IMTC) as described in Section 1.4.2.3.6.1. An additional per minute rate will be applied to International calls terminating to a wireless device as described by the State. IMTC calls will be rated the same for the 13 Countries the State has requested above.</i>						

Bidders shall indicate in Table 1.4.2.3.6.b each of the additional countries where Contractor provides commercially available Long Distance service. Bidders shall list the product identifier for each country where the Contractor provides long distance

service. By listing the product identifier, the Bidder commits to provide service in that specific country.

Table 1.4.2.3.6.b Additional International Long Distance Countries Offered by the Contactor

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
1	Afghanistan	QLDSPAF5	QLDSOAF5	QLDDPAF5	QLDDOAF5	QLDI0AF5
2	Albania	QLDSPAL5	QLDSOAL5	QLDDPAL5	QLDDOAL5	QLDI0AL5
3	Algeria	QLDSPDZ5	QLDSODZ5	QLDDPDZ5	QLDDODZ5	QLDI0DZ5
4	Andorra	QLDSPAD5	QLDSOAD5	QLDDPAD5	QLDDOAD5	QLDI0AD5
5	Angola	QLDSPA05	QLDSOA05	QLDDPA05	QLDDOA05	QLDI0A05
6	Anguilla	QLDSPAI5	QLDSOAI5	QLDDPAI5	QLDDOAI5	QLDI0AI5
7	Antarctica (Casey)	QLDSPAC5	QLDSOAC5	QLDDPAC5	QLDDOAC5	QLDI0AC5
8	Antarctica (Scott)	QLDSPAQ5	QLDSOAQ5	QLDDPAQ5	QLDDOAQ5	QLDI0AQ5
9	Antigua and Barbuda	QLDSPAG5	QLDSOAG5	QLDDPAG5	QLDDOAG5	QLDI0AG5
10	Argentina	QLDSPAR5	QLDSOAR5	QLDDPAR5	QLDDOAR5	QLDI0AR5
11	Armenia	QLDSPAM5	QLDSOAM5	QLDDPAM5	QLDDOAM5	QLDI0AM5
12	Aruba	QLDSPAW5	QLDSOAW5	QLDDPAW5	QLDDOAW5	QLDI0AW5
13	American Samoa	QLDSPAS5	QLDSOAS5	QLDDPAS5	QLDDOAS5	QLDI0AS5
14	Ascension Island	QLDSPAX5	QLDSOAX5	QLDDPAX5	QLDDOAX5	QLDI0AX5
15	Australia	QLDSPA05	QLDSOA05	QLDDPA05	QLDDOA05	QLDI0A05
16	Austria	QLDSPAT5	QLDSOAT5	QLDDPAT5	QLDDOAT5	QLDI0AT5
17	Azerbaijan	QLDSPAZ5	QLDSOAZ5	QLDDPAZ5	QLDDOAZ5	QLDI0AZ5
18	Bahamas	QLDSPBS5	QLDSOBS5	QLDDPBS5	QLDDOBS5	QLDI0BS5
19	Bahrain	QLDSPBH5	QLDSOBH5	QLDDPBH5	QLDDOBH5	QLDI0BH5
20	Bangladesh	QLDSPBD5	QLDSOBD5	QLDDPBD5	QLDDOBD5	QLDI0BD5
21	Barbados	QLDSPBB5	QLDSOBB5	QLDDPBB5	QLDDOBB5	QLDI0BB5
22	Belarus	QLDSPBY5	QLDSOBY5	QLDDPBY5	QLDDOBY5	QLDI0BY5
23	Belgium	QLDSPBE5	QLDSOBE5	QLDDPBE5	QLDDOBE5	QLDI0BE5
24	Belize	QLDSPBZ5	QLDSOBZ5	QLDDPBZ5	QLDDOBZ5	QLDI0BZ5
25	Benin	QLDSPBJ5	QLDSOBJ5	QLDDPBJ5	QLDDOBJ5	QLDI0BJ5
26	Bermuda	QLDSPBM5	QLDSOBM5	QLDDPBM5	QLDDOBM5	QLDI0BM5
27	Bhutan	QLDSPBT5	QLDSOBT5	QLDDPBT5	QLDDOBT5	QLDI0BT5

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
28	Bolivia	QLDSPB05	QLDSOBO5	QLDDPB05	QLDDOB05	QLDI0B05
29	Bosnia and Herzegovina	QLDSPBA5	QLDSOBA5	QLDDPBA5	QLDDOBA5	QLDI0BA5
30	Botswana	QLDSPBW5	QLDSOBW5	QLDDPBW5	QLDDOBW5	QLDI0BW5
31	Brunei	QLDSPBN5	QLDSOBN5	QLDDPBN5	QLDDOBN5	QLDI0BN5
32	Bulgaria	QLDSPBG5	QLDSOBG5	QLDDPBG5	QLDDOBG5	QLDI0BG5
33	Burkina Faso	QLDSPBF5	QLDSOBF5	QLDDPBF5	QLDDOBF5	QLDI0BF5
34	Burundi	QLDSPBI5	QLDSOBI5	QLDDPBI5	QLDDOBI5	QLDI0BI5
35	British Virgin Islands	QLDSPVG5	QLDSOVG5	QLDDPVG5	QLDDOVG5	QLDI0VG5
36	Central African Republic	QLDSPCF5	QLDSOCF5	QLDDPCF5	QLDDOCF5	QLDI0CF5
37	Cambodia	QLDSPKH5	QLDSOKH5	QLDDPKH5	QLDDOKH5	QLDI0KH5
38	Cameroon	QLDSPCM5	QLDSOCM5	QLDDPCM5	QLDDOCM5	QLDI0CM5
39	Cape Verde	QLDSPCV5	QLDSOCV5	QLDDPCV5	QLDDOCV5	QLDI0CV5
40	Cayman Islands	QLDSPKY5	QLDSOKY5	QLDDPKY5	QLDDOKY5	QLDI0KY5
41	Chad	QLDSPTD5	QLDSOTD5	QLDDPTD5	QLDDOTD5	QLDI0TD5
42	Chile	QLDSPCL5	QLDSOCL5	QLDDPCL5	QLDDOCL5	QLDI0CL5
43	Christmas and Cocos Islands	QLDSPCX5	QLDSOCX5	QLDDPCX5	QLDDOCX5	QLDI0CX5
44	Colombia	QLDSPC05	QLDSOC05	QLDDPC05	QLDDOC05	QLDI0C05
45	Comoros	QLDSPKM5	QLDSOKM5	QLDDPKM5	QLDDOKM5	QLDI0KM5
46	Congo	QLDSPCG5	QLDSOCG5	QLDDPCG5	QLDDOCG5	QLDI0CG5
47	Cook Islands	QLDSPCK5	QLDSOCK5	QLDDPCK5	QLDDOCK5	QLDI0CK5
48	Costa Rica	QLDSPCR5	QLDSOCR5	QLDDPCR5	QLDDOCR5	QLDI0CR5
49	Croatia	QLDSPHR5	QLDSOHR5	QLDDPHR5	QLDDOHR5	QLDI0HR5
50	Cuba	QLDSPCU5	QLDSOCU5	QLDDPCU5	QLDDOCU5	QLDI0CU5
51	Cyprus	QLDSPCY5	QLDSOCY5	QLDDPCY5	QLDDOCY5	QLDI0CY5
52	Czech Republic	QLDSPCZ5	QLDSOCZ5	QLDDPCZ5	QLDDOCZ5	QLDI0CZ5
53	Diego Garcia	QLDSPDG5	QLDSODG5	QLDDPDG5	QLDDODG5	QLDI0DG5
54	Djibouti	QLDSPDJ5	QLDSODJ5	QLDDPDJ5	QLDDODJ5	QLDI0DJ5
55	Denmark	QLDSPDK5	QLDSODK5	QLDDPDK5	QLDDODK5	QLDI0DK5
56	Dominica	QLDSPDM5	QLDSODM5	QLDDPDM5	QLDDODM5	QLDI0DM5
57	Dominican Republic	QLDSPDO5	QLSODO5	QLDDPDO5	QLDDODO5	QLDI0DO5

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
58	Ecuador	QLDSPEC5	QLDSOEC5	QLDDPEC5	QLDDOEC5	QLDI0EC5
59	Egypt	QLDSPEG5	QLDSOEG5	QLDDPEG5	QLDDOEG5	QLDI0EG5
60	El Salvador	QLDSPSV5	QLDSOSV5	QLDDPSV5	QLDDOSV5	QLDI0SV5
61	Equatorial Guinea	QLDSPGQ5	QLDSOGQ5	QLDDPGQ5	QLDDOGQ5	QLDI0GQ5
62	Eritrea	QLDSPER5	QLDSOER5	QLDDPER5	QLDDOER5	QLDI0ER5
63	Estonia	QLDSPEE5	QLDSOEE5	QLDDPEE5	QLDDOEE5	QLDI0EE5
64	Ethiopia	QLDSPET5	QLDSOET5	QLDDPET5	QLDDOET5	QLDI0ET5
65	East Timor	QLDSPTP5	QLDSOTP5	QLDDPTP5	QLDDOTP5	QLDI0TP5
66	Faeroe Islands	QLDSPFO5	QLDSOFO5	QLDDPFO5	QLDDOFO5	QLDI0FO5
67	Falkland Islands	QLDSPFK5	QLDSOFK5	QLDDPFK5	QLDDOFK5	QLDI0FK5
68	Fiji Islands	QLDSPFJ5	QLDSOFJ5	QLDDPFJ5	QLDDOFJ5	QLDI0FJ5
69	Finland	QLDSPFI5	QLDSOFI5	QLDDPFI5	QLDDOFI5	QLDI0FI5
70	French Antilles	QLDSPXA5	QLDSOXA5	QLDDPXA5	QLDDOXA5	QLDI0XA5
71	French Guiana	QLDSPGF5	QLDSOGF5	QLDDPGF5	QLDDOGF5	QLDI0GF5
72	French Polynesia	QLDSPPF5	QLDSOPF5	QLDDPPF5	QLDDOPF5	QLDI0PF5
73	Gabon Republic	QLDSPGA5	QLDSOGA5	QLDDPGA5	QLDDOGA5	QLDI0GA5
74	Gambia	QLDSPGM5	QLDSOGM5	QLDDPGM5	QLDDOGM5	QLDI0GM5
75	Georgia	QLDSPGE5	QLDSOGE5	QLDDPGE5	QLDDOGE5	QLDI0GE5
76	Ghana	QLDSPGH5	QLDSOGH5	QLDDPGH5	QLDDOGH5	QLDI0GH5
77	Gibraltar	QLDSPGI5	QLDSOGI5	QLDDPGI5	QLDDOGI5	QLDI0GI5
78	Greece	QLDSPGR5	QLDSOGR5	QLDDPGR5	QLDDOGR5	QLDI0GR5
79	Greenland	QLDSPGL5	QLDSOGL5	QLDDPGL5	QLDDOGL5	QLDI0GL5
80	Grenada	QLDSPGD5	QLDSOGD5	QLDDPGD5	QLDDOGD5	QLDI0GD5
81	Guadeloupe	QLDSPGP5	QLDSOGP5	QLDDPGP5	QLDDOGP5	QLDI0GP5
82	Guantanamo	QLDSPGX5	QLDSOGX5	QLDDPGX5	QLDDOGX5	QLDI0GX5
83	Guatemala	QLDSPGT5	QLDSOGT5	QLDDPGT5	QLDDOGT5	QLDI0GT5
84	Guinea-Bissau	QLDSPGW5	QLDSOGW5	QLDDPGW5	QLDDOGW5	QLDI0GW5
85	Guinea, People's Revolutionary Republic	QLDSPGN5	QLDSOGN5	QLDDPGN5	QLDDOGN5	QLDI0GN5
86	Guyana	QLDSPGY5	QLDSOGY5	QLDDPGY5	QLDDOGY5	QLDI0GY5
87	Haiti	QLDSPHT5	QLDSOHT5	QLDDPHT5	QLDDOHT5	QLDI0HT5

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
88	Hong Kong	QLDSPHK5	QLDSOHK5	QLDDPHK5	QLDDOHK5	QLDI0HK5
89	Honduras	QLDSPHN5	QLDSOHN5	QLDDPHN5	QLDDOHN5	QLDI0HN5
90	Hungary	QLDSPHU5	QLDSOHU5	QLDDPHU5	QLDDOHU5	QLDI0HU5
91	Iceland	QLDSPIS5	QLDSOIS5	QLDDPIS5	QLDDOIS5	QLDI0IS5
92	India	QLDSPIN5	QLDSOIN5	QLDDPIN5	QLDDOIN5	QLDI0IN5
93	Indonesia	QLDSPID5	QLDSOID5	QLDDPID5	QLDDOID5	QLDI0ID5
94	Iran	QLDSPIR5	QLDSOIR5	QLDDPIR5	QLDDOIR5	QLDI0IR5
95	Iraq	QLDSPIQ5	QLDSOIQ5	QLDDPIQ5	QLDDOIQ5	QLDI0IQ5
96	Ireland	QLDSPIE5	QLDSOIE5	QLDDPIE5	QLDDOIE5	QLDI0IE5
97	Ivory Coast	QLDSPCI5	QLDSOCI5	QLDDPCI5	QLDDOCI5	QLDI0CI5
98	Jamaica	QLDSPJM5	QLDSOJM5	QLDDPJM5	QLDDOJM5	QLDI0JM5
99	Jordan	QLDSPJO5	QLDSOJO5	QLDDPJO5	QLDDOJO5	QLDI0JO5
100	Kazakhstan	QLDSPKZ5	QLDSOKZ5	QLDDPKZ5	QLDDOKZ5	QLDI0KZ5
101	Kenya	QLDSPKE5	QLDSOKE5	QLDDPKE5	QLDDOKE5	QLDI0KE5
102	Kiribati	QLDSPKI5	QLDSOKI5	QLDDPKI5	QLDDOKI5	QLDI0KI5
103	Korea, North	QLDSPKP5	QLDSOKP5	QLDDPKP5	QLDDOKP5	QLDI0KP5
104	Kuwait	QLDSPKW5	QLDSOKW5	QLDDPKW5	QLDDOKW5	QLDI0KW5
105	Kyrgyzstan	QLDSPKG5	QLDSOKG5	QLDDPKG5	QLDDOKG5	QLDI0KG5
106	Laos	QLDSPLA5	QLDSOLA5	QLDDPLA5	QLDDOLA5	QLDI0LA5
107	Latvia	QLDSPLV5	QLDSOLV5	QLDDPLV5	QLDDOLV5	QLDI0LV5
108	Lebanon	QLDSPLB5	QLDSOLB5	QLDDPLB5	QLDDOLB5	QLDI0LB5
109	Lesotho	QLDSPLS5	QLDSOLS5	QLDDPLS5	QLDDOLS5	QLDI0LS5
110	Liberia	QLDSPLR5	QLDSOLR5	QLDDPLR5	QLDDOLR5	QLDI0LR5
111	Libya	QLDSPLY5	QLDSOLY5	QLDDPLY5	QLDDOLY5	QLDI0LY5
112	Liechtenstein	QLDSPLI5	QLDSOLI5	QLDDPLI5	QLDDOLI5	QLDI0LI5
113	Lithuania	QLDSPLT5	QLDSOLT5	QLDDPLT5	QLDDOLT5	QLDI0LT5
114	Luxembourg	QLDSPLU5	QLDSOLU5	QLDDPLU5	QLDDOLU5	QLDI0LU5
115	Macao	QLDSPMO5	QLDSOMO5	QLDDPMO5	QLDDOMO5	QLDI0MO5
116	Macedonia	QLDSPMK5	QLDSOMK5	QLDDPMK5	QLDDOMK5	QLDI0MK5
117	Madagascar	QLDSPMG5	QLDSOMG5	QLDDPMG5	QLDDOMG5	QLDI0MG5
118	Malawi	QLDSPMW5	QLDSOMW5	QLDDPMW5	QLDDOMW5	QLDI0MW5
119	Malaysia	QLDSPMY5	QLDSOMY5	QLDDPMY5	QLDDOMY5	QLDI0MY5

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
120	Maldives	QLDSPMV5	QLDSOMV5	QLDDPMV5	QLDDOMV5	QLDI0MV5
121	Mali	QLDSPML5	QLDSOML5	QLDDPML5	QLDDOML5	QLDI0ML5
122	Malta	QLDSPMT5	QLDSOMT5	QLDDPMT5	QLDDOMT5	QLDI0MT5
123	Marshall Islands	QLDSPMH5	QLDSOMH5	QLDDPMH5	QLDDOMH5	QLDI0MH5
124	Mauritius	QLDSPMU5	QLDSOMU5	QLDDPMU5	QLDDOMU5	QLDI0MU5
125	Mauritania	QLDSPMR5	QLDSOMR5	QLDDPMR5	QLDDOMR5	QLDI0MR5
126	Mayotte Island	QLDSPYT5	QLDSOYT5	QLDDPYT5	QLDDOYT5	QLDI0YT5
127	Micronesia	QLDSPFM5	QLDSOFM5	QLDDPFM5	QLDDOFM5	QLDI0FM5
128	Moldova	QLDSPMD5	QLDSOMD5	QLDDPMD5	QLDDOMD5	QLDI0MD5
129	Monaco	QLDSPMC5	QLDSOMC5	QLDDPMC5	QLDDOMC5	QLDI0MC5
130	Mongolian People's Republic	QLDSPMN5	QLDSOMN5	QLDDPMN5	QLDDOMN5	QLDI0MN5
131	Montserrat	QLDSPMS5	QLDSOMS5	QLDDPMS5	QLDDOMS5	QLDI0MS5
132	Morocco	QLDSPMA5	QLDSOMA5	QLDDPMA5	QLDDOMA5	QLDI0MA5
133	Mozambique	QLDSPMZ5	QLDSOMZ5	QLDDPMZ5	QLDDOMZ5	QLDI0MZ5
134	Myanmar	QLDSPMM5	QLDSOMM5	QLDDPMM5	QLDDOMM5	QLDI0MM5
135	Namibia	QLDSPNA5	QLDSONA5	QLDDPNA5	QLDDONA5	QLDI0NA5
136	Nauru	QLDSPNR5	QLDSONR5	QLDDPNR5	QLDDONR5	QLDI0NR5
137	New Caledonia	QLDSPNC5	QLDSONC5	QLDDPNC5	QLDDONC5	QLDI0NC5
138	Nepal	QLDSPNP5	QLDSONP5	QLDDPNP5	QLDDONP5	QLDI0NP5
139	Netherlands	QLDSPNL5	QLDSONL5	QLDDPNL5	QLDDONL5	QLDI0NL5
140	Nevis	QLDSPNV5	QLDSONV5	QLDDPNV5	QLDDONV5	QLDI0NV5
141	Nigeria	QLDSPNG5	QLDSONG5	QLDDPNG5	QLDDONG5	QLDI0NG5
142	Nicaragua	QLDSPNI5	QLDSONI5	QLDDPNI5	QLDDONI5	QLDI0NI5
143	Niger	QLDSPNE5	QLDSONE5	QLDDPNE5	QLDDONE5	QLDI0NE5
144	Niue	QLDSPNU5	QLDSONU5	QLDDPNU5	QLDDONU5	QLDI0NU5
145	Norfolk Island	QLDSPNF5	QLDSONF5	QLDDPNF5	QLDDONF5	QLDI0NF5
146	Norway	QLDSPNO5	QLDSONO5	QLDDPNO5	QLDDONO5	QLDI0NO5
147	Netherlands Antilles	QLDSPAN5	QLDSOAN5	QLDDPAN5	QLDDOAN5	QLDI0AN5
148	New Zealand	QLDSPNZ5	QLDSONZ5	QLDDPNZ5	QLDDONZ5	QLDI0NZ5
149	Oman	QLDSPOM5	QLDSOOM5	QLDDPOM5	QLDDOOM5	QLDI0OM5
150	Pakistan	QLDSPPK5	QLDSOPK5	QLDDPPK5	QLDDOPK5	QLDI0PK5

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
151	Palau	QLDSPPW5	QLDSOPW5	QLDDPPW5	QLDDOPW5	QLDI0PW5
152	Panama	QLDSPPA5	QLDSOPA5	QLDDPPA5	QLDDOPA5	QLDI0PA5
153	Papua New Guinea	QLDSPPG5	QLDSOPG5	QLDDPPG5	QLDDOPG5	QLDI0PG5
154	Paraguay	QLDSPPY5	QLDSOPY5	QLDDPPY5	QLDDOPY5	QLDI0PY5
155	Peru	QLDSPPE5	QLDSOPE5	QLDDPPE5	QLDDOPE5	QLDI0PE5
156	Philippines	QLD0SPPH5	QLDSOPH5	QLDDPPH5	QLDDOPH5	QLDI0PH5
157	Poland	QLDSPPL5	QLDSOPL5	QLDDPPL5	QLDDOPL5	QLDI0PL5
158	Portugal	QLDSPPT5	QLDSOPT5	QLDDPPT5	QLDDOPT5	QLDI0PT5
159	Qatar	QLDSPQA5	QLDSOQA5	QLDDPQA5	QLDDOQA5	QLDI0QA5
160	Reunion	QLDSPRE5	QLDSORE5	QLDDPRE5	QLDDORE5	QLDI0RE5
161	Romania	QLDSPRO5	QLDSORO5	QLDDPRO5	QLDDORO5	QLDI0RO5
162	South Africa	QLDSPZA5	QLDSOZA5	QLDDPZA5	QLDDOZA5	QLDI0ZA5
163	Russia	QLDSPRU5	QLDSORU5	QLDDPRU5	QLDDORU5	QLDI0RU5
164	Rwanda	QLDSPRW5	QLDSORW5	QLDDPRW5	QLDDORW5	QLDI0RW5
165	Samoa	QLDSPWS5	QLDSOWS5	QLDDPWS5	QLDDOWS5	QLDI0WS5
166	Sao Tome	QLDSPST5	QLDSOST5	QLDDPST5	QLDDOST5	QLDI0ST5
167	Saudi Arabia	QLDSPSA5	QLDSOSA5	QLDDPSA5	QLDDOSA5	QLDI0SA5
168	Senegal Republic	QLDSPSN5	QLDSOSN5	QLDDPSN5	QLDDOSN5	QLDI0SN5
169	Seychelles Islands	QLDSPSC5	QLDSOSC5	QLDDPSC5	QLDDOSC5	QLDI0SC5
170	Sierra Leone	QLDSPSL5	QLDSOSL5	QLDDPSL5	QLDDOSL5	QLDI0SL5
171	Singapore	QLDSPSG5	QLDSOSG5	QLDDPSG5	QLDDOSG5	QLDI0SG5
172	Slovakia	QLDSPSK5	QLDSOSK5	QLDDPSK5	QLDDOSK5	QLDI0SK5
173	Slovenia	QLDSPSI5	QLDSOSI5	QLDDPSI5	QLDDOSI5	QLDI0SI5
174	San Marino	QLDSPSM5	QLDSOSM5	QLDDPSM5	QLDDOSM5	QLDI0SM5
175	Solomon Islands	QLDSPSB5	QLDSOSB5	QLDDPSB5	QLDDOSB5	QLDI0SB5
176	Somali Republic	QLDSPSO5	QLDSOSO5	QLDDPSO5	QLDDOSO5	QLDI0SO5
177	Sri Lanka	QLDSPLK5	QLDSOLK5	QLDDPLK5	QLDDOLK5	QLDI0LK5
178	St. Helena	QLDSPSH5	QLDSOSH5	QLDDPSH5	QLDDOSH5	QLDI0SH5
179	St. Kitts	QLDSPKN5	QLDSOKN5	QLDDPKN5	QLDDOKN5	QLDI0KN5
180	St. Lucia	QLDSPLC5	QLDSOLC5	QLDDPLC5	QLDDOLC5	QLDI0LC5

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
181	St. Pierre and Miquelon	QLDSPPM5	QLDSOPM5	QLDDPPM5	QLDDOPM5	QLDI0PM5
182	St. Vincent and The Grenadines	QLDSPVC5	QLDSOVC5	QLDDPVC5	QLDDOVC5	QLDI0VC5
183	Sudan	QLDSPSD5	QLDSOSD5	QLDDPSD5	QLDDOSD5	QLDI0SD5
184	Suriname	QLDSPSR5	QLDSOSR5	QLDDPSR5	QLDDOSR5	QLDI0SR5
185	Swaziland	QLDSPSZ5	QLDSOSZ5	QLDDPSZ5	QLDDOSZ5	QLDI0SZ5
186	Sweden	QLDSPSE5	QLDSOSE5	QLDDPSE5	QLDDOSE5	QLDI0SE5
187	Syrian Arab Republic	QLDSPSY5	QLDSOSY5	QLDDPSY5	QLDDOSY5	QLDI0SY5
188	Taiwan	QLDSPTW5	QLDSOTW5	QLDDPTW5	QLDDOTW5	QLDI0TW5
189	Tajikistan	QLDSPTJ5	QLDSOTJ5	QLDDPTJ5	QLDDOTJ5	QLDI0TJ5
190	Tanzania	QLDSPTZ5	QLDSOTZ5	QLDDPTZ5	QLDDOTZ5	QLDI0TZ5
191	Thailand	QLDSPTH5	QLDSOTH5	QLDDPTH5	QLDDOTH5	QLDI0TH5
192	Turks and Caicos Islands	QLDSPTC5	QLDSOTC5	QLDDPTC5	QLDDOTC5	QLDI0TC5
193	Togo	QLDSPTG5	QLDSOTG5	QLDDPTG5	QLDDOTG5	QLDI0TG5
194	Tonga Islands	QLDSPTO5	QLDSOTO5	QLDDPTO5	QLDDOTO5	QLDI0TO5
195	Trinidad and Tobago	QLDSPTT5	QLDSOTT5	QLDDPTT5	QLDDOTT5	QLDI0TT5
196	Turkmenistan	QLDSPTM5	QLDSOTM5	QLDDPTM5	QLDDOTM5	QLDI0TM5
197	Tunisia	QLDSPTN5	QLDSOTN5	QLDDPTN5	QLDDOTN5	QLDI0TN5
198	Turkey	QLDSPTR5	QLDSOTR5	QLDDPTR5	QLDDOTR5	QLDI0TR5
199	Tuvalu	QLDSPTV5	QLDSOTV5	QLDDPTV5	QLDDOTV5	QLDI0TV5
200	United Arab Emirates	QLDSPAE5	QLDSOAE5	QLDDPAE5	QLDDOAE5	QLDI0AE5
201	Uganda	QLDSPUG5	QLDSOUG5	QLDDPUG5	QLDDOUG5	QLDI0UG5
202	Ukraine	QLDSPUA5	QLDSOUA5	QLDDPUA5	QLDDOUA5	QLDI0UA5
203	Uruguay	QLDSPUY5	QLDSOUY5	QLDDPUY5	QLDDOUY5	QLDI0UY5
204	Uzbekistan	QLDSPUZ5	QLDSOUZ5	QLDDPUZ5	QLDDOUZ5	QLDI0UZ5
205	Vanuatu	QLDSPVU5	QLDSOVU5	QLDDPVU5	QLDDOVU5	QLDI0VU5
206	Vatican City	QLDSPVA5	QLDSOVA5	QLDDPVA5	QLDDOVA5	QLDI0VA5
207	Venezuela	QLDSPVE5	QLDSOVE5	QLDDPVE5	QLDDOVE5	QLDI0VE5
208	Vietnam	QLDSPVN5	QLDSOVN5	QLDDPVN5	QLDDOVN5	QLDI0VN5
209	Wallis and Fortuna Islands	QLDSPWF5	QLDSOWF5	QLDDPWF5	QLDDOWF5	QLDI0WF5

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
210	Yemen	QLDSPYE5	QLDSOYE5	QLDDPYE5	QLDDOYE5	QLDI0YE5
211	Yugoslavia (Federal Republic)	QLDSPYU5	QLDSOYU5	QLDDPYU5	QLDDOYU5	QLDI0YU5
212	Zaire	QLDSPZR5	QLDSOZR5	QLDDPZR5	QLDDOZR5	QLDI0ZR5
213	Zambia	QLDSPZM5	QLDSOZM5	QLDDPZM5	QLDDOZM5	QLDI0ZM5
214	Zimbabwe	QLDSPZW5	QLDSOZW5	QLDDPZW5	QLDDOZW5	QLDI0ZW5

1.4.2.4 CALLING CARD SERVICES

The Contractor shall provide standard calling cards and limited usage cards that are rechargeable. Service Requests for over 500 Calling Cards will be classified as a Coordinated Project (IFB-A Business Requirements Section A.6.1 – Coordinated Project Work).

1.4.2.4.1 Calling Card Service Toll-Free Access

The Contractor shall provide Calling Card Services that allow Customers to dial a Toll-Free number from North America, United Kingdom, China, Japan, Spain, Switzerland, Brazil, Israel, Korea, Germany, Italy, and France to access Calling Card Service.

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

1.4.2.4.2 Calling Card Service Usage

The State shall be billed in arrears only for the minutes used each month. Switched-to-switched rates as described in Section 0 (Long Distance Domestic Calling) and Section 0 (Long Distance International Calling Configurations) shall apply to all Calling Card calls. No call setup fees will be allowed. The services shall be billed on the Customer’s regular monthly telephone bill and shall include the Calling Card number and the authorized End-User of record.

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

1.4.2.4.3 Calling Card Fraud Protection

The Contractor shall detect and prevent fraudulent use of Calling Cards. Contractor shall monitor usage based on various types of information including simultaneous call and multiple call attempts, call durations and originating or terminating number information. The Contractor shall verify all

Calling Card usage using a Line Identification Database (LIDB) and an internal database to validate and prevent fraud.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.4.4 Calling Card Types

1.4.2.4.4.1 Standard Calling Card Service

The Contractor shall provide Standard Calling Card services that are charged to the Customer's account for usage as described above.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.4.4.2 Limited Usage Calling Card Services

The Contractor shall provide Limited Usage Calling Card services that allow Customers to determine a limit and preload the available balance on the Calling Card account. The Customer shall be provided the option to add available funds to the Calling Card balance.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

Bidders shall provide the Calling Card features detailed in Table 1.4.2.4.a

Table 1.4.2.4.a Calling Card Features

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Standard Calling Card	Calling card usage that is paid per call.	Y		QLD50350
Bidder's Product Description: <i>CenturyLink will provide State customers the ability to connect easily and cost-effectively using the CenturyLink Worldcard® with usage paid on a per call basis. Calling cards can be in denominations (e.g., \$5, \$10, \$20, \$50) or units (1 unit = 1 minute for a call within the lower 48 states).</i>					
2	Limited Usage Calling Card	Calling card that is prepaid and is rechargeable.	Y		QLD50351
Bidder's Product Description: <i>CenturyLink calling cards may be recharged online, over the phone by calling customer support, or we can set-up a designated recharge level on a group of calling cards/PINs. The recharge level is set at designated dollar amount (e.g., \$5, \$10, \$20) and the card/PIN will automatically be recharged for a designated dollar amount (e.g., \$20, \$50, \$100).</i>					
3	Limited Usage Calling Card	Recharge fee for renewal or recharge.	Y		QLD50352

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	(Recharge)				
Bidder's Product Description: <i>CenturyLink does not charge a fee for recharge or renewal.</i>					

The Contractor may offer additional unsolicited Calling Card features in Table 1.4.2.4.b.

Table 1.4.2.4.b, Unsolicited Calling Card Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	<i>Preloaded Rechargeable Calling Card - \$10.00</i>	<i>Preloaded Rechargeable Calling Card - \$10.00 Usage Allocation</i>	<i>QLD50353</i>
	Bidder's Product Description: <i>Card Minutes of Usage will vary depending on the country called. Usage charges will be based upon the Switched-to-Switched usage rates as described in Section 1.4.2.3.5 (Long Distance Domestic Calling) and Section 1.4.2.3.6 (Long Distance International Calling Configurations). As example, a 10 minute Interstate long distance call per table 1.4.2.3.5.a would cost \$.18 per minute and the card value would be reduced by \$1.80 for a 10 minute interstate call.</i> <i>Preloaded Cards are rechargeable, CenturyLink does not charge a fee for recharge or renewal.</i>		
2	<i>Preloaded Rechargeable Calling Card - \$20.00</i>	<i>Preloaded Rechargeable Calling Card - \$20.00 Usage Allocation</i>	<i>QLD50354</i>
	Bidder's Product Description: <i>Card Minutes of Usage will vary depending on the country called. Usage charges will be based upon the Switched-to-Switched usage rates as described in Section 1.4.2.3.5 (Long Distance Domestic Calling) and Section 1.4.2.3.6 (Long Distance International Calling Configurations). As example, a 10 minute Interstate long distance call per table 1.4.2.3.5.a would cost \$.18 per minute and the card value would be reduced by \$1.80 for a 10 minute interstate call.</i> <i>Preloaded Cards are rechargeable, CenturyLink does not charge a fee for recharge or renewal.</i>		
3	<i>Preloaded Rechargeable Calling Card - \$50.00</i>	<i>Preloaded Rechargeable Calling Card - \$50.00 Usage Allocation</i>	<i>QLD50355</i>
	Bidder's Product Description: <i>Card Minutes of Usage will vary depending on the country called. Usage charges will be based upon the Switched-to-Switched usage</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
		<p><i>rates as described in Section 1.4.2.3.5 (Long Distance Domestic Calling) and Section 1.4.2.3.6 (Long Distance International Calling Configurations). As example, a 10 minute Interstate long distance call per table 1.4.2.3.5.a would cost \$.18 per minute and the card value would be reduced by \$1.80 for a 10 minute interstate call.</i></p> <p><i>Preloaded Cards are rechargeable, CenturyLink does not charge a fee for recharge or renewal.</i></p>	
4	<p><i>Preloaded Rechargeable Calling Card - \$100.00</i></p>	<p><i>Preloaded Rechargeable Calling Card - \$100.00 Usage Allocation</i></p> <p>Bidder's Product Description: <i>Card Minutes of Usage will vary depending on the country called. Usage charges will be based upon the Switched-to-Switched usage rates as described in Section 1.4.2.3.5 (Long Distance Domestic Calling) and Section 1.4.2.3.6 (Long Distance International Calling Configurations). As example, a 10 minute Interstate long distance call per table 1.4.2.3.5.a would cost \$.18 per minute and the card value would be reduced by \$1.80 for a 10 minute interstate call.</i></p> <p><i>Preloaded Cards are rechargeable, CenturyLink does not charge a fee for recharge or renewal.</i></p>	QLD50356

1.4.2.5 OPERATOR SERVICES

The Contractor's LD service shall include Operator Services that provide general assistance to callers.

1.4.2.5.1 Easy Access to Operators

Operators shall be available to assist End-Users 24x365 and shall be accessible by dialing 00, 0+, or an 800 number.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.5.2 Emergency Call Handling

LD Operators shall contact the appropriate authorities when emergency services are required for a calling party.

Bidders shall describe how their solution will meet this requirement and will handle calls that require emergency services.

Bidder understands the requirements in Section 1.4.2.5.2 and shall meet or exceed them? Yes Y No

Description:

CenturyLink Operator Services occasionally may encounter a customer trying to report an emergency and who has dialed “0.” To help these customers, a manual file has been established for each geographic locality served by CenturyLink with the emergency numbers for local Ambulance, Fire, and Police.

When a line is subscribed (PIC'd and/or LPIC'd) to CenturyLink (CIC 0432) for 1+ long distance, any 0+ long distance call made from that line will be routed to CenturyLink Operator Services. CenturyLink operators will assist the caller to complete the call. CenturyLink offers multiple billing methods to the caller for completing the call (e.g., collect, 3rd party, LEC calling card, Major credit card).

1.4.2.5.3 Busy Line Verification

Upon a caller's request, Operators shall provide busy line verification where the Operator checks the line to see if a specified number is actually in use or if there is a technical problem with the line.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.5.4 Busy Line Interruption

Upon a caller's request, Operators shall provide call interruption services where the Operator interrupts a specific call in progress to advise that there has been a request to make the line available to receive an important call.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.5.5 Directory Assistance

The Contractor shall provide Directory Assistance which will enable State callers to obtain telephone numbers for locations in the United States, Canada, and Mexico.

The Contractor shall bill Directory Assistance per listing requested. The Contractor may use an Interactive Voice Response solution to query the caller before the call is answered by a live Operator. The Operator shall provide a 10-digit number and upon request, shall inform the caller of any available address or zip code information associated with the requested listing.

Contractors shall also provide reverse directory assistance where the caller provides a 10-digit number and the Operator provides the name, address and zip code information associated with the requested listing.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.5.6 Operator Assisted Calls

Upon request by the caller, Operators will provide assistance with the completion of domestic and international calls.

Operators shall assist with Calling Card or commercial credit card billing.

Operators shall assist End-Users with general information regarding how to complete domestic and international calls.

Operators shall provide dialing instructions to access another carrier or to place long distance Operator-assistance calls.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

The Contractor shall offer the Operator Services detailed in Table 1.4.2.5.a.

Table 1.4.2.5.a Operator Services

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Directory Assistance	Calls that utilize Directory Assistance as described in Section 1.4.2.5.3.	Y		QLD50247
Bidder's Product Description: <i>CenturyLink supports Directory Assistance in the manner described in Section 1.4.2.5.3. Busy Line Verification is supported. In addition we record the number the customer dialed to reach the Operator, the town/state where the customer is calling from, and the Customer's call back number, if available. Pertinent details of the call such as name and comments will be captured, and used to identify the correct place to send the call in an emergency situation.</i>					
2	Operator Assisted Calls	Calls that utilize Operator services as described in Section 1.4.2.5.6.	Y		QLD50248
Bidder's Product Description: <i>CenturyLink standard operator services provide operator assistance with domestic, international, calling cards, and long distance calls. We have been a leader in operator services for many years and will support CALNET 3 customers with the required operator services.</i>					

The Contractor may offer additional unsolicited Operator Service features in Table 1.4.2.5.b.

Table 1.4.2.5.b Unsolicited Operator Service Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Bidder's Product Description:		
2	Bidder's Product Description:		

	Feature Name	Feature Description	Bidder's Product Identifier
3	Bidder's Product Description:		

1.4.2.6 AUDIO CONFERENCING

The Contractor shall provide Audio Conferencing which shall consist of a multiple port, reserved and reservationless, conferencing bridge.

Basic Audio Conferencing shall include the following:

1. **International Access**—Callers have the ability to participate in a conference from an international location;
2. **Host Controlled Question and Answer Service**—The host of a conference can control a question and answer session on a conference call; and,
3. **Voting and Polling Service**—The capability for participants to vote via touchtone keys and for the host to poll votes.

All Audio Conferencing services shall be available and functional to all subscribers.

Contractor shall support Toll-Free Dial-in and Caller Paid Dial-in conferencing services.

Audio Conferencing services shall support users who are connected via IP and the Public Switched Telephone Network (PSTN).

Bidder shall describe how Customers will access this service.

Bidder understands the requirements in Section 1.2.4.6 and shall meet or exceed them? Yes Y No

Description:

The standard CenturyLink Audio Conferencing service is accessible from the domestic US as well as from international locations. Our audio conferencing bridges have the ability to support many access or port locations at the same time. We support the State's requirement of Reserved and Reservationless Conferencing.

The standard CenturyLink Audio Conferencing service includes free access to the CenturyLink Conference Control Center (CCC), which is an online portal that provides direct access to conferencing account information and supports the host of a conference call to Schedule, set-up, and control audio conferences.

The conference host can pick from a menu of polling options and allow end user to answer polling questions via touchtone keys. All that the end users need to access the CenturyLink audio conferencing services is a phone that has the ability to call a toll free or PSTN access number. We support standard phone access, IP phones, cell phones, or any other end point that has the ability to call toll free or a standard PSTN access line.

Customer Administrators can customize the Conference Control Center with their department/agency logo and colors. These changes are made in real-time and are easily completed. Administrators also have the ability to set up accounts in realtime, delete accounts and resend account information.

Reservationless Conferencing:

Reservationless service is an automated, on-demand audio service available 24x7x365. Reservationless Audio allows the moderator to control the audio portions of the call through Online Audio Controls Conferencing interface.

Reservationless Audio Conferencing—this service is a flexible conferencing solution that is secure and easy to use; because it is an automated, self-service solution, the customer has total control of the call, allowing him/her to conduct meetings anywhere, anytime. Reservationless Audio Conferencing will hold up to 300 telephone lines.

Reservationless GlobalMeet—this service provides the automation of Reservationless audio with the convenience of International Toll Free Service (ITFS) and Local Access for participants outside of the United States. The combination of ITFS and Local Access provides conference access from more than 100 locations around the world. Reservationless GlobalMeet is available for up to 300 participant lines.

Reserved Conferencing:

If users prefer to reserve a call, need a one-time call, or are planning a call with more than 300 participants, a reserved conference will meet their needs.

Contractor shall provide the Audio Conferencing features detailed in Table 1.4.2.6

Table 1.4.2.6 Audio Conferencing Features

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	Caller Paid Dial-in Reservationless Service	Also known as "Meet-Me" service, participants dial a pre-established number and access code to join the conference call.	Y		QLD50249
1	Bidder's Product Description: <i>CenturyLink's world-class Audio Conferencing solutions include a full-suite of traditional and VoIP-services to accommodate small- to large events and less formal meetings. Audio Conferencing includes Reservationless (automated) conferencing and Reserved calls with global connectivity from approximately 90</i>				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	<p><i>local access points.</i></p> <p><i>Dial-in Reservationless features include:</i></p> <ul style="list-style-type: none"> • <i>No advanced scheduling necessary</i> • <i>Toll and access</i> • <i>One to 300 participants</i> • <i>Easy, intuitive interface – no training required</i> • <i>Integration with Microsoft Office Outlook</i> • <i>Lock or unlock conference by moderator via touch tone commands</i> • <i>Online participant list</i> • <i>Quick dial-out capabilities to add attendees</i> • <i>Keypad or web interface that controls the volume and muting of individual lines</i> • <i>Helpdesk available 24x7x365</i> • <i>Account code tracking on a per call basis</i> • <i>Unique passcodes for moderators and attendees</i> • <i>Customized introduction can be recorded by the moderator for each conference</i> • <i>Moderators can customize their passcodes</i> • <i>One-touch recording and playback capabilities</i> • <i>Moderators can start, stop, pause and restart a conference recording using their touch-tone keypad</i> • <i>Advanced security features – additional security codes, attendee roll calls, entry/exit announcements</i> • <i>Integration with Web Conferencing</i> • <i>Online access to meeting reports, recordings and preferences</i> • <i>Mobile application automates dial-in for Blackberry, iPhone, and other devices</i> • <i>Participants may reach the “Meet-Me” service by dialing a pre-established number and participant access code.</i> 				
	Toll-Free Dial-in Reservationless Service	Also known as “Meet-Me” service, participants dial a pre-established toll-free number and access code to join the conference call.	Y		QLD50250
2	<p>Bidder's Product Description:</p> <p><i>CenturyLink's world-class Audio Conferencing solutions include a full-suite of traditional and VoIP services to accommodate small-to-large events and less formal meetings. Audio Conferencing includes Reservationless (automated) conferencing and Reserved calls with global connectivity from approximately 90 local access points. Toll-Free Dial-in Reservationless features include:</i></p> <ul style="list-style-type: none"> • <i>No advanced scheduling necessary</i> • <i>Toll-free access</i> • <i>one to 300 participants</i> • <i>Easy, intuitive interface – no training required</i> • <i>Integration with Microsoft Office Outlook</i> • <i>Lock or unlock conference by moderator via touch tone commands</i> • <i>Online participant list</i> • <i>Quick dial-out capabilities to add attendees</i> 				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		<ul style="list-style-type: none"> Keypad or web interface that controls the volume and muting of individual lines Helpdesk available 24x7x365 Account code tracking on a per call basis Unique passcodes for moderators and attendees Customized introduction can be recorded by the moderator for each conference Moderators can customize their passcodes One-touch recording and playback capabilities Moderators can start, stop, pause and restart a conference recording using their touch-tone keypad Advanced security features – additional security codes, attendee roll calls, entry/exit announcements Integration with Web Conferencing Online access to meeting reports, recordings and preferences Mobile application automates dial-in for Blackberry, iPhone and other devices Participants may reach the “Meet-Me” service by dialing a pre-established toll-free number and participant access code. 			
	Caller Paid Dial-in Reserved Service	Host reserves a conference session in advance and receives a temporary dial-in number and access code. Participants dial the number and enter the access code to join the call.	Y		QLD50251
3		<p>Bidder's Product Description:</p> <p><i>CenturyLink Paid Dial-in Passcode Conferencing is reserved on the phone or through the CenturyLink Conferencing Control Center, our online management center, but entry into the call is automated. Each time a call is scheduled, a new access number and passcode is assigned (unlike Reservationless where the passcode never changes). The conference details are emailed to the moderator. A new dial-in number and passcode is required for Passcode conferences and a new reservation is required for each conference or series of meetings. Participants are required to enter the access number and passcode to join the conference call. This service offers the same features as Reservationless Conferencing and includes the following additional services at no additional cost:</i></p> <ul style="list-style-type: none"> <i>Calls will not terminate at the end of the reservation slot</i> <i>Calls can be scheduled within 20 minutes of the start time</i> <i>Reservations will be made using a toll-free number, direct dial number or website</i> <p>Operator Assisted features – Included:</p> <ul style="list-style-type: none"> <i>Toll call-in numbers</i> <i>Operator greets each participant</i> <i>Operator introduces the speakers</i> <i>Operator available at any time by pressing *0</i> 			
4	Toll-Free Dial-in Reserved Service	Host reserves a conference session in advance and receives a temporary toll-free dial-in number and access code.	Y		QLD50252

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		Participants dial the toll-free number and enter the access code to join the call.			
	<p>Bidder's Product Description: <i>CenturyLink Toll-Free Dial-in Passcode Conferencing is reserved on the phone or through the CenturyLink Conferencing Control Center, our online management center, but entry into the call is automated. Each time a call is scheduled, a new access number and passcode is assigned (unlike Reservationless where the passcode never changes). The conference details are emailed to the moderator. A new dial-in number and passcode is required for Passcode conferences and a new reservation is required for each conference or series of meetings. Participants are required to enter the access number and passcode to join the conference call. This service offers the same features as Reservationless Conferencing and includes the following additional services at no additional cost:</i></p> <ul style="list-style-type: none"> • <i>Calls will not terminate at the end of the reservation slot</i> • <i>Calls can be scheduled within 20 minutes of the start time</i> • <i>Reservations will be made using a toll-free number, direct dial number or website</i> <p><i>Operator Assisted features – Included:</i></p> <ul style="list-style-type: none"> • <i>Toll-free call-in numbers</i> • <i>Operator greets each participant</i> • <i>Operator introduces the speakers</i> • <i>Operator available at any time by pressing *0</i> 				
5	Operator-Dialed Service	An operator sets up the conference call by placing calls to each of the participants.	Y		QLD50253
	<p>Bidder's Product Description: <i>With CenturyLink's Operator Dial-Out Audio Conferencing, the moderator coordinates the event with the Conferencing Operator and provides the list of participants and their phone numbers. Prior to the event, the operator will out-dial to each participant and place them in a hold queue until the event is started.</i></p>				
6	Operator-Assisted Dial-in Service	Participants dial in to the conference number and the operator screens the callers for information such as password, name or location.	Y		QLD50254
	<p>Bidder's Product Description: <i>Operator assisted or Event Conferencing.</i> <i>An Operator will greet the callers for information such as passwords, names or location.</i></p>				
7	Recording Service	The capability to record to various media including CD, audiocassette or the Digitized Replay option below.	Y		QLD50255
	<p>Bidder's Product Description: <i>Recording Services are available for the Operator Assisted and Event platforms.</i></p>				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
8	Digitized Replay	A user can listen to a conference call at their convenience by dialing an access number/code. During replay the caller can control the session utilizing telephone keypad entries.	Y		QLD50256
	Bidder's Product Description: <i>The Recorded Audio Replay feature is available on all Audio Conferencing services. Using telephone keypad entries, the user can start, stop, pause, restart or skip through the recording.</i>				
9	Transcription	Contractor provided transcribing a conference call	Y		QLD50257
	Bidder's Product Description: <i>Transcription services are available in a CD, MP3 or WAV format.</i>				
10	Language Interpretation/ Translation	Real-time interpretation and translation services	Y		QLD50258
	Bidder's Product Description: <i>Real-time interpretation and translation services are provided.</i>				
11	Security List Screening	Host specifies a list of participants who may dial into the conference call. Conference Attendant screens callers against the list.	Y		QLD50259
	Bidder's Product Description: <i>Prior to the scheduled event the reservation agent will work with scheduler to gather a list of participants who will be invited to the call. Than the Operator will screen the callers to insure they have access to the call.</i>				
12	Participant List	Conference Attendant captures up to three (3) caller attributes and distributes a list of conference participants to the host immediately following the call.	Y		QLD50260
	Bidder's Product Description: <i>The participant list is available to the conference host post call. The participant list can be customized to add caller attributes like Name, Number, Joined time and Duration.</i>				

The Contractor may offer additional unsolicited Audio Conferencing features in Table 1.4.2.6.b.

Table 1.4.2.6.b Unsolicited Audio Conferencing Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	<i>Event only</i>	<i>Reserved Audio Conferencing with Event Only</i>	QLD50502

	Feature Name	Feature Description	Bidder's Product Identifier
	Conferencing		
	<p>Bidder's Product Description: <i>CenturyLink Event Conferencing is a high profile or large Audio call that is reserved in advance. Participants are given a higher level of service and will be greeted by an operator. The entire call is monitored by an operator who is available throughout the conference to ensure the call goes smoothly and to assist with the call such as muting all lines or holding a Q&A during the call.</i></p> <p>Event only Conferencing</p> <ul style="list-style-type: none"> • <i>Passcode access, online registration and reporting</i> • <i>If a participant disconnects from the call, the operator can reconnect the line</i> • <i>24x7x365 dedicated reservationists</i> • <i>24x7x365 operator assistance</i> • <i>AudioQ&A managed by the operator</i> • <i>Dedicated event manager to handle pre and post production details as well as the event itself</i> • <i>Introduction scripting for the operator to begin the call</i> • <i>Listen-only mutes all lines but the speakers'</i> • <i>More than 4,000 Event participants with 48 hours notice</i> • <i>Multiple speaker capability</i> • <i>No scheduling or booking fees</i> • <i>Online registration and reporting</i> • <i>Operator assistance available to participants by touching *0</i> • <i>Polling responses are registered via touch tone phone</i> • <i>Pre and post conferences with the speakers for review and debrief purposes</i> • <i>Reservation email confirmation</i> • <i>Event cancellation</i> 		
2	Event Auditorium Conferencing	Reserved Audio Conferencing with Event Auditorium	QLD50503
	<p>Bidder's Product Description: <i>CenturyLink Event Auditorium Conferencing is a call that must be reserved and requires passcode entry into the call. The entire call is monitored by an operator who is available throughout the conference to manage the call including putting all lines on mute or holding Q&A during the conference. These are typically larger or more formal calls that need an extra level of service.</i></p> <p>Event Auditorium Conferencing</p> <p>Features include:</p> <ul style="list-style-type: none"> • <i>Passcode access, online registration and reporting</i> • <i>If a participant disconnects from the call, the operator can reconnect the line</i> • <i>24x7x365 dedicated reservationists</i> • <i>24x7x365 operator assistance</i> 		

	Feature Name	Feature Description	Bidder's Product Identifier
		<ul style="list-style-type: none"> • <i>AudioQ&A managed by the operator</i> • <i>Click and Join – an online entry into Event Auditorium (captures participant list)</i> • <i>Conference cancellation</i> • <i>Dedicated event manager to handle pre and post production details as well as the event itself</i> • <i>Introduction scripting for the operator to begin the call</i> • <i>Listen-only mutes all lines but the speakers</i> • <i>More than 4,000 Event participants with 48 hours notice</i> • <i>Multiple speaker capability</i> • <i>No scheduling or booking fees</i> • <i>Online registration and reporting</i> • <i>Operator assistance available to participants by touching *0</i> • <i>Polling responses are registered via touch tone phone</i> • <i>Pre and post conferences with the speakers for review and debrief purposes</i> • <i>Reservation email confirmation</i> • <i>Event cancellation</i> 	
3	<i>Reservationless Dial Out/Dial me International</i>	<i>Reservationless Dial out /Dial me International</i>	<i>QLD50504</i>
	Bidder's Product Description: <i>Reservationless Dial out /Dial me International</i>		
4	<i>Local Zone 2 International</i>	<i>Local calling Zone 2 International</i>	<i>QLD50505</i>
	Bidder's Product Description: <i>Local Zone 2 - Reservationless International Local Access from: France-Paris, Local; Germany- Frankfurt, Munich, Local; United Kingdom-Belfast, Edinburgh, London, Reading, Local</i>		
5	<i>Local Zone 3 International</i>	<i>Local calling Zone 3 International</i>	<i>QLD50506</i>
	Bidder's Product Description: <i>Local Zone 3 - Reservationless International Local Access from: Austria-Vienna; Belgium-Brussels; Denmark-Copenhagen; Finland-Helsinki; Ireland-Dublin, Local; Italy-Milan, Rome; Japan-Osaka,Tokyo; Netherlands-Amsterdam; Norway-Oslo; Poland-Warsaw; Singapore; Spain-Barcelona, Madrid; Sweden-Stockholm; Switzerland-Geneva, Zurich</i>		
6	<i>Local Zone 4 International</i>	<i>Local calling Zone 4 International</i>	<i>QLD50507</i>
	Bidder's Product Description: <i>Local Zone 4 - Reservationless International Local Access from: Australia–Melbourne, Sydney; Brazil-Rio de Jeneiro, San Paulo; Bulgaria–Sophia; Czech Republic–Prague; Estonia-Tallinn; Hong Kong; Hungary-Budapest; Israel-Tel Aviv</i>		
7	<i>Local Zone 5 International</i>	<i>Local calling Zone 5 International</i>	<i>QLD50508</i>

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: <i>Zone 5 - Reservationless International Local Access from: Argentina-Buenos Aires; Chile-Santiago; Latvia-Riga; Lithuania-Vilnius; Luxembourg; New Zealand-Auckland; Panama-Panama City; Portugal-Lisbon; Romania-Bucharest; Slovakia-Bratislava; Slovenia-Ljubljana; South Korea-Seoul</i>		
8	<i>Local Zone 6 International</i>	<i>Local calling Zone 6 International</i>	<i>QLD50509</i>
	Bidder's Product Description: <i>Local Zone 6 - Reservationless International Local Access from: Malaysia-Kuala Lumpur; Mexico-Mexico City; Russia-Moscow</i>		
9	<i>Local Zone 7 International</i>	<i>Local calling Zone 7 International</i>	<i>QLD50510</i>
	Bidder's Product Description: <i>Local Zone 7 - Reservationless International Local Access from: India - Mumbai</i>		
10	<i>Local Zone 8 International</i>	<i>Local calling Zone 8 International</i>	<i>QLD50511</i>
	Bidder's Product Description: <i>Local Zone 8 - Reservationless International Local Access from: Bahrain-Manama; China-Beijing; South Africa-Johannesburg; Taiwan-Taipei</i>		
11	<i>Local Zone 9 International</i>	<i>Local calling Zone 9 International</i>	<i>QLD50512</i>
	Bidder's Product Description: <i>Local Zone 9 - Reservationless International Local Access from: China-Local; Greece-Athens</i>		
12	<i>ITFS Zone 1</i>	<i>International Toll Free Zone 1</i>	<i>QLD50513</i>
	Bidder's Product Description: <i>ITFS Zone 1 - Reservationless ITFS Access from: France, Germany, Luxembourg, United Kingdom</i>		
13	<i>ITFS Zone 2</i>	<i>International Toll Free Zone 2</i>	<i>QLD50514</i>
	Bidder's Product Description: <i>ITFS Zone 2 - Reservationless ITFS Access from: Australia, Malaysia, Singapore, Denmark, Italy, New Zealand, Poland</i>		
14	<i>ITFS Zone 3</i>	<i>International Toll Free Zone 3</i>	<i>QLD50515</i>
	Bidder's Product Description: <i>ITFS Zone 3 - Reservationless ITFS Access from: Estonia, Finland, Hong Kong, Israel, Monaco, Switzerland</i>		
15	<i>ITFS Zone 4</i>	<i>International Toll Free Zone 4</i>	<i>QLD50516</i>
	Bidder's Product Description: <i>ITFS Zone 4 - Reservationless ITFS Access from: Austria, Russia, Belgium, Bulgaria, Greece, Netherlands, Hungary, South Korea, Sweden</i>		
16	<i>ITFS Zone 5</i>	<i>International Toll Free Zone 5</i>	<i>QLD50517</i>
	Bidder's Product Description: <i>ITFS Zone 5 - Reservationless ITFS Access from: Brazil, Mexico, Slovakia, Bahrain, Japan, Portugal, Norway, Slovenia</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
17	ITFS Zone 6	<i>International Toll Free Zone 6</i>	QLD50518
	Bidder's Product Description: <i>ITFS Zone 6 - Reservationless ITFS Access from: Argentina, Czech Republic, Panama, South Africa, China, Latvia, Cyprus, India, Spain, Taiwan, Thailand, Trinidad & Tobago, Uruguay</i>		
18	ITFS Zone 7	<i>International Toll Free Zone 7</i>	QLD50519
	Bidder's Product Description: <i>ITFS Zone 7 - Reservationless ITFS Access from: Colombia, Costa Rica, Dominican Republic, Iceland, Indonesia, Lithuania, Philippines, Turkey, Venezuela</i>		
19	ITFS Zone 8	<i>International Toll Free Zone 8</i>	QLD50520
	Bidder's Product Description: <i>ITFS Zone 8 - Reservationless ITFS Access from: Chile, Croatia, Ireland, Peru, Ukraine, Vietnam</i>		
20	ITFS Zone 9	<i>International Toll Free Zone 9</i>	QLD50521
	Bidder's Product Description: <i>ITFS Zone 9 - Reservationless ITFS Access from: Saudi Arabia, United Arab Emirates</i>		
21	ITFS Zone 10	<i>International Toll Free Zone 10</i>	QLD50522
	Bidder's Product Description: <i>ITFS Zone 10 - Reservationless ITFS Access from: Romania</i>		
22	<i>Custom Greeting</i>	<i>Conf Custom Greeting</i>	QLD50523
	Bidder's Product Description: <i>Custom Greeting (Only available with dedicated toll and toll free numbers)</i>		
23	<i>Passcode Toll Free Dial-In</i>	<i>Passcode Toll Free Dial-In</i>	QLD50524
	Bidder's Product Description: <i>Passcode Toll Free Dial In. This is a one time reserved call. No reservationless or operator accounts are setup for long term use. This is a one time conference call and one time set up fee per call.</i>		
24	<i>Passcode Dial-Out</i>	<i>Passcode Dial Out (North America)</i>	QLD50525
	Bidder's Product Description: <i>Passcode Dial Out (North America) Allows the conference moderator to call outside of the conference within North America to add an end user. This is a one time reserved call. No reservationless or operator accounts are setup for long term use. This is a one time conference call and one time set up fee per call.</i>		
25	<i>Passcode Toll Dial-In</i>	<i>Passcode Toll Dial In (North America)</i>	QLD50526
	Bidder's Product Description: <i>Passcode Toll Dial In (North America) This is a one time reserved call. No reservationless or operator accounts are setup for long term use. This is a one time conference call and one time set up fee per call.</i>		
26	<i>Passcode Dial Out</i>	<i>Passcode Dial Out (International)</i>	QLD50527

	Feature Name	Feature Description	Bidder's Product Identifier
	<i>(International)</i>		
	Bidder's Product Description: <i>Passcode Dial Out (International) This is a one time reserved call. No reservationless or operator accounts are setup for long term use. This is a one time conference call and one time set up fee per call.</i>		
27	<i>Operator Assisted Dial Out (International)</i>	<i>Operator Assisted Dial Out (International)</i>	<i>QLD50528</i>
	Bidder's Product Description: <i>Operator Assisted Dial Out (International)</i>		
28	<i>Call Setup Fee - Operator Assisted</i>	<i>Call setup fee - Operator Assisted</i>	<i>QLD50529</i>
	Bidder's Product Description: <i>This setup fee is waived if the scheduled Operator Assisted call takes place. If the call is cancelled the fee is charged.</i>		
29	<i>Event Auditorium Toll Free Dial In</i>	<i>Event Auditorium Toll Free Dial In</i>	<i>QLD50530</i>
	Bidder's Product Description: <i>Event Auditorium Toll Free Dial In</i>		
30	<i>Event Auditorium Dial Out (North America)</i>	<i>Event Auditorium Dial Out (North America)</i>	<i>QLD50531</i>
	Bidder's Product Description: <i>Event Auditorium Dial Out (North America)</i>		
31	<i>Event Auditorium Toll Dial In</i>	<i>Event Auditorium Toll Dial In</i>	<i>QLD50532</i>
	Bidder's Product Description: <i>Event Auditorium Toll Dial In</i>		
32	<i>Event Auditorium Dial Out (International)</i>	<i>Event Auditorium Dial Out (International)</i>	<i>QLD50533</i>
	Bidder's Product Description: <i>Event Auditorium Dial Out (International)</i>		
33	<i>EA-ITFS Zone 1</i>	<i>Event Audio ITFS Zone 1</i>	<i>QLD50534</i>
	Bidder's Product Description: <i>EA-ITFS Zone 1 - Event Audio ITFS access from: Australia, Austria, Belgium, Brazil, Bulgaria, Chile, Denmark, Estonia, France, Germany, Hong Kong, Hungary, Israel, Luxembourg, Malaysia, Monaco, Netherlands, New Zealand, Poland, Singapore, South Korea, Switzerland, United Kingdom</i>		
34	<i>EA-ITFS Zone 2</i>	<i>Event Audio ITFS Zone 2</i>	<i>QLD50535</i>
	Bidder's Product Description: <i>EA-ITFS Zone 2 - Event Audio ITFS access from: Argentina, Czech Republic, Greece, India, Indonesia, Japan, Latvia, Mexico, Norway, Portugal, Russia, Slovakia, Slovenia, Spain, Sweden, Uruguay</i>		
35	<i>EA-ITFS Zone 3</i>	<i>Event Audio ITFS Zone 3</i>	<i>QLD50536</i>
	Bidder's Product Description: <i>EA-ITFS Zone 3- Event Audio ITFS access from: China,</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
	<i>Columbia, Costa Rica, Ireland, Italy, Lithuania, Panama, Philippines, South Africa, Taiwan, Thailand, Trinidad & Tobago, Venezuela</i>		
36	<i>Remote Replay Custom IVR – Event Service option</i>	<i>Remote Replay Custom IVR– Event and/or Event Auditorium Service option.</i>	<i>QLD50537</i>
	Bidder's Product Description: <i>Remote Replay Custom IVR event services option, allows for remote replay on Event & Event Auditorium services per a single recording.</i>		
37	<i>Remote Replay Custom IVR additional menus – Event Service option</i>	<i>Remote Replay Custom IVR additional menus– Event and/or Event Auditorium Service option.</i>	<i>QLD50538</i>
	Bidder's Product Description: <i>Remote Replay Custom IVR additional menus event services option, allows for remote replay on Event & Event Auditorium services on additional recordings.</i>		
38	<i>Easy Invite / Easy ID– Event Service option</i>	<i>Easy Invite / Easy ID– Event and/or Event Auditorium Service option.</i>	<i>QLD50539</i>
	Bidder's Product Description: <i>Easy Invite / Easy ID</i>		
39	<i>Communication Line – Event Service</i>	<i>Communication Line– Event and/or Event Auditorium Service option</i>	<i>QLD50540</i>
	Bidder's Product Description: <i>Event and/or Event Auditorium Service - Communication Line between a Customer Representative, who is not the speaker, and an Operator</i>		
40	<i>Additional Communication Line– Event Service</i>	<i>Additional Communication Line– Event and/or Event Auditorium Service option</i>	<i>QLD50541</i>
	Bidder's Product Description: <i>Additional Communication Line</i>		
41	<i>Name on Entry (Event Auditorium only)</i>	<i>Name on Entry (Event Auditorium only)</i>	<i>QLD50542</i>
	Bidder's Product Description: <i>Name on Entry (Event Auditorium only)</i>		
42	<i>Host Controls– Event Service option</i>	<i>Host Controls– Event and/or Event Auditorium Service option</i>	<i>QLD50543</i>
	Bidder's Product Description: <i>Host Controls</i>		
43	<i>RSVP Set Up– Event Service option</i>	<i>RSVP Set Up– Event and/or Event Auditorium Service option</i>	<i>QLD50544</i>

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: <i>RSVP Set Up– Event and/or Event Auditorium Service option</i>		
44	<i>Basic RSVP up to 10 questions– Event Service option</i>	<i>Basic RSVP up to 10 questions– Event and/or Event Auditorium Service option</i>	QLD50545
	Bidder's Product Description: <i>Basic RSVP up to 10 questions– Event and/or Event Auditorium Service option</i>		
45	<i>Enhanced RSVP up to 20 questions– Event Service option</i>	<i>Enhanced RSVP up to 20 questions– Event and/or Event Auditorium Service option</i>	QLD50546
	Bidder's Product Description: <i>Enhanced RSVP up to 20 questions– Event and/or Event Auditorium Service option</i>		
46	<i>RSVP Reports provided by CenturyLink– Event Service option</i>	<i>RSVP Reports provided by CenturyLink– Event and/or Event Auditorium Service option</i>	QLD50547
	Bidder's Product Description: <i>RSVP Reports provided by CenturyLink– Event and/or Event Auditorium Service option</i>		
47	<i>Web-based RSVP Reports– Event Service option</i>	<i>Web-based RSVP Reports– Event and/or Event Auditorium Service option</i>	QLD50548
	Bidder's Product Description: <i>Web-based RSVP Reports– Event and/or Event Auditorium Service option</i>		
48	<i>Broadcast Email– Event Service option</i>	<i>Broadcast Email– Event and/or Event Auditorium Service option</i>	QLD50549
	Bidder's Product Description: <i>Broadcast Email– Event and/or Event Auditorium Service option</i>		
49	<i>Broadcast Fax– Event Service option</i>	<i>Broadcast Fax– Event and/or Event Auditorium Service option</i>	QLD50550
	Bidder's Product Description: <i>Broadcast Fax– Event and/or Event Auditorium Service option</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
50	<i>Broadcast Fax or Email Rush (24 hours notice) – Event Service option</i>	<i>Broadcast Fax or Email Rush (24 hours notice) – Event and/or Event Auditorium Service option</i>	QLD50551
	Bidder's Product Description: <i>Broadcast Fax or Email Rush (24 hours notice) – Event and/or Event Auditorium Service option</i>		
51	<i>Broadcast Voice– Event Service option</i>	<i>Broadcast Voice– Event and/or Event Auditorium Service option</i>	QLD50552
	Bidder's Product Description: <i>Broadcast Voice– Event and/or Event Auditorium Service option</i>		
52	<i>Dedicated Dial-in Number– Event Service option</i>	<i>Dedicated Dial-in Number– Event and/or Event Auditorium Service option</i>	QLD50553
	Bidder's Product Description: <i>Dedicated Dial-in Number– Event and/or Event Auditorium Service option.. Allows hosting of all event calls on one dedicated number.</i>		
53	<i>Polling Merge report provided by CenturyLink– Event Service option</i>	<i>Polling Merge report provided by CenturyLink– Event and/or Event Auditorium Service option</i>	QLD50554
	Bidder's Product Description: <i>Polling Merge report provided by CenturyLink– Event and/or Event Auditorium Service option</i>		
54	<i>RSVP File Hosting– Event Service option</i>	<i>RSVP File Hosting– Event and/or Event Auditorium Service option</i>	QLD50555
	Bidder's Product Description: <i>RSVP File Hosting– Event and/or Event Auditorium Service option</i>		
55	<i>Translation – Event Service option</i>	<i>Translation– Event and/or Event Auditorium Service option</i>	QLD50556
	Bidder's Product Description: <i>Translation – Event and/or Event Auditorium Service option. Translation services offers real time langue translations.</i>		
56	<i>Transcription 3 hour– Event Service option</i>	<i>Transcription 3 hour– Event and/or Event Auditorium Service option.</i>	QLD50557
	Bidder's Product Description: <i>Transcription 3 hour. Conference call transcription</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
	<i>returned to the conference moderator within 3 hours of the conference call via email.</i>		
57	<i>Transcription 6 hour– Event Service option</i>	<i>Transcription 6 hour– Event and/or Event Auditorium Service option</i>	<i>QLD50558</i>
	Bidder's Product Description: <i>Transcription 6 hour Transcription 6 hour. Conference call transcription returned to the conference moderator within 6 hours of the conference call via email.</i>		
58	<i>Transcription 24-48 hour– Event Service option</i>	<i>Transcription 24-48 hour– Event and/or Event Auditorium Service option</i>	<i>QLD50559</i>
	Bidder's Product Description: <i>Transcription 24-48 hour Transcription 24-48 hour. Conference call transcription returned to the conference moderator within 24-48 hours of the conference call via email.</i>		
59	<i>Translated Transcription– Event Service option</i>	<i>Translated Transcription– Event and/or Event Auditorium Service option</i>	<i>QLD50560</i>
	Bidder's Product Description: <i>Translated Transcription– Event Service option. Translated Transcription service converts the English transcription into another language. The translated transcription is returned to the conference moderator within one week of the original call.</i>		
60	<i>Pre-Recording Session (Event Audio only) 3-5 days notice– Event Service option</i>	<i>Pre-Recording Session (Event Audio only) 3-5 days notice– Event and/or Event Auditorium Service option</i>	<i>QLD50561</i>
	Bidder's Product Description: <i>Pre-Recording Session (Event Audio only) 3-5 days notice– Event Service option</i>		
61	<i>Pre-Recording Session (Event Audio only) 1-2 days notice– Event Service option</i>	<i>Pre-Recording Session (Event Audio only) 1-2 days notice– Event and/or Event Auditorium Service option</i>	<i>QLD50562</i>
	Bidder's Product Description: <i>Pre-Recording Session (Event Audio only) 1-2 days notice– Event and/or Event Auditorium Service option</i>		
62	<i>Pre-Recording Session (Event Audio only) 6-24 hours notice– Event Service option</i>	<i>Pre-Recording Session (Event Audio only) 6-24 hours notice– Event and/or Event Auditorium Service option</i>	<i>QLD50563</i>
	Bidder's Product Description: <i>Pre-Recording Session (Event Audio only) 6-24 hours</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
	<i>notice– Event and/or Event Auditorium Service option</i>		
63	<i>Pre-Recording Archival Fee - Storage of audio recording beyond 45 days– Event Service option</i>	<i>Pre-Recording Archival Fee - Storage of audio recording beyond 45 days– Event and/or Event Auditorium Service option</i>	<i>QLD50564</i>
	Bidder's Product Description: <i>Pre-Recording Archival Fee - Storage of audio recording beyond 45 days– Event and/or Event Auditorium Service option</i>		
64	<i>Custom Hold Music (Event Audio only) – Event Service option</i>	<i>Custom Hold Music (Event Audio only) – Event and/or Event Auditorium Service option</i>	<i>QLD50565</i>
	Bidder's Product Description: <i>Custom Hold Music (Event Audio only) – Event and/or Event Auditorium Service option</i>		
65	<i>Operator Stand-by (order at reservation time) – Event Service option</i>	<i>Operator Stand-by (order at reservation time) – Event and/or Event Auditorium Service option</i>	<i>QLD50566</i>
	Bidder's Product Description: <i>Operator Stand-by (order at reservation time) An additional live operator to help manage the call. The additional operator helps with call setup, management and completion to make sure there are no gaps within a certain call.</i>		
66	<i>Presentation Management– Event Service option</i>	<i>Presentation Management– Event and/or Event Auditorium Service option</i>	<i>QLD50567</i>
	Bidder's Product Description: <i>Presentation Management– Event and/or Event Auditorium Service option. Centurylink will manage the presentation for the end user.</i>		
67	<i>A la Carte Event Production Services (One hour minimum) – Event Service option</i>	<i>A la Carte Event Production Services (One hour minimum) – Event and/or Event Auditorium Service option</i>	<i>QLD50568</i>
	Bidder's Product Description: <i>A la Carte Event Production Services (One hour minimum) – Event and/or Event Auditorium Service option. Per service this allows Centurylink to help the end user with additional event production services. There is a one hour minimum for this service.</i>		
68	<i>Creative Services - Design physical collateral– Event</i>	<i>Creative Services - Design physical collateral– Event and/or Event Auditorium Service option</i>	<i>QLD50569</i>

	Feature Name	Feature Description	Bidder's Product Identifier
	<i>Service option</i>		
	Bidder's Product Description: <i>Creative Services - Design physical collateral– Event and/or Event Auditorium Service option. CenturyLink will work with the conference moderator to plan and develop all the physical collateral for the conference.</i>		
69	<i>Assembly/Modification– Event Service option</i>	<i>Assembly/Modification– Event and/or Event Auditorium Service option</i>	QLD50572
	Bidder's Product Description: <i>Assembly/Modification– Event and/or Event Auditorium Service option</i>		
70	<i>Black & white photocopies– Event Service option</i>	<i>Black & white photocopies– Event and/or Event Auditorium Service option</i>	QLD50573
	Bidder's Product Description: <i>Black & white photocopies– Event and/or Event Auditorium Service option</i>		
71	<i>Color photocopies– Event Service option</i>	<i>Color photocopies– Event and/or Event Auditorium Service option</i>	QLD50574
	Bidder's Product Description: <i>Color photocopies– Event and/or Event Auditorium Service option</i>		
72	<i>Event Basic Reports– Event Service option</i>	<i>Event Basic Reports– Event and/or Event Auditorium Service option</i>	QLD50578
	Bidder's Product Description: <i>Event Basic Reports– Event and/or Event Auditorium Service option. These additional reports specific to the end users conference call. All reports are emailed to the conference moderator.</i>		
73	<i>Event Data CD– Event Service option</i>	<i>Event Data CD– Event and/or Event Auditorium Service option</i>	QLD50579
	Bidder's Product Description: <i>Event Data CD– Event and/or Event Auditorium Service option. Any event data gathered from the conference call, including reports will be burned to a CD and mailed to the conference moderator.</i>		
74	<i>Event CD Split/Editing– Event Service option</i>	<i>Event CD Split/Editing– Event and/or Event Auditorium Service option</i>	QLD50580
	Bidder's Product Description: <i>Event CD Split/Editing – Event and/or Event Auditorium Service option. More than one CD required supporting the event data.</i>		

1.4.2.7 SERVICE RESTORATION

1.4.2.7.1 Voice Network Disaster Operational Recovery

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.2.7.2 Data Network Disaster/Operational Recovery

Public safety agencies, major data centers, agencies with supporting roles during disaster or emergency operations, and agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery.

The Contractor shall implement processes that will assure the continuity of services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly migration toward the resumption of all contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.3 OTHER SERVICES

1.4.3.1 HOURLY RATES FOR SERVICE

The hourly classifications of hours worked for services described in this section will be as follows:

1. Regular Hours—Hours worked between 8:00AM and 4:59PM, Monday through Friday.
2. Overtime Hours—Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.
3. Sunday and Holiday Hours—Any hours worked on Sunday or State of California holidays.

1.4.3.2 EXTENDED DEMARCATION WIRING SERVICES

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wiring and cable related activities required to extend the service demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

Extended Demarc wiring shall include all necessary hardware including wire and/or cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarc wiring shall also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation.

Extended Demarc wiring is limited to the following:

1. Installation of cabling for extending services from the MPOE location to the Customer's point of utilization;
2. Installation of cross-connects or rearrangement of existing jumpers;
3. Identification and testing of existing cabling beyond the MPOE to the Customer's equipment location; or,
4. Testing, trouble shooting, labeling and completing documentation.

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 1.4.4.8.7 (Provisioning SLAs) associated with that service.

The Contractor shall not be required to complete Extended Demarc wiring from the MPOE to the extended Demarc location if:

1. The wire/cable pathway is blocked and cannot be cleared in less than 20 minutes or if the Contractor would cause damage to the Customer site or existing cabling in clearing the pathway;
2. The wire/cable pathway is in an asbestos environment or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff; or,
3. Written release of the responsibility to provide the Extended Demarc is provided by either the Customer or by CALNET 3 CMO.

Bidder shall provide a price in the Subcategory Cost Worksheets for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one (1) Demarc extension as described above. Bidder shall provide one (1) price for each media identified.

The Contractor shall install wiring according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this IFB and as periodically updated by CALNET 3 CMO. Additionally, the

Contractor shall install and maintain all wiring in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

The Contractor shall provide extended Demarcation Services limited to one (1) occurrence or installation for the specific telecommunications service the cabling is meant to support and must be ordered in conjunction with the service being provisioned. All other cabling will be the responsibility of the Customer and will be acquired through other procurement vehicles.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

The Contractor shall offer the wiring services for extended demarcation detailed in Table 1.4.3.2.a.

Table 1.4.3.2.a Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	Extended Demarcation – Copper four-Pair – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	Y		QLD50371
1	<p>Bidder's Product Description:</p> <p><i>CenturyLink Demarcation Extension - Copper 4 pair. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during normal local business hours: 8:00 AM to 5:00 PM, Monday through Friday. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>				
2	Extended	Wiring services to extend Facilities from the	Y		QLD50372

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	Demarcation – Copper four-Pair – Overtime Hours	Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.			
	<p>Bidder's Product Description:</p> <p><i>CenturyLink Demarcation Extension - Copper 4 pair Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during overtime hours is beyond the standard description in 1.4.3.2.a #2. Overtime hours begin at 5:00PM and end at 8:00 AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>				
	Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	Y		QLD50373
3	<p>Bidder's Product Description:</p> <p><i>CenturyLink Demarcation Extension - Copper 4 pair Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A</i></p>				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		<p><i>suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>			
	Extended Demarcation – Copper 25 Pair – Regular Hours	<p>Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.</p>	Y		QLD50374
4		<p>Bidder's Product Description:</p> <p><i>CenturyLink Demarcation Extension - Copper 25 pair. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during normal local business hours: 8:00 AM to 5:00 PM, Monday through Friday, at a mutually agreed upon date unless otherwise specified and agreed to by both parties. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts;</i></p>			

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		<p><i>scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>			
	<p>Extended Demarcation – Copper 25 Pair – Overtime Hours</p>	<p>Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.</p>	Y		QLD50375
5	<p>Bidder's Product Description:</p> <p><i>CenturyLink Demarcation Extension - Copper 25 pair Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during overtime hours is beyond the standard description in 1.4.3.2.a #2. Overtime hours begin at 5:00PM and end at 8:00 AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		QLD50376
6	<p>Bidder's Product Description:</p> <p><i>CenturyLink Demarcation Extension - Copper 25 pair Sunday and Holiday Hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>				
7	Extended Demarcation – Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC	Y		QLD50377

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.			
	<p>Bidder's Product Description:</p> <p><i>CenturyLink Demarcation Extension – Optical Fiber Link. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: “Standard Wiring Environment” for Structure Cabling for Demarc Extension: All work will be performed during normal local business hours: 8:00 AM to 5:00 PM, Monday through Friday, at a mutually agreed upon date unless otherwise specified and agreed to by both parties. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>				
8	Extended Demarcation – Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		QLD50378
	<p>Bidder's Product Description:</p> <p><i>CenturyLink Demarcation Extension – Optical Fiber Link Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: “Standard Wiring Environment” for Structure</i></p>				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		<p><i>Cabling for Demarc Extension: All work will be performed during overtime hours is beyond the standard description in 1.4.3.2.a #2. Overtime hours begin at 5:00 PM and end at 8:00AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>			
	Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		QLD50379
9	<p>Bidder's Product Description:</p> <p><i>CenturyLink Demarcation Extension – Optical Fiber Link Sunday and Holiday Hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: “Standard Wiring Environment” for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All</i></p>				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		<p><i>Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer.</i></p>			

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 1.4.3.2.b.

Table 1.4.3.2.b Unsolicited Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder's Product Identifier
1	<i>Eight Pin</i>	<i>Eight Pin Connecting Device</i>	<i>QLD50450</i>
	Bidder's Product Description: <i>Eight-pin connecting device; holds one 2-wire or 4-wire circuit (non-registered)</i>		
2	<i>Converter</i>	<i>Convert to 2 Modular Jacks</i>	<i>QLD50451</i>
	Bidder's Product Description: <i>Converts one modular jack to two modular jacks.</i>		
3	<i>Data Jack</i>	<i>Data Jack – Max 8 Lines</i>	<i>QLD50452</i>
	Bidder's Product Description: <i>Data jack—multiple mounting arrangement (maximum 8 lines).</i>		
4	<i>50-Pin</i>	<i>50-Pin, Max 8 Jacks</i>	<i>QLD50453</i>
	Bidder's Product Description: <i>50-pin miniature ribbon connector to connect a maximum of eight jacks to customer's data equipment.</i>		
5	<i>Data Jack-16</i>	<i>Data Jack – Up to 16 Data Jacks</i>	<i>QLD50454</i>
	Bidder's Product Description: <i>Data jack—multiple line data jack (maximum eight lines). Each mounting cabinet supports a maximum of 16 data jacks.</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
6	<i>Data Jack - 4by8</i>	<i>Data Jack – up to four 8-lines data jacks</i>	<i>QLD50455</i>
	Bidder's Product Description: <i>Data jack—multiple line data jack with rack mounting for up to four 8-line multiple data jacks.</i>		
7	<i>Weatherproof</i>	<i>Weatherproof housing</i>	<i>QLD50456</i>
	Bidder's Product Description: <i>Weatherproof housing for RJ11C and RJ14C.</i>		
8	<i>Mini Modular Jack</i>	<i>Single line, four wire</i>	<i>QLD50457</i>
	Bidder's Product Description: <i>Single line four-wire T/R - T1/R1 E/M, SB/SG, eight-pos mini-modular jack.</i>		
9	<i>Wall Mount RJ11C</i>	<i>RJ11C wall mount.</i>	<i>QLD50460</i>
	Bidder's Product Description: <i>RJ11C wall mount.</i>		
10	<i>Wall mount RJ14C</i>	<i>RJ14C wall mount.</i>	<i>QLD50462</i>
	Bidder's Product Description: <i>RJ14C wall mount.</i>		
11	<i>Modular Jack</i>	<i>Modular jack with a sliding cover</i>	<i>QLD50463</i>
	Bidder's Product Description: <i>Sixth position modular jack with a sliding cover to facilitate testing or each line. Holds up to two 2-wire circuits.</i>		
12	<i>Single two-wire T/R</i>	<i>Single two-wire T/R with make-busy leads</i>	<i>QLD50466</i>
	Bidder's Product Description: <i>Single two-wire T/R with make-busy leads, bridged connection, six-position hardware.</i>		
13	<i>Universal Data jack.</i>	<i>Universal data jack.</i>	<i>QLD50469</i>
	Bidder's Product Description: <i>Universal data jack.</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
14	<i>Programmed Data Jack</i>	<i>Programmed Data Jack for Dial-up</i>	<i>QLD50470</i>
	Bidder's Product Description: <i>Programmed data jack. Dial-up, not for T-1s.</i>		
15	<i>1.544-Mbps Bridged Connection</i>	<i>1.544-Mbps bridged connection, eight-position hardware</i>	<i>QLD50471</i>
	Bidder's Product Description: <i>Single-line four-wire, 1.544-Mbps bridged connection, eight-position hardware; digital data/GDT/ADN.</i>		
16	<i>Eight-position Jack</i>	<i>Eight-position jack to connect terminal equipment for single line</i>	<i>QLD50472</i>
	Bidder's Product Description: <i>Eight-position jack to connect terminal equipment for single line. Holds one 4-wire circuit.</i>		
17	<i>Eight-position Ribbon Jack</i>	<i>Eight-position ribbon jack to connect up to 12 lines of terminal equipment.</i>	<i>QLD50473</i>
	Bidder's Product Description: <i>Eight-position ribbon jack to connect up to 12 lines of terminal equipment.</i>		
18	<i>Eight-position Jack – 1.544</i>	<i>Eight-position jack to connect terminal equipment for single line 1.544.</i>	<i>QLD50474</i>
	Bidder's Product Description: <i>Eight-position jack to connect terminal equipment for single line 1.544.</i>		
19	<i>Standard Mini-Jack</i>	<i>Standard miniature jack for bridged connections.</i>	<i>QLD50475</i>
	Bidder's Product Description: <i>Standard miniature jack for bridged connections.</i>		
20	<i>Data Jack-2 Wire</i>	<i>Data jack two-wire, switched data services 56 - single line.</i>	<i>QLD50476</i>
	Bidder's Product Description: <i>Data jack two-wire, switched data services 56 - single line.</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
21	<i>Data Jack-4 Wire</i>	<i>Data jack four-wire, switched data services 56 - multiple lines.</i>	<i>QLD50477</i>
	Bidder's Product Description: <i>Data jack four-wire, switched data services 56 - multiple lines.</i>		
22	<i>Standard 50-pin</i>	<i>Standard 50-pin miniature ribbon connector jack for bridged connections.</i>	<i>QLD50478</i>
	Bidder's Product Description: <i>Standard 50-pin miniature ribbon connector jack for bridged connections.</i>		
23	<i>Line Circuit Card</i>	<i>line circuit card for use with RJ26X.</i>	<i>QLD50479</i>
	Bidder's Product Description: <i>Used with Data Exchange Service; line circuit card for use with RJ26X.</i>		
24	<i>Multiple-Line universal data jack</i>	<i>Used with Data Exchange Service; multiple-line universal data jack; eight lines maximum, common equipment.</i>	<i>QLD50480</i>
	Bidder's Product Description: <i>Used with Data Exchange Service; multiple-line universal data jack; eight lines maximum, common equipment.</i>		
25	<i>Adaptor Cord</i>	<i>Adaptor cord for RJ26X</i>	<i>QLD50481</i>
	Bidder's Product Description: <i>Adaptor cord for RJ26X. Requires RJ26X.</i>		
26	<i>1.544-Mbps Bridged Connection (12by4)</i>	<i>Up to 12 lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware.</i>	<i>QLD50482</i>
	Bidder's Product Description: <i>Up to 12 lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware.</i>		
27	<i>1.544-Mbps Bridged Connection (8by4)</i>	<i>Up to eight lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware.</i>	<i>QLD50483</i>
	Bidder's Product Description: <i>Up to eight lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware.</i>		

1.4.3.3 SERVICES RELATED HOURLY SUPPORT

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractor’s responsibilities. Work performed under this Section 1.4.3.3 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

In Subcategory Cost Worksheets 1.4.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

The Contractor shall offer services related hourly support as detailed in Table 1.4.3.3.

Table 1.4.3.3 Services Related Hourly Support

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds?		Bidder’s Product Identifier
			Y	N	
1	Field Service Repair Technician Regular Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y		QLD50264
Bidder’s Product Description: <i>CenturyLink provides a field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of CenturyLink.</i>					
2	Field Service Repair Technician Overtime Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y		QLD50265
Bidder’s Product Description: <i>CenturyLink provides a field technician properly trained to an expert level for the service being dispatched to diagnose a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of CenturyLink.</i>					
3	Field Service Repair Technician Sunday and	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused	Y		QLD50266

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	Holiday Hours	by factors outside the responsibility of the Contractor.			
Bidder's Product Description: <i>CenturyLink provides a field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of CenturyLink.</i>					

1.4.3.4 INTENTIONALLY DELETED

1.4.4 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, CALNET 3 CMO and the Contractor with requirements that define and assist in the management of the SLAs. This section includes the SLA formats, general requirements, stop clock conditions and the Technical SLAs for the services identified in this Category solicitation.

1.4.4.1 SERVICE LEVEL AGREEMENT FORMAT

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the Term of the Contract:

1. SLA Name—Each SLA Name must be unique;
2. Definition—Describes what performance metric will be measured;
3. Measurements Process—Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details shall include source of data and define the points of measurement within the system, application, or network;
4. Service(s)—All applicable services will be listed in each SLA;
5. Objective(s)—Defines the SLA performance goal/parameters; and
6. Rights and Remedies.
 - a. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle
 - b. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time

The Contractor shall proactively apply an invoice credit or refund when the SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund.

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

1.4.4.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 0 (Long Distance Services) and 0 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum parameters which the Contractor shall be held accountable for all rights and remedies throughout Contract Term.

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

1.4.4.3 TWO (2) METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

There are two (2) methods in which CALNET 3 service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) and monitor and report to Customer until service is restored.

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

1.4.4.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate the specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

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

1.4.4.5 CONTRACTOR SLA MANAGEMENT PLAN

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with an SLA Management Plan that describes how the Contractor will manage the SLAs defined in this IFB. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network; Creation and delivery of SLA Reports (IFB-A Business Requirements Section A.9.5). The Contractor shall include a sample report in accordance to Service Level Agreement Reports (IFB-A Business Requirements Section A.9.5) for the following: SLA Service Performance Report (IFB-A Business Requirements Section A.9.5.1), SLA Provisioning Report (IFB-A Business Requirements Section A.9.5.2), and SLA Catastrophic Outage Reports (IFB-A Business Requirements Section A.9.5.3). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB-A Business Requirements Section A.9.2);
3. SLA invoicing credit and refund process;
4. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,
5. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET 3 CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.4.4.8):

1. With the exception of the Provisioning SLA (Section 1.4.4.8.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;

3. The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Subcontractors and/or Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all SLAs objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 days of the trouble resolution date on the trouble ticket or within 60 days of the Due Date on the Service Request for the Provisioning SLA (Section 1.4.4.8.7);
8. To the extent that Contractor offers additional SLAs or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and remedies therein. The Contractor shall present the SLAs to the CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates, or resellers under this Contract;
13. The Customer Escalation Process (IFB-A Business Requirements Section A.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-A Business Requirements Section A.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-A Business Requirements Section A.5.1 (Billing and Invoicing Requirements #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and

problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution; and,

- 18. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,
- 19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.7 TROUBLE TICKET STOP CLOCK CONDITIONS

Only the following conditions will be allowed to stop the trouble ticket Outage Duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket Outage Duration using the Stop Clock Condition (SCC) listed in Table 1.4.4.7 and include start and stop time stamps in the Contractor’s Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) for each application of an SCC.

Note: The Glossary (SOW Appendix A) defines term “End-User” as the “individual within an Entity that is utilizing the feature or service provided under the Contract.”

Table 1.4.4.7 Stop Clock Conditions (SCC)

#	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User’s request is documented and time stamped in the Contractor’s trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor’s reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not

#	Stop Clock Condition (SCC)	SCC Definition
		the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	FACILITIES	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
7	ACCESS	<p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <ul style="list-style-type: none"> 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. Customer provides 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 ; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. <p>If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.</p>
8	STAFF	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 timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Provided Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	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 in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall 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 the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's

#	Stop Clock Condition (SCC)	SCC Definition
		Subcontractors and Affiliates, shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the PMAC General Provisions – Telecommunications General Provisions - Telecommunications, Section 28 (Force Majeure).

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8 TECHNICAL SERVICE LEVEL AGREEMENTS

1.4.4.8.1 Availability (M-S)

SLA Name: Availability																					
Definition: The percentage of time a CALNET service is fully functional and available for use each calendar month.																					
Measurement Process: The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the affected Circuit ID (as defined in the Data Dictionary), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is based on 24x7 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.																					
Service(s): <ul style="list-style-type: none">• Long Distance Network Access Transport (1.4.2.2.2)	Objective(s): <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0f2f1;"> <th style="width: 20%;"></th> <th style="width: 15%;">Basic (B)</th> <th style="width: 15%;">Standard (S)</th> <th style="width: 15%;">Premier (P)</th> <th style="width: 35%;">Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>DS1</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td>S</td> </tr> <tr> <td>DS3</td> <td>≥ 99.7%</td> <td>≥ 99.8%</td> <td>≥ 99.9%</td> <td>S</td> </tr> <tr> <td>ISDN PRI</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td>S</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	S	DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	S	ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	S
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)																	
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	S																	
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	S																	
ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	S																	
Rights and Remedies	<p>Per Occurrence: N/A</p> <p>Monthly Aggregated Measurements: First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC. The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC. Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.</p>																				

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S)

SLA Name: Catastrophic Outage 1 (CAT 1)											
Definition: The total loss of service at a single address based on a common cause resulting in the failure of three (3) or more DS1/PRI network access circuits or one (1) DS3 network access circuit.											
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID) affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored, minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.											
Service(s):											
Long Distance Network Access Transport (1.4.2.2.2)											
Objective(s):											
The objective restoral time shall be:											
<table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Long Distance Network Access Transport</td> <td>≤ 3 hours</td> <td>≤ 2 hours</td> <td>≤ 1 hour</td> <td>B</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Long Distance Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	B
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
Long Distance Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	B							
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault										
	Monthly Aggregated Measurements: N/A										

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)					
Definition: Service affecting failure of any part of the equipment in long distance provider's point of presence, other than access, that results in a CALNET 3 service failure.					
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer, or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit ID) is deemed out of 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.					
Service(s):					
Long Distance Network Access Transport (1.4.2.2.2)			Long Distance Domestic Calling (1.4.2.3.5)		
Objective(s): The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Long Distance Network Access Transport	≤ 1 hour	≤ 30 minutes	≤ 15 minutes		B
Long Distance Domestic Calling	≤ 1 hour	≤ 30 minutes	≤ 15 minutes		B
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each CAT 2 fault.				
	Monthly Aggregated Measurements: N/A				

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.4 Catastrophic Outage 3 (CAT 3) (M-S)

SLA Name: Catastrophic Outage 3 (CAT 3)					
Definition: The total loss of all CALNET 3 Long Distance Network Access Transport and all Long Distance Domestic Calling in the long distance provider's point of presence , or the loss of any service type on a system wide basis.					
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer, or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list of each End-User service (Circuit ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network switches or trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines 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.					
Service(s):					
Long Distance Network Access Transport (1.4.2.2.2)			Long Distance Domestic Calling (1.4.2.3.5)		
Objective(s): The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	Long Distance Network Access Transport	≤ 30 minutes	N/A	≤ 15 minutes	B
	Long Distance Domestic Calling	≤ 30 minutes	N/A	≤ 15 minutes	B
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each Cat 3 fault.				
	Monthly Aggregated Measurements: N/A				

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.5 Excessive Outage (M-S)

SLA Name: Excessive Outage					
Definition: A service failure that remains unresolved for more than the committed objective level.					
Measurement Process: This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.					
Service(s):					
Long Distance Network Access Transport (1.4.2.2.2)			Long Distance Domestic Calling (1.4.2.3.5)		
Audio Conferencing (1.4.2.6)					
Objective(s):					
The Unavailable Time objective shall not exceed:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	Long Distance Network Access Transport	16 hours	12 hours	8 hours	S
	Long Distance Domestic Calling	16 hours	12 hours	8 hours	S
	Audio Conferencing	16 hours	12 hours	8 hours	S
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level. Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.				
	Monthly Aggregated Measurements: N/A				

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.6 Notification

SLA Name: Notification	
Definition: The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.	
Measurement Process: The Contractor shall adhere to the Network Outage Response (IFB-A Business Requirements Section A.3.3) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.	
Service(s): All Services	
Objective(s): Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response). At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response). This objective is the same for Basic, Standard and Premier commitments.	
Rights and Remedies	Per Occurrence: Senior Management Escalation
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.7 Provisioning (M-S)

SLA Name: Provisioning		
<p>Definition: Provisioning shall include new services, moves, adds and changes completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work Scope of Work in accordance with Section A.2.5.4 #7 (Provisioning and Implementation).. The Contractor shall meet the committed interval dates or due date negotiated with the Customer. When the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per IFB-A Business Requirements Section A.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:</p> <ol style="list-style-type: none"> 1. Individual Service Request; and 2. Successful Install Monthly Percentage by Service Type 		
<p>Measurement Process:</p> <p><u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.</p> <p><u>Objective 2: Successful Install Monthly Percentage per Service Type:</u> The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must exceed the objective below in order to avoid the rights and remedies.</p>		
Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Days	Coordinated/Managed Project Option
Dedicated DS1 Access Transport (1.4.2.2.2.1)	30	Coordinated/Managed Project
Dedicated DS3 Access Transport (1.4.2.2.2.2)	45	Coordinated/Managed Project
ISDN PRI on DS1 Access Transport (1.4.2.2.2.3)	30	Coordinated/Managed Project
Long Distance Domestic Calling (1.4.2.3.5)	1	100 lines or more; Coordinated/Managed Project

Objective(s):				
Objective 1: Individual Service Request: Service installed on or before the committed interval or negotiated due date.				
Objective 2: Successful Install Monthly Percentage per Service:				
	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidder's Objective Commitment (B, S or P)
Long Distance Domestic Calling	N/A	≥ 90%	≥ 95%	S
LD DS1 Access Transport	N/A	≥ 90%	≥ 95%	S
LD PRI on DS1 Access Transport	N/A	≥ 90%	≥ 95%	S
LD DS3 Access Transport	N/A	≥ 90%	≥ 95%	S
Rights and Remedies	Per Occurrence: Objective 1: Individual Service Request: 50 percent of installation fee credited to Customer for any missed committed objective.			
	Monthly Aggregated Measurements: Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per same service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective.			

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.8 Provisioning—Calling Card

SLA Name: Provisioning—Calling Card	
Definition: Calling Card provisioning is defined as issuing new Calling Cards on or before the interval dates provided in this SLA or due date negotiated between the Customer and Contractor	
Measurement Process: The duration of time beginning when a completed Service Request is placed for a calling card(s) until Contractor activation and delivery of the ordered card(s), following Customer account setup.	
Service(s):	Interval
Calling Cards—Service Requests under 500 (Section 1.4.2.4)	10 Business Days
Calling Cards—Service Requests over 500 (Section 1.4.2.4)	45 Business Days
Objective(s): Activated cards delivered to the Customer within the intervals provided in this SLA or by the due date negotiated between the Customer and Contractor. This objective is the same for Basic, Standard, and Premium Commitments	
Rights and Remedies	Per Occurrence: \$1.00 rebate to the Customer per card per day that each card is not activated and delivered to the Customer within the interval listed in this SLA.
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.9 Time-To-Repair (TTR)—Long Distance Domestic/Audio Conferencing (M-S)

SLA Name: Time to Repair (TTR)—Long Distance Domestic/Audio Conferencing				
Definition: A service outage that remains unresolved for more than the committed objective level.				
Measurement Process: This SLA is based on a trouble ticket Unavailable Time per service (Circuit ID). The service shall be considered unavailable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.				
Service(s):				
Long Distance Domestic Calling (1.4.2.3.5)			Audio Conferencing (1.4.2.6)	
Objective(s):				
The Unavailable Time objective shall not exceed:				
				Bidder's Objective Commitment (B or S)
	Basic (B)	Standard (S)	Premier (P)	
Long Distance Domestic Calling	10 hours	6 hours	N/A	B
Audio Conferencing	10 hours	6 hours	N/A	B
Rights and Remedies	Per Occurrence: Four (4) Business Days of ADUC			
	Monthly Aggregated Measurements: N/A			

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.10 Time to Repair (TTR)—Long Distance Network Access Transport (M-S)

SLA Name: Time to Repair (TTR)—Long Distance Network Access Transport											
Definition: A service outage that remains unresolved for more than the committed objective level.											
Measurement Process: This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.											
Service(s):											
Long Distance Network Access Transport (1.4.2.2.2)											
Objective(s):											
The Unavailable Time objective shall not exceed:											
<table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B or S)</th> </tr> </thead> <tbody> <tr> <td>Long Distance Network Access Transport</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td>S</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)	Long Distance Network Access Transport	6 hours	4 hours	N/A	S
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)							
Long Distance Network Access Transport	6 hours	4 hours	N/A	S							
Rights and Remedies	Per Occurrence: 25 percent of the TMRC, per occurrence, for each service (Circuit ID) out of service for a period greater than the committed objective level.										
	Monthly Aggregated Measurements: N/A										

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.11 Unsolicited Service Enhancement SLAs

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this Section.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.12 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 1.4.4 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No

1.4.4.8.13 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in this Section 1.4.4.8.

Bidder understands the Requirement and shall meet or exceed it? Yes Y No