

20110408-0224

<input checked="" type="checkbox"/> CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED	240	Pages	AGREEMENT NUMBER	AMENDMENT NUMBER
			5-06-58-20 (DTS 06E1390)	10
			REGISTRATION NUMBER	

- This Agreement is entered into between the State Agency and Contractor named below:
STATE AGENCY'S NAME
California Technology Agency (Formerly Office of the State Chief Information Officer (OCIO))
CONTRACTOR'S NAME
SBC Global Services, Inc. dba AT&T Global Services
- The term of this Agreement is 1/30/2007 through 1/29/2014
- The maximum amount of this agreement after this amendment is: N/A
- The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein: **This Amendment provides changes to 16 sections of the CALNET 2 contract. They are: Eight (8) sections are enhanced services (Attachment 3), Seven (7) sections are price reductions (Attachment 4), and the SLA sections.**

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

A. This amendment includes the following changes, Subject CALNET 2, MSA 1 (AT&T):

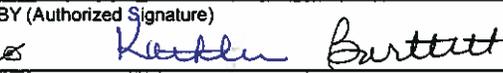
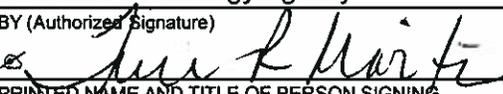
- 6.1.2.10 Service Identifier: Interactive Voice Response (IVR) Systems, Attachment 3 (Service Description), Availability section is modified to add the following: "Within MSA 1, the customization of the IVR System is supported by a platform provided by Periphonics. This platform has successfully provided service to the State for well over 10 years and currently supports a number of State Agencies. As of December 2010, the Periphonics platform will classified as "manufactured discontinued". AT&T has negotiated with Periphonics for the continued support of the currently installed base of State Agencies through the end of CALNET. This support, however, is limited to the base of service in place on December 31, 2010, and does not allow for the addition of new applications for existing customers or the addition of new customers."

Replace Attachment 3 Section 6.1.2.10 (Page 5) with amended section (Page 5).

Continued on the next page.

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

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

CONTRACTOR		CALIFORNIA Department of General Services Use Only  DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION APPROVED BY  DATE <u>5/1/11</u>
CONTRACTOR'S NAME (if other than an individual, state whether a corporation, partnership, etc.)		
SBC Global Services, Inc. dba AT&T Global Services		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
	<u>4-8-11</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Kathleen Bartlett – Customer Contract Specialist		
ADDRESS		
225 W. Randolph Street Chicago, IL 60606		
AGENCY NAME		
California Technology Agency		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
	<u>4/21/11</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Tricia Rodriguez, Manager, Purchasing Support Services		
ADDRESS		
P.O. Box 1810, MS Y18, Rancho Cordova, CA 95741-1810		

Exempt per:

**GENERAL SERVICES
 LEGAL SERVICES**

Continuation

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2. 6.1.2.13 Service Identifier: Voice Mail Services, Attachment 3 (Service Description) has been modified with the following:

- Update section titled Customer Service and Support;
- Update section titled Optional Voice Mail Features;
- Change Feature Name for USOC SO2A7 from EMS-CIO (Call in One) to EM-CIO (Call in One);
- Add USOC SOCA7 for EM-CIO Extension feature;
- Change Feature Name for USOC SO2A8 from EMS-Voicemail to EM-VM (Voice Messaging);
- Add USOC SOCA8 for EM-VM Extension feature;
- Update Feature Description and Change Feature Name for USOC SO2A9 from EMS Call Tree (Automated Attendant) to EM – Call Tree feature;
- Update Feature Description and Change Feature Name for USOC SO2BA from EMS UC Standard to EM – UM (Unified Messaging) feature; and
- Add USOC SOCA8 for EM-UM Extension feature.

Replace Attachment 3 Section 6.1.2.13 (1-12) with amended section (1-12).

3. 6.1.3.2.5 Service Identifier: Metropolitan Area Network (MAN) Services, Attachment 3 (Service Description) has been modified to change the Feature Description for USOC M2CAX OPT-E-MAN Additional MAC Addresses feature to read as follows: "MAC Address rate element is a data link layer protocol used for Layer 2 connectivity. Standard service allows up to 50 MAC addresses to be present per Basic/Basic Plus connection. This optional feature increases that limit to up to 100 MAC addresses per Basic/Basic Plus connection. A technical review via will be necessary to determine if service can be provided and for approval to exceed the limit."

Replace Attachment 3 Section 6.1.3.2.5 (Page 20) with amended section (Page 20).

4. 6.1.3.2.3 Service Identifier: Carrier DS1 Service, Attachment 3 (Service Description) has been modified with the following:

- Update Feature Description for Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Intra Lata feature;
- Update Feature Description for Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Inter Lata feature;
- Update Feature Description for Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Inter State feature;
- Update Feature Description for Expedite Option feature;
- Add a section named Network Connection Service for Emergency Networks for Carrier DS1 Service with the following features:
 - Network Connection Service for Emergency Networks 2 X T-1, 3MB;
 - Network Connection Service for Emergency Networks 4 X T-1, 6MB; and
 - Network Connection Service for Emergency Networks 8 X T-1, 12MB.

Replace Attachment 3 Section 6.1.3.2.3 (1-3) with amended section (1-4).

5. 6.1.3.2.6 Service Identifier: Multi Protocol Label Switching (MPLS) Services, Attachment 3 (Service Description) has been modified to completely revise and update the Features Table and Descriptions for Network Based Firewall (NBFW) Service.

Replace Attachment 3 Section 6.1.3.2.6 (1-21) with amended section (1-32).

6. 6.1.5.2.1 Service Identifier: Emergency Restoration – Fiber Loop Maintenance, Attachment 3 (Service Description) has been modified to completely revise and update the Features Table and Descriptions.

Replace Attachment 3 Section 6.1.5.2.1 (1-4) with amended section (1-3).

7. 6.1.6 Service Identifier: Required CPE and Other Equipment, Attachment 3 (Service Description) has been modified with the following:
- Add the following note to USOC WANMIDSX Mirage IPS Family feature – “Note: This Product is no longer available. Existing customers will continue to be supported.”;
 - Add the following note to USOC WANMIDSXM Mirage IPS Family Maintenance feature – “Note: This Product is no longer available. Existing customers will continue to be supported.”;
 - Add the following above the Post Implementation Network Management section:
“AT&T PremierSERVSM Network Management
Note: This Service will be replaced by Managed Router Service.”
 - Change AT&T PremierSERVSM Security Services to AT&T Managed Security Services;
 - Change the product name from IPS to Managed Intrusion Detection Service (MIDS) and update service descriptions and features; and
 - Change the product name from Firewall Administration to Managed Firewall Service – Premises Based and completely update service descriptions and features.

Replace Attachment 3 Section 6.1.6 (1-40) with amended section (1-41).

8. 6.1.7 Service Identifier: Managed Internet Service (MIS), Attachment 3 (Service Description) has been modified to completely revise and update the service descriptions and features for the section named Secure Email Gateway (SEG).

Replace Attachment 3 Section MIS (1-22) with amended section (1-25).

9. 6.1.2.5 Service Identifier: Central Office Exchange Basic Services, Attachment 4 (Pricing), has been modified with the following:
- Reduce the Recurring Charge for Primary Station Line (Bundled); and
 - Reduce the Recurring Charge for Primary Station Line (Bundled) under Verizon Centrex.

Replace Attachment 4 Section 6.1.2.5 (Page 1 and 16 of 25) with amended section (Page 1 and 16 of 25).

10. 6.1.2.13 Service Identifier: Voice Mail Services Attachment 4 (Pricing), has been modified with the following:
- Add USOC SOCA7 for EM-CIO Extension feature with the same price as USOC SO2A7 for EM-CIO;
 - Add USOC SOCA8 for EM-VM Extension feature with the same price as USOC SO2A8 for EM-VM; and
 - Add USOC SOCBA for EM-UM Extension feature with the same price as USOC SOCBA for EM-UM.

Replace Attachment 4 Section 6.1.2.13 (1-4) with amended section (1-4).

11. 6.1.3.2.3 Service Identifier: Carrier DS1 Service, Attachment 4 (Pricing), has been modified to add pricing for the following features:
- Network Connection Service for Emergency Networks 2 X T-1, 3MB;
 - Network Connection Service for Emergency Networks 4 X T-1, 6MB; and
 - Network Connection Service for Emergency Networks 8 X T-1, 12MB.

Replace Attachment 4 Section 6.1.3.2.3 (1) with amended section (1-2).

12. 6.1.3.2.6 Service Identifier: Multi Protocol Label Switching (MPLS) Services, Attachment 4 (Pricing), has been modified to update the features and reduce the pricing associated with Network Based Firewall (NBFW) Service.

Replace Attachment 4 Section 6.1.3.2.6 (1-48) with amended section (1-44).

13. 6.1.5.2.1 Service Identifier: Emergency Restoration – Fiber Loop Maintenance, Attachment 4 (Pricing), has been modified to with the following:
- Add ICB pricing for Emergency Restoration Service;
 - Remove feature titled Emergency Restoration Repair Labor;
 - Add pricing for Engineer/Inspector Labor - Overtime Rate (same pricing from 6.1.5.1 -Cable and Wire Services);
 - Add pricing for Engineer/Inspector Labor - Regular Rate (same pricing from 6.1.5.1 -Cable and Wire Services);
 - Add pricing for Technician/Fiber Splicer Labor - Overtime Rate (same pricing from 6.1.5.1 -Cable and Wire Services);

- Add pricing for Technician/Fiber Splicer - Regular Rate (same pricing from 6.1.5.1 -Cable and Wire Services);
- Add pricing for Outside Plant Construction Labor - Overtime Rate (same pricing from 6.1.5.1 -Cable and Wire Services); and
- Add pricing for Heavy Equipment Labor - Overtime Rate (same pricing from 6.1.5.1 -Cable and Wire Services).

Replace Attachment 4 Section 6.1.5.2.1 (1) with amended section (1-2).

14. 6.1.6 Service Identifier: Required CPE and Other Equipment, Attachment 4 (Pricing), has been modified with the following:

- Add the following note to USOC WANMIDSX Mirage IPS Family feature – “Note: This Product is no longer available. Existing customers will continue to be supported.”;
- Add the following note to USOC WANMIDSXM Mirage IPS Family Maintenance feature – “Note: This Product is no longer available. Existing customers will continue to be supported.”;
- Change the product name from IPS to Managed Intrusion Detection Service (MIDS) with no changes in pricing; and
- Change the product name from Firewall Administration to Managed Firewall Service – Premises Based with no changes in pricing.

Replace Attachment 4 Section 6.1.6 (1-22) with amended section (1-23).

15. 6.1.7 Service Identifier: Managed Internet Service (MIS), Attachment 4 (Pricing), has been modified to update the features and reduce the pricing for the section titled Secure Email Gateway (SEG).

Replace Attachment 4 Section MIS (1-30) with amended section (1-28).

16. 6.1.11 Service Level Agreement (SLA) – MSA 1 has been modified to include the following changes:

- Update Provisioning table to add Secure Email Gateway (SEG) - (replace Page 6-801);
- Add Secure Email Gateway (SEG) Customer Network Uptime (insert Page 6-824);
- Add Secure Email Gateway (SEG) Latency (insert Page 6-827A);
- Delete Pages 6-830 to 6-838) and replace with the following:
 - Update CPE Installation for Managed Projects (replace Page 6-830);
 - Update PNM Monitoring Turn-Up (replace Page 6-831);
 - Update PNM Monitoring Notification (replace Page 6-832);
 - Add Managed Intrusion Detection Service – Suspected Breach (replace Page 6-833);
 - Add Managed Intrusion Detection Service – Availability (replace Page 6-834);
 - Add Managed Firewall – Premises Based – Availability (replace Page 6-835);
 - Add Managed Firewall – Premises Based – Changes (replace Page 6-836);
 - Update CPE Services – Branded Maintenance Time to Repair (replace Page 6-837); and
 - Replacement Page 6-838 (Blank Page)

Replace Service Level Agreement (SLA) Section 6.1.11 (Pages 6-801, 6-830 to 6-838) with amended section (Pages 6-801, 6-830 to 6-838) and insert Pages 6-824 and 6-827A. (Total of 12 pages replaced)

A. Signature authority for the Office of the State Chief Information Officer (OCIO) has changed to the California Technology Agency per Chapter 404, Statutes of 2010, AB 2408 effective January 1, 2011.

C. Amendment Summary:

• What is this amendment about?

This amendment incorporated changes to enhanced services features, price reductions and Service Level Agreements (SLA's).

• Why is the contract being amended?

The contract is being amended to enhance services, to revise and update the service descriptions and features, to reduce pricing and to include updates to SLA's.

• What is the reason/purpose for the amendment?

The purpose of this amendment is to incorporate necessary updates and changes to the contract.

from a touchtone telephone. Host interface capability is subject to supported network protocols.

Speech Recognition—Gives a machine the ability to understand and react to human speech as well as touch-tone entry. This technology is available on platforms AT&T manages. AT&T will evaluate your inquiries and requirements on an individual case basis.

CTI (Computer Telephony Integration)— Integrates AT&T voice processing systems with various host computers to facilitate transfer of information from the host computer to the end user via AT&T. Voice processing integration uses IVR systems to obtain additional information about callers and then directs them to the appropriate location. You can use the CTI in large call center applications or for distribution of calls over a wide geographic area.

Credit Card Authorization—Features the ability to complete credit card transactions over the phone allows callers to automate the payment of fees, licenses, or tickets that are associated with daily government services and activities.

The Contractor shall provide an IVR system that is premise or central office based that gives callers specific information or accepts an order based on specific information input by callers using speech recognition or DTMF tones. Costs for premise based Equipment solutions shall be included in the service fees.

Availability

Service shall be available statewide. Within MSA 1, the customization of the IVR System is supported by a platform provided by Periphonics. This platform has successfully provided service to the State for well over 10 years and currently supports a number of State Agencies. As of December 2010, the Periphonics platform will classified as “manufactured discontinued”. AT&T has negotiated with Periphonics for the continued support of the currently installed base of State Agencies through the end of CALNET 2. This support, however, is limited to the base of service in place on December 31, 2010, and does not allow for the addition of new applications for existing customers or the addition of new customers.

Features

Standard Packaged IVR Applications (See Note 1)

Feature Name	Identifier	Feature Description
Call Router Quick Start	VZZCR	<p>Allows incoming callers to route themselves within a company, department or organization by listening to voice menus pressing a choice on the telephone keypad. You record your own scripts, or you can pay for studio/tape recording by AT&T.</p> <p>Audiotext is a play-back of recorded speech items – generally informational. You record your own scripts or you can pay for studio/tape recording by AT&T.</p> <p>Four port minimum. Minimum 2 ports if combined with S200 port based voice mail in same location (shared port solution)</p>

6.1.2.13 Service Identifier: Voice Mail Services

Description of the Service:

AT&T Voice Mail is a computerized voice messaging service that provides a complete range of user features, fully integrated with Centrex service. Pacific Bell Call Management Voice Mail (PBCM-Voice Mail) provides dedicated ports and storage, with web based menu-driven software for mailbox administration.

AT&T offers three types of voice mail service

- Voice Mail-Series 200 is a port based voice mail service designed for sites with at least 200 users, enabling statewide voice mail messaging.
- Voice Mail-Series 100 is designed for those customers who want their mail box to be connected directly to their telephone number. This allows calls to be forwarded to their Voice Mail box when their telephone line is busy or unanswered. Messaging between other voice mail users on the same system is included.
- Voice Mail-Series 50 is designed for those customers who need a mailbox number that is different from their normal business telephone number. Series 50 can be used as a direct-dial messaging line without disturbing the main business line.

Value Added Capabilities, at no additional charge

AT&T Voice Mail service is differentiated from other voice mail service providers due to the following value enhancing capabilities, offered at no additional charge.

- Full understanding and expertise with existing State of California Voice Mail network, inventories and traffic patterns allow AT&T to make recommendations and provide solutions based on real experience.
- Statewide Messaging capability between all AT&T networked voice mail locations provides tremendous leverage for communication efficiencies, and expense containment.
- Extensive user training, including on-going refresher training provide improved acceptance and satisfaction with voice mail services.
- Self-administration capability that allows State of California to process adds, moves, and changes for port based Voice mail on a real time basis with no per mail box charge.
- Seamless integration with existing AT&T Centrex services.

Voice Mail / Centrex Integration

AT&T Voice Mail's transparent integration with Centrex allows:

- the use of call forwarding features to forward calls to voice mail under busy, ring-no-answer and variable call forwarding conditions. (AT&T line level features are required and must be ordered separately, see AT&T line side services for ordering process)

- Call Transfer to Attendant - allows for the calling party to be transferred out of the mailbox to another number, designated by the mailbox owner. Callers typically enter '02' or '03' on the keypad to initiate the transfer. This feature may be turned on or off at the discretion of the mailbox owner.
- the correct response by the Voice Mail system depending on whether the call was a direct call or a forwarded call
- activation of message waiting to notify users when they receive new messages (available only with Series 100 and Series 200 service)

Customer Service & Support

AT&T will maintain a customer support center specifically staffed to assist State of California Voice Mail users, at no additional charge. Service representatives will be available to answer end-user questions on voice mail and technical troubles. More complex problems will be escalated to a Technical Support Manager for resolution. AT&T also provides a single point of contact, a State of California Voice Mail Administrator, who handles all voice mail orders and assures accurate billing and installation.

In addition to customer service and support, AT&T also provides the following extensive voice mail training at no additional cost:

- On-line web-based training for Enterprise Messaging Voice Mail products (EM-VM, EM-CIO, EM-UM).
- Monthly training classes that are open to all state agencies.
- Office Administrator training.
- Customer User Guides
- Help desk for inquiries from agency telecommunications managers.

Standard Features

AT&T Voice Mail is a computerized voice messaging service that provides a host of standard features. Those features and capabilities include:

Feature	Series 50	Series 100	Series 200
• message review, including skip back or ahead with pausing	Included	Included	Included
• message saving and erasing	Included	Included	Included
• immediate one-key	Included	Included	Included

Feature	Series 50	Series 100	Series 200
press reply			
• messaging forwarding	Included	Included	Included
• message sending, including "private" and "urgent stamps"	Included	Included	Included
• future (delayed) delivery	Included	Included	Included
• non-receipt notification (to verify message receipt)	Included	Included	Included
• distribution lists	3 Group lists included (COS2)	3 Group lists included (COS2)	3 Group lists included (COS2)
• password protection	Included	Included	Included
• personalized greetings (both permanent and temporary)	Included	Included	Included
• on-line tutorial	Included	Included	Included
• erased message retrieval before call is ended	Included	Included	Included
• Call Transfer to Attendant	N/A	Included	Included
• surveillance and maintenance provided	Included	Included	Included

Feature	Series 50	Series 100	Series 200
seven days a week, 24 hours a day			
<ul style="list-style-type: none"> capacity to meet current needs and future growth 	Included	Included	Included
<ul style="list-style-type: none"> Web based software for Series 200 mailbox admin. 	N/A	N/A	Included
<ul style="list-style-type: none"> integration with Centrex 	Included	Included	Included

Optional Voice Mail Features

AT&T Voice Mail is a complete voice messaging application with the following optional features that are chargeable items, in addition to the basic mailbox fee.

- Extension Mailboxes - this permits a main mailbox to have extensions and expands the capability of a single line by permitting one line to service many mailboxes (individuals).
- Pager Notification - allows the mailbox holder to be paged upon receipt of messages, either all messages or only urgent messages, (pager required).
- Alternate ID - this permits a single mailbox to answer two lines. This is also required to support mailbox to mailbox messaging on Series 50 mailboxes.
- Custom reporting for voice mail inventories and usage parameters are available upon request. Fees vary based on frequency of receipt, volume of activity and complexity of requirements.
- Dedicated storage is available for those voice mail applications requiring extended storage capacity in terms of volume or for extended time periods. Fees are based on hours of storage purchased on a recurring monthly basis. 4 hours of storage per voice mail port is included.
- Group distribution lists - this function allows up to 15 groups of 24 addresses per group to be recorded. You can address a message to everyone in the group by dialing a one or two digit group number.

AT&T can now offer Enterprise Messaging-Unified Messaging (EM-UM). EM-UM provides access to an integrated view of voicemail, email, and faxes from both Internet and voice telephone user interface (TUI) while retaining existing notification and delivery options. This enhancement to our voicemail offering gives customers the ability

to manage their messages (email, wireline voicemail, wireless voicemail and fax) by locating all the message types in one depository, with access to the messages from anywhere using their PC, telephone or wireless handset. Users can access email using a web browser or an existing email client (i.e., Microsoft Outlook).

EM-CIO (Call-in-One) - EM-CIO is a basic voicemail product that integrates wireline and AT&T wireless voicemail. This product also has the capability to call transfer, allow inbound call integration, and provide MWI to customer telephone handsets. Customers should also be able to perform basic voicemail functionality such as listening, replying, and forwarding voice messages.

EM-Call Tree - EM Call Tree is a network-based auto attendant that allows CALNET II customers to answer incoming calls and route them to different departments, employees, or to a recorded announcement. It greets callers with a personalized message and gives them options to transfer or hear information.

EM Call Tree includes these features and capabilities:

- 7 x 7 x 7—Three levels of menu options, each consisting of up to seven choices in each level
- Global 0, # and * - Navigational tools for callers
- Transfer to Numbers/Toll Free—Transfer to any 10 digit number or EM mailboxes and/or toll free numbers
- Multiple Languages—Record multiple languages. Caller can select desired language to proceed through tree.
- Names Directory/Dial By Extension—Have a names directory or dial by extension located anywhere within their Call Tree (counts as a node option)
- Holidays and After-Hours Schedules—Call Tree can support multiple schedules including holiday and after hours
- Secondary Telephone Numbers (Alt ID)—Have up to 14 additional numbers (associated with the Call Tree)
- Enterprise Customer Administration Tool (ECAT).
- On-Line Training available for all EM Voice Mail products.

Geographic Availability

AT&T Voice Mail offers the widest range of coverage available to meet the needs of the State of California user community. Voice mail will be made available per the terms of AT&T's category III services tariff, in any of California's telephone exchanges where technical capabilities exist and market conditions warrant.

Specifically, Series 50 voice mail will be available on a statewide basis. Series 100 voice mail will be available where integration capabilities exist in AT&T, Verizon and other LEC franchise territories. Series 200 voice mail will be available in any site statewide requiring greater than 200 VM boxes.

Class of Service (COS) Types

- COS02 - 50 two minute messages; 30 day save.
- COS09 - 50 two minute messages with 10 group codes; 30 day save.
- COS10 - 100 three minute messages; 30 day save.
- COS11 - Three minute greeting only, no messages, no call transfer.
- COS12 - 60 six minute messages ; 60 day save.

Unless otherwise noted in Rider C, Voice Mail includes the following elements: planning, applicable design, engineering, testing, wiring, termination, installation and training, where applicable. Customer is responsible for purchase and payment of tariffed and contract features needed for use of AT&T Voice Mail services, such as Centrex and access lines, Forwarded Call Information, Call Forwarding features, Message Waiting Indicator and Direct Inward Dial trunks, unless otherwise specified.

Features

Feature Name	Identifier	Feature Description	Additional Information
Series 200 Voice Mail Box - COS02	SO2AL	50 two minute messages; 30 day save	
Series 200 Voice Mail Box - COS09	SO2AM	50 two minute messages with 10 group codes; 30 day save	
Series 200 Voice Mail Box - COS 10	SO2AN	100 messages, three-minute length, 30-day save.	
Series 200 Voice Mail Box - COS 11	SO2AO	Three-minute greeting, no messages, no call transfer.	
Series 200 Voice Mail Box - COS 12	SO2AP	60 messages, six-minute length, 60-day save.	

Feature Name	Identifier	Feature Description	Additional Information
Paging Notification/ Alternate ID	SO2AR	<p>Paging Notification: Allows outcall notification to a pager number when messages are left in a voice mailbox. Includes port fees.</p> <p>Alternate ID: Allows a second number or identifier to be assigned to a mailbox. Allows two lines to forward to a single mailbox. Includes port fees.</p> <p>Applies to all VM Series – 50, 100 and 200.</p>	<p>Mailbox and Pager number must be in the same LATA (service area) since Pacific Bell cannot transmit interlata calls.</p> <p>Subject to pager provider being compatible with AT&T voice mail service.</p> <p>Limit of one Alternate ID per mailbox.</p>
Call Transfer to Attendant	CTA	<p>Call Transfer to Attendant allows for the calling party to be transferred out of the mailbox to another number, designated by the mailbox owner. Callers typically enter “02” or “03” on the keypad to initiate the transfer. The mailbox owner can turn this feature on or off at his/her discretion. The number to which calls are transferred must be a seven-digit number within the same LATA or service area.</p>	<p>Number to which calls are transferred must be a 7 digit number within the same LATA or service area.</p>
Extension Mailboxes	SO2AL	<p>Series 200 extension mailboxes are a class of service offering. An extension mailbox is associated with a primary landline, but does not have its own landline number associated. It can only be reached by the caller through the greeting/menu on the primary mailbox. It must be associated to a specific ten-digit primary business mailbox.</p>	<p>Up to 98 extensions per main mailbox.</p>

Feature Name	Identifier	Feature Description	Additional Information
Additional Hourly Storage	PBCPS	Additional Dedicated Storage is available for voice mail applications requiring extended storage capacity in terms of volume or for extended time periods. Fees are based on hours of storage purchased on a recurring monthly basis. Up to four hours of storage per voice mail port is included.	
Voice Mail Reports	VMRPT	Standard voice mail reports at the "billing telephone number" level shall be provided monthly to each Customer and shall include inventory. Will provide standard inventory voicemail reports. Additionally, you can have ad hoc reports on request. AT&T will work with you to determine reporting requirements.	Subject to standard formats. Subject to negotiated development fees and frequency of delivery.
EM-CIO (Call-in-One)	SO2A7	A basic voicemail product that integrates wireline and AT&T wireless voicemail. This product also has the capability to call transfer, allow inbound call integration, and provide MWI to customer's telephone handset. You should be able to perform basic voicemail functionality such as listening, replying and forwarding voice messages.	
EM - CIO Extension	SOCA7	EM - CIO Extension mailbox	
EM - VM (Voice Messaging)	SO2A8	A basic voicemail product that has the capability to call transfer, allow inbound call integration, provide MWI to customer's telephone handset, perform basic voicemail functionality such as listening, replying and forwarding voice messages.	

Feature Name	Identifier	Feature Description	Additional Information
EM – VM Extension	SOCA8	EM – VM Extension mailbox	
EM - Call Tree	SO2A9	<p>EM Call Tree is a network-based call router that allows you to answer incoming calls and route them to different departments, employees or to a recorded announcement. Greets callers with a personalized message and gives them options to transfer or hear information.</p> <p>EMS Call Tree includes the following features and capabilities:</p> <p>7x7x7 – 3 levels of menu options each consisting of up to seven choices in each level</p> <p>Transfer to any 10 digit dial number or EM mailbox. Global key presses allow callers to navigate through the system while allowing the options to repeat a message, return to the Main Menu or transfer to a location where someone is available to answer the call.</p> <p>Multiple Languages – Call Tree uses English as the default language, but provides the ability to record prompts in up to nine different languages.</p> <p>Names Directory/Dial By Extension – customer can have a names directory or dial by extension located anywhere within their Call Tree (counts as a Node option)</p> <p>Holidays & After-Hours Schedules – Call Tree can support multiple schedules including holidays and after hours</p> <p>Secondary Telephone Numbers (Alt ID) – Customer can have up to 14 additional numbers directed to the Call Tree).</p> <p>Enterprise Customer Administration Tool (ECAT)</p>	

Feature Name	Identifier	Feature Description	Additional Information
EM - UM (Unified Messaging)	SO2BA	This product offering will provide you with the ability to manage messages (email, wireline voicemail, AT&T wireless voicemail and fax) by allowing all the message types to be located in one depository with access to the messages from anywhere using a PC, telephone or wireless handset. The email will be provided via a web browser that can be integrated into an existing email client (i.e., Outlook).	
EM – UM Extension	SOCBA	EM – UM Extension mailbox	
Voice Mail Systems Support	TRGV11	<p>AT&T offers full design support of the implementation of voice mail systems and applications. Services include greeting scripting and recording; and group list creation and management as well as support for agency/departmental requirements.</p> <p>Voice Mail Design: Full support of voice mail design including scripting, recording, creation of group lists and support for application requirements.</p>	
Regular Charges	TRGV11	Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.	
Overtime Charges	TRGV11	Additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday	
Premium Charges	TRGV11	Additional per hour rates for work performed anytime on Sunday and/or State holidays.	

Feature Name	Identifier	Feature Description	Additional Information
Series 100 Voice Mail COS02	SO2AF	50 two minute messages; 30 day save	
Series 100 Voice Mail COS09	SO2AG	50 messages, 2 minute length, 10 groups, 30 day save.	
Series 100 Voice Mail COS10	SO2AH	100 messages, 3 minute length, 30 day save.	
Series 100 Voice Mail COS11	SO2AJ	3 minute greeting, no messages, no call transfer.	
Series 100 Voice Mail COS 12	SO2AK	60 messages, 6 minute length, 60 day save.	
Series 50 Voice Mail COS02	SO2AA	50 two minute messages; 30 day save	
Series 50 Voice Mail COS09	SO2AB	50 messages, two-minute length, ten groups, 30-day save.	
Series 50 COS10	SO2AC	100 messages, three-minute length, 30- day save	
Series 50 COS11	SO2AD	Three-minute greeting, no messages, no call transfer.	
Series 50 COS12	SO2AE	60 messages, six-minute length, 60-day save.	
Series 200 Paging Notification/Alt. ID	SO2AR	Paging and alternate identification.	

Feature Name	Identifier	Feature Description	Additional Information
Series 100 Paging Notification/Alt. ID	SO2AR	Paging and alternate identification.	
Series 50 Paging Notification/Alt. ID	SO2AQ	Paging and alternate identification.	
Port Fees Series 200 only	VZZPF VZZP1 VZZP2 VZZP3 VZZP4	Optional voice mail configuration where customer purchases Voice Mail ports and their own network. Up to four hours of storage per port is included. Minimum of four ports per location if purchased as port-based voice mail.	<p>May require Pacific Bell network services including Centrex, UCD, FCI, multi-line hunt groups, etc.</p> <p>Customer must have Centrex service, or must be SMDI compatible with Voice mail service.</p> <p>Minimum 4 port per location if purchased as port-based VM.</p>

OPT-E-MAN Service and Features

Feature Name	Identifier	Feature Description
OPT-E-MAN Basic Connection 10/100 Mbps	P9FEX	10/100 Mbps Ethernet port per location; Assessed per interface at bandwidths of 10/100 Mbps (10/100BASE-T). The OPT-E-MAN connection rate element includes the physical connection between the customer's demarcation and the core Ethernet network, and a port on the NTE.
OPT-E-MAN Basic Connection Gigabit Ethernet	P9FGX	1000 Mbps Ethernet port per location; Assessed per interface at bandwidths of 1Gbps Ethernet. The OPT-E-MAN connection rate element includes the physical connection between the customer's demarcation and the core Ethernet network, and a port on the NTE.
OPT-E-MAN Basic Plus Connection 10/100 Mbps	P9FFX	Assessed per interface at bandwidths of 10/100 Mbps (10/100BASE-T). The OPT-E-MAN connection rate element includes the physical connection between the customer's demarcation and the core Ethernet network, and a port on the NTE.
OPT-E-MAN Basic Connection Gigabit Ethernet	P9FHX	Assessed per interface at bandwidths of 1Gbps Ethernet. The OPT-E-MAN connection rate element includes the physical connection between the customer's demarcation and the core Ethernet network, and a port on the NTE.
OPT-E-MAN Additional MAC Addresses (51-100)	M2CAX	MAC Address rate element is a data link layer protocol used for Layer 2 connectivity. Standard service allows up to 50 MAC addresses to be present per Basic/Basic Plus connection. This optional feature increases that limit to up to 100 MAC addresses per Basic/Basic Plus connection. A technical review via will be necessary to determine if service can be provided and for approval to exceed the limit.
OPT-E-MAN Repeater Service	VU4	Repeater technology may be used for customers: requesting OPT-E-MANSM service from a service wire center not equipped to provide OPT-E-MANSM service; or customers outside the technical limits of an Ethernet equipped Central Office.
OPT-E-MAN Service Order Change Charge	NHCEO	Service order change charge for pending service orders and is assessed per location:

6.1.3.2.3 Service Identifier: Carrier DS1 Service

Description of Service

A dedicated, point-to-point DS1 service transports data from site to site. It travels through the local CO, or to another CO, then to its destination. Because it is a dedicated circuit, it is not switched in the CO.

DS1 gives provides these features:

- **High bandwidth**—DS1 gives you 1.544 Mbps of bandwidth on a single circuit, or you may split the circuit into up to 24 DS0 channels of 64 Kbps each. This high bandwidth allows you to transmit voice, data, and video. You can use DS1 as one single circuit or divide it into multiple channels for various applications.
- **Private, dedicated connection**—DS1 segregates your sensitive data traffic on your own dedicated, private line. Because only your employees can access your network, your communications remain secure and private.
- **Compatibility**—DS1 works with various protocols, applications, and equipment; and it adheres to established industry standards. With DS1, you can use various means to transport any kind of user information, including voice, data, fax, and video.
- **Clear Channel Capability (CCC)**—gives you full 64 Kbps capacity on the 24 DS0 channels of a DS1, for a total bandwidth of 1.544 Mbps. Also known as B8ZS (Bipolar Eight-Zero Substitution), you choose the CCC signal format option instead of alternate mark inversion (AMI). The customer's channel service unit (CSU) and facilities must be equipped to handle clear channel.
- **InterLATA Service**—Point-to-Point DS1s are available for InterLATA (within and outside of California) and IntraLATA traffic.
- **Extended Super Frame (ESF)**—ESF is a framing format that allows the additional bits to be added less frequently or at longer intervals. Bits gained by doing this are then used to perform other functions. AT&T supports this format, which a customer would request at the time of ordering of the service.

The following options are available with DS1:

- **Central Office Multiplexing**—lets us use a channel bank or other multiplexing device at the central office to divide your DS1 into a maximum of 24 DS0 channels.

DS1 Service and Features

Feature Name	Identifier	Feature Description
DS1 Service Intra Lata	TMECS	Channel Termination (one end point); DS1 is provided under the service name High Capacity Service (HiCap or T1). The DS1 channel termination connects the customer's site with the

Feature Name	Identifier	Feature Description
		serving central office at 1.544 Kbps (DS1). Two channel terminations are required for end-to-end 1.544 Mbps service within the same serving central office. Can also connect to other services, such as interoffice transport (mileage), multiplexing, or frame relay. Total interstate traffic (including Internet traffic) on the circuit(s) must constitute 10% or less of the total traffic.
DS1 Service Inter Lata	1LNV9	Channel Termination (one end point); DS1 is provided under the service name High Capacity Service (HiCap or T1). The DS1 channel termination connects the customer's site with the serving Inter Lata central office at 1.544 Mbps (DS1). Two channel terminations are required for end-to-end 1.544 Mbps service. Total interstate traffic (including Internet traffic) on the CPUC circuit(s) must constitute 10% or less of the total traffic.
DS1 Service Inter State	1LNV9	Channel Termination (one end point); The DS1 channel termination connects the customer's site with the serving Inter Lata central office at 1.544 Mbps (DS1). Two channel terminations are required for end-to-end 1.544 Mbps service.
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Intra Lata	1L58X	Distance sensitive variable mileage. Mileage is measured as the airline mileage between the serving central offices. Does not apply to circuits terminating on an AT&T frame relay or ATM switch.
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Inter Lata	1LNVX	Distance sensitive variable mileage. Mileage measured as the airline mileage between the Inter Lata serving central offices.
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Inter State	1LNVX	Distance sensitive variable mileage. Mileage measured as the airline mileage between the serving Inter Lata central offices.
Customer Network Reconfiguration	DFOCO	Allows changes to connections of individual circuit segments at DCS node, either proactively or within minutes of trouble detection.

Optional DS1 Service and Features

Feature Name	Identifier	Feature Description
Expedite Option	EODXP	Standard installation interval is 15 business days with available facilities. Expedite charges apply for shorter intervals.
DS1 to Voice Multiplexing	MQ1	DS1-to-Voice Multiplexing

Network Connection Service for Emergency Networks for Carrier DS1 Service

Under the Network Connection Service for Emergency Networks AT&T provides, configures, monitors, manages and maintains the AT&T-provided Equipment located at the Customer Site.

Diagnostics and Maintenance

AT&T performs maintenance and diagnostic monitoring.

AT&T's support includes:

- Proactive 7-days-per-week, 24-hours-per-day (7 x 24) diagnostic monitoring of Service Components provided;
- Help desk support;
- Coordination, as appropriate, with the local carrier or the hardware or software vendor in the event of a disruption or a degradation of service performance

- Router maintenance hardware replacement as needed in the event of service disruption or degradation.
- Ongoing proactive software maintenance updates to AT&T-provided CPE in accordance with AT&T's maintenance schedule; and
- Problem management, including logging, tracking and escalating reported problems based on severity levels, as well as dispatch of and problem diagnosis by local carrier or hardware maintenance personnel

Under the Network Connection Service for Emergency Networks option, the Router is owned by AT&T and made available to Customer solely for use as part of Network Connection Service for Emergency Networks.

Upon termination of the Service or de-installation of any Site, Customer shall make the AT&T CPE at such Site available for removal by AT&T or third party designated by AT&T and return it in the same condition as originally installed, ordinary wear or tear excepted, or Customer shall pay for restoration of the AT&T CPE to such condition.

Customer is solely responsible for the loss or destruction of AT&T-owned CPE. If AT&T CPE is lost or destroyed or not able to be returned to AT&T, Customer shall be responsible for replacement value of the equipment (as per Paragraph 74. "Title to Equipment"), not to exceed the cost of new, equivalent replacement CPE based on existing State discount found in CALNET II. All costs and labor associated with equipment and software replacement due to manufacture discontinuation, repair, maintenance, and upgrade, is the responsibility of AT&T.

Feature Name	Identifier	Feature Description
Network Connection Service for Emergency Networks 2 X T-1, 3MB	NCEN3M	Provides Layer 3 routing functionality between the network service (DS1) and the emergency service answering and routing equipment. Service includes router that is owned, managed and monitored 24x7 by AT&T. The service is specific to E911 emergency service applications.
Network Connection Service for Emergency Networks 4 X T-1, 6MB	NCEN6M	Provides Layer 3 routing functionality between the network service (DS1) and the emergency service answering and routing equipment. Service includes router that is owned, managed and monitored 24x7 by AT&T. The service is specific to E911 emergency service applications.
Network Connection Service for Emergency Networks 8 X T-1, 12MB	NCEN12M	Provides Layer 3 routing functionality between the network service (DS1) and the emergency service answering and routing equipment. Service includes router that is owned, managed and monitored 24x7 by AT&T. The service is specific to E911 emergency service applications.

Customer Premises Equipment (CPE) and Services

AT&T offers a variety of CPE and pre-implementation, implementation and post-implementation services for CPE in support of all WAN access services.

See Required CPE and Other Equipment for descriptions of additional equipment and services offered.

6.1.3.2.6 Service Identifier: Multi Protocol Label Switching (MPLS) Services

Description of Service

AT&T's MPLS service (AT&T VPN or AVPN) is a network-based IP VPN solution that is enabled by Multiprotocol Label Switching (MPLS) technology. AT&T VPN service enables Customers to build an application aware virtual private network to link locations and efficiently transmit critical, delay-sensitive, and general data over a single connection using Multiprotocol Label Switching. Customers have the option of choosing the access method to AT&T VPN which best meets their requirements. ATM, Dedicated Private Line and Frame Relay may all be used to connect to an MPLS port. DSL and Ethernet (where available) may also be used.

AT&T's VPN service integrates Ethernet and Frame Relay/ATM traffic over a single shared infrastructure to allow service providers to offer new Ethernet services and support Frame Relay/ATM services at the same time.

MPLS complies with industry definitions and standards as set by the IETF and provides the following features:

- Remote VPN Tunneling—The AT&T Network Based IP VPN Remote Access (ANIRA) introduces a standard set of capabilities to access data and IP network-based VPNs. Customers using ANIRA can connect to these private networks using any of the ANIRA options described below.
- Access to Internet Providers—AVPN offers two key features to facilitate secure VPN access to the public Internet. The network-based firewall provides comprehensive firewall functionality and services within the network, providing a secure gateway between the VPN and the Internet. The AVPN unilink feature delivers a separate connection for Internet access over the same physical link as the AVPN port. A fuller description of both features appears below.
- VPN Management—The AT&T BusinessDirect Map tool provides extensive VPN management capabilities end users. See below for more information.
- Non-IP Traffic—As a standards-based MPLS network, AVPN supports IP tunneling to support non-IP traffic.
- Encryption—Encryption is typically used when accessing the VPN from a source outside of the VPN, typically the Internet. The AT&T Network Based IP VPN Remote Access (ANIRA) fully supports standards-based encryption for remote access. A full description for ANIRA appears below. When encryption is required between users of the VPN, CPE-based IPsec compatible with AVPN, and the required CPE is available as an unsolicited feature.
- Authentication—Authentication is typically used when accessing the VPN from a source outside of the VPN, typically the Internet. The AT&T Network Based IP VPN Remote Access (ANIRA) fully supports standards-based authentication for remote access. A full description for ANIRA appears below.
- Firewall Features—The network-based firewall provides comprehensive firewall functionality and services within the network, providing a secure gateway between the VPN

and outside sources, typically the Internet. Also, firewall features are integral to both the software and CPE clients for ANIRA.

- Managed Router and CSU features-AT&T VPN Service further allows customers to combine Managed Router / CSU and Transport sites enabling them to select the service option that best meets their needs on a site-by-site basis.

MPLS Service and Features

Feature Name	Identifier	Feature Description
AVPN Port and Access Service Bundle		AVPN port and access using frame relay, ATM, or IP (PPP) protocol. Port is rate limited to selected port bandwidth. See service elements below.
AVPN DS0 Port and Access	17972	AVPN MPLS 56 Kbps frame relay port. Includes DS0 access circuit.
AVPN DS1 Port and Access	Varies by speed – see Attachment 4	AVPN MPLS Frame Relay or IP Port. Speeds from 64 Kbps to 1.544 Mbps. ATM port at 1.544 Mbps. Includes DS1 access circuit.
AVPN NxDS1 Port and Access	Varies by speed – see Attachment 4	ATM IMA port using multiple DS1 access; AVPN MPLS ATM IMA Port. Speeds from 3.088 Mbps to 12.352 Mbps. Includes DS1 access circuits.
AVPN DS3 Port and Access	Varies by speed – see Attachment 4	Frame Relay, ATM, or IP port using DS3 access; AVPN MPLS frame relay, ATM, or IP Port. Speeds from 5 Mbps to 45 Mbps. Includes DS3 access circuit.
AVPN Port Only		AVPN port only using frame relay, ATM, or IP (PPP) protocol. Port is rate limited to selected port bandwidth. See separate Port Speed Availability Table below.
AVPN Port Only - 128 Kbps to 45 Mbps	Varies by speed – See Attachment 4	Port only – speeds from 128 Kbps to 45 Mbps. Requires DS1 or DS3 access circuit(s).
AVPN OC-3 Port Only	Varies by speed – See Attachment 4	ATM, or IP port using OC-3c access; AVPN MPLS ATM, or IP Port. Speeds from 50 Mbps to 155 Mbps. Requires OC-3c access circuit.
AVPN OC-12 Port Only	Varies by speed – See Attachment 4	IP port using OC-12c access. AVPN MPLS IP Port. Speeds from 200 Mbps to 622 Mbps. Requires OC-12c access circuit.
AVPN Gigabit Ethernet Port Only	Varies by speed – See Attachment 4	IP port using Gigabit Ethernet access; AVPN MPLS IP Port. Speeds from 1 Mbps to 1000 Mbps. Requires gigabit Ethernet access circuit.
AVPN VLAN	AVVL*	VLAN definition on Ethernet access port; AVPN Virtual LAN (VLAN) defines separate

Feature Name	Identifier	Feature Description
		LANs on a single Ethernet port. VLAN speeds available from 1 Mbps to 1000 Mbps. Requires Unilink feature

Port Speeds Availability by Protocol:

Speed	Identifier	IP (PPP)	Frame	ATM	Ethernet
56 Kbps	17972	-	X	-	-
128 Kbps	17973	X	X	-	-
256 Kbps	17976	X	X	-	-
384 Kbps	17978	X	X	-	-
512 Kbps	17980	X	X	-	-
640 Kbps	17982	X	X	-	-
768 Kbps	17984	X	X	-	-
1 Mbps	19616	-	-	-	X
1024 Kbps	17985	X	X	-	-
1.544 Mbps	17986	X	X	X	-
2 Mbps	19617	-	-	-	X
3 Mbps	19618	-	-	-	X
3.088 Mbps	17990	X	-	X	-
4 Mbps	19619	-	-	-	X
4.632 Mbps	17992	X	-	X	-
5 Mbps	17995	X	X	X	X
6 Mbps	19620	-	-	-	X
6.176 Mbps	17994	X	-	X	-
7 Mbps	19621	-	-	-	X
7.720 Mbps	17996	X	-	X	-
8 Mbps	19622	-	-	-	X
9 Mbps	19623	-	-	-	X
9.264 Mbps	17998	X	-	X	-
10 Mbps	17999	X	X	X	X
12.352 Mbps	18003	X	-	X	-
15 Mbps	18005	X	X	X	-
20 Mbps	18007	X	X	X	X
25 Mbps	18008	X	X	X	-
30 Mbps	18009	X	X	X	X
40 Mbps	19624	-	-	-	X
45 Mbps	18013	X	X	X	-
50 Mbps	18010	X	-	X	X
60 Mbps	19625	-	-	-	X
70 Mbps	19626	-	-	-	X
75 Mbps	18011	X	-	X	-
80 Mbps	19627	-	-	-	X
90 Mbps	19628	-	-	-	X

Speed	Identifier	IP (PPP)	Frame	ATM	Ethernet
100 Mbps	18014	X	-	X	X
150 Mbps	19629	-	-	-	X
155 Mbps	18015	X	-	X	-
200 Mbps	18016	X	-	-	X
300 Mbps	18017	X	-	-	X
400 Mbps	18018	X	-	-	X
500 Mbps	18019	-	-	-	X
600 Mbps	18020	-	-	-	X
622 Mbps	18021	X	-	-	-
700 Mbps	18022	-	-	-	X
800 Mbps	18023	-	-	-	X
900 Mbps	18024	-	-	-	X
1000 Mbps	18025	-	-	-	X

AT&T VPN Diversity Options

The AT&T VPN Diversity Options help protect Customer's network in the event of a failure of an AT&T switch or router at an AT&T POP. Customer may designate one or more AT&T VPN Diversity Options. AT&T VPN Diversity Options are available only for Frame Relay MPLS Ports, ATM MPLS Ports, and IP MPLS Ports.

For Frame Relay MPLS Ports and ATM MPLS Ports, each Diversity Option includes up to three mutually exclusive groups of MPLS Ports. The total number of MPLS Ports in each Diversity Option may not exceed 1,000.

For IP MPLS Ports, each Diversity Option may include up to six mutually exclusive groups of MPLS Ports. The total number of MPLS Ports in each Group may not exceed one.

Changing the assignment of an MPLS Port from one AT&T VPN Diversity Option to another is considered a disconnection of the existing Diversity Option MPLS Port assignment and a new assignment of the MPLS Port to the new AT&T VPN Diversity Option arrangement.

For Ports located in the US, AT&T VPN Diversity Options are not available for MPLS DSL Access Connections or MPLS Ethernet Ports

- **AT&T VPN Service Diversity Option**

In the Service Diversity Option, AT&T will provision each group of MPLS Ports to a different group of AT&T switches or routers at the same AT&T POP. An MPLS Port may not be included in more than one Service Diversity Option.

- **AT&T VPN POP Diversity Option**

In the POP Diversity Option, AT&T will provision each group of MPLS Ports to switches or routers at a different AT&T POPs or group of AT&T POPs. An MPLS Port may not be included in more than one POP Diversity Option.

Feature Name	Identifier	Feature Description
AVPN Service Diversity	18032-18075	Frame Relay or ATM Port Diversity within the same MPLS POP; AVPN MPLS frame relay or ATM service diversity within the same MPLS POP. Access speeds from DS0 to OC-3 at corresponding port speeds.
AVPN POP Diversity	18093-18136	Frame Relay or ATM MPLS POP Diversity; AVPN MPLS frame relay or ATM POP diversity. Access speeds from DS0 to OC-3 at corresponding port speeds.

AVPN Layer 2 PVCs

Feature Name	Identifier	Feature Description
AVPN Layer 2 PVCs	18152-18189	Layer 2 PVC between two frame relay or ATM MPLS ports. PVC speeds from 4 Kbps to 40 Mbps.

AVPN Class of Service (CoS)

The 6 Class of Service (CoS) feature enables Customer to classify traffic among six classes:

- CoS 1: Designed for jitter and latency sensitive applications.
- CoS 2V: Designed to carry very high priority business applications or may carry jitter sensitive applications like video when CoS1 is already in use.
- CoS 2: Designed to carry high priority business applications.
- CoS 3: Designed to carry medium priority business applications.
- CoS 4: Designed to carry low priority business applications.
- CoS 5: Designed to carry low priority background business applications.

Each CoS has a specific amount of bandwidth allocation. If any class does not use its entire bandwidth allocation, data packets from other classes can share the unused bandwidth. To implement the 6 CoS feature, Customer may select one of four CoS Packages at the MPLS Port

level, each of which supports a specified number of Classes of Service. Once the CoS Package is selected, Customer then selects a CoS Profile from the Profiles Available for that CoS Package, which may be done at the Logical Channel level if Customer has multiple Logical Channels on the MPLS Port. The CoS Profile defines the bandwidth allocation for each CoS, as indicated in the 6 CoS Profile Bandwidth Allocation Table.

The 6 CoS feature is available on IP MPLS Ports, subject to the following limitation: Multimedia High and Multimedia Low packages are not available on IP MPLS port speeds of 64k, 128k, 192k, 256k, 320k, 384k, 448k, 512k, 576k, 640k, 704k.

The 6 CoS feature is available on MPLS DSL Access Connections, MPLS ADSL Line Shared Connections, and MPLS DSL Ports, subject to the following limitation: Customer traffic will be routed in the AT&T Network consistent with the CoS markings applied by Customer at the CPE router; however, Customer traffic may not be routed consistent with COS traffic prioritization over the MPLS DSL Access Connection or MPLS ADSL Line Shared Connection, as applicable, between the DSL provider and the MPLS Port. Due to this limitation, there is no charge for the 6 CoS feature on these ports/connections.

Feature Name	Identifier	Feature Description
AVPN CoS Package Multi-Media High	18193-18246	Class of Service (CoS) package for heavy multimedia traffic; Seven profiles, 60-90% real time, and speeds from 56 Kbps to 622 Mbps. Supports CoS 1, 2V, 2, 3, 4, 5, and No CoS.
AVPN CoS Package Multi-Media Standard	18251-18304	Class of Service (CoS) package for moderate multimedia traffic; Ten profiles, 10-50% real time, and speeds from 56 Kbps to 622 Mbps. Supports CoS 1, 2V, 2, 3, 4, 5, and No CoS.
AVPN CoS Package Critical Data	18309-18362	Class of Service (CoS) package for high-priority business data traffic; Four profiles, 0-30% best effort, speeds from 56 Kbps to 622 Mbps. Supports CoS 2, 3, 4, 5, and No CoS.
AVPN CoS Package Business Data	18367-18416	Class of Service (CoS) package for normal business data traffic; Four profiles, 0-30% Best Effort, speeds from 56 Kbps to 622 Mbps. Supports CoS 3, 4, and No CoS.

AVPN Unilink

Feature Name	Identifier	Feature Description
AVPN Unilink		Multiple logical connections on AVPN port;

	18428-18477	Allows multiple logical connections on AVPN port. Speeds from 56 Kbps to 622 Mbps.
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AVPN Managed Router Features and Options

Under the AT&T VPN Managed Router feature, AT&T provides, configures, monitors, manages and maintains the AT&T-provided Equipment located at the Customer Site. The Equipment may consist of a router and other Equipment, as applicable, e.g. an asynchronous modem used to diagnose and manage the router.

The management demarcation point for AT&T VPN is the LAN interface card on the router at the Customer Site. *Note: The customer must provide a non-PBX dial up line for each managed router.*

Logical configurations or other router management commands employed by AT&T with Managed Router Equipment, whether AT&T or Customer-owned Equipment, are the sole and exclusive property of AT&T. Logical configurations and other router commands are confidential AT&T Information. Upon termination of Service or disconnection or termination of a Site, Customer shall have no right to use, or ownership interest in, the logical configurations or other router management commands present or loaded on Equipment. Upon termination of Service or disconnection or termination of a Site, Customer shall ensure that Equipment is returned or made available to AT&T to allow removal of all AT&T confidential Information, including logical configurations and router management commands

AVPN Managed Router Features:

- Managed Router
 - AT&T-owned, AT&T-managed Routers
 - Customer-owned, AT&T-managed Routers
- Class of Service (CoS1-CoS4)
- Resiliency (Backup, Redundancy, and Load Sharing) options (10 options, including ISDN backup) for Frame/ATM ports:
 - **Resiliency Level 1**
 - Single Customer Site CPE (CE), Single Access line, back up via ISDN
 - Single CE, Dual Access lines, Primary/Backup
 - Single CE, Dual Access lines, Primary/Backup, ISDN
 - Single CE Dual Access lines, Load Sharing
 - Single CE Dual Access lines, Load Sharing, ISDN
 - Dual CE, Single Access line, ISDN
 - **Resiliency Level 2**
 - Dual CE, Dual Access, Primary/Backup
 - Dual CE, Dual Access, Primary/Backup, ISDN
 - Dual CE, Dual Access, Load Sharing
 - Dual CE, Dual Access, Load Sharing, ISDN

- Unilink (multiple VPN) support
- Port Diversity options: POP & Service
- Hybrid networks (a combination of Transport and Managed sites)
- Hub and Spoke VPNs
- Managed Reports
- Managed SLAs
 - Network SLAs (latency, delay, jitter)
 - On-time Provisioning, Availability/TTR, and Site-to-Site performance SLAs (delay, latency, and jitter)

Router Selection

Engineering rules drive default router selection, based on the port size and features selected by the customer; Router configuration will default to the smallest serviceable device for the site; however, default router selection can be overridden by the customer. In addition to port size, engineering rules factor in features such class of service. For example, a different router could be selected based on the real-time requirements: a small router would be selected for no real-time traffic, a medium router would be selected for a Multimedia Standard COS package, and a large router would be selected for a Multimedia High COS package.

Diagnostics and Life Cycle Maintenance

AT&T performs life-cycle maintenance and diagnostic monitoring. AT&T's support includes:

- Proactive 7-days-per-week, 24-hours-per-day (7 x 24) diagnostic monitoring of Service Components provided;
- Help desk support;
- Coordination, as appropriate, with the local carrier or the hardware or software vendor in the event of a disruption or a degradation of service performance or in connection with AT&T's ongoing capacity management;
- Router maintenance hardware replacement as needed in the event of service disruption or degradation.
- Ongoing proactive software maintenance updates to AT&T-provided CPE in accordance with AT&T's maintenance schedule; and
- Problem management, including logging, tracking and escalating reported problems based on severity levels, as well as dispatch of and problem diagnosis by local carrier or hardware maintenance personnel.

Basic Inside Wiring Extension for US Sites

At new Customer Sites in the contiguous 48 United States, AT&T will install up to 300 feet of industry standard 2-Pair, 24-gauge shielded cable connecting the interface point where the local access provider terminates the access circuit in a modular jack at the Site to the AT&T-managed router at the Site for fractional T1, T1, and NxT1 MPLS Ports ("Inside Wire").

AT&T will arrange for the provision of all cable, jacks and necessary tools to perform the necessary work activities for Inside Wire Service. AT&T will terminate both ends of the installed cable in AT&T-provided RJxx jacks and label the jacks. AT&T will also test the continuity of AT&T-installed cable by testing the AT&T-installed cable for opens, shorts, reversals, miswires and split pairs.

All Inside Wire Service will be performed between the hours of 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding holidays ("Business Hours").

Inside Wire is only available at Customer Sites where there is a Standard Wiring Environment. Standard Wiring Environment means AT&T is able to: (a) install all necessary cable at the Site on a single floor through, and attach to, the support structure of a suspended ceiling that does not exceed a height of ten (10) feet; (b) pull all necessary cable through the interior portion of a wall that does not require holes drilled in order to pull through the cables or through empty (or pull string equipped) conduit existing at the Site; (c) utilize one technician for no more than two hours per cable run of 300 feet or less, (d) use existing conduits that are free and clear with pull strings, adequate pull boxes, and sufficient capacity for installations and are owned by the Customer, and (e) utilize sufficient space in the Customer's computer room, telephone closet, equipment room, or electrical room to install cables. A Standard Wiring Environment does not require (a) the assistance of union workers, (b) core drilling, fire-stopping, installation of surface raceway or conduit, or use of special equipment (e.g. scissors lift, extension ladder, hammer drill, concrete saw, jackhammer, mechanical lifts or scaffolding) (c) cable runs that exceed three hundred (300) feet from the local access demarcation point, (d) removal and/or replacement of interlocking ceiling tiles, (e) wire mold or power/communication poles, (f) coring, conduit placement, penetration of firewall, sleeve placement, installing or painting of backboards, or (g) any work to be performed in any area that has been certified or suspected as being asbestos hazarded.

In conjunction with the Site survey, AT&T will inspect the location and determine if the Site qualifies as a Standard Wiring Environment. If the Site qualifies as a Standard Wiring Environment, then at Customer's request AT&T will provide Inside Wire.

Inside Wire is not available where the local access demarcation point is not inside the physical premises at the Site. Inside Wire is not available in connection with moves at existing Sites. AT&T will install inside wire only to connect the AT&T VPN router to the local access demarcation point. AT&T will not provide Inside Wire for demarcation extensions for other services or features of AT&T VPN, such as ISDN, analog lines, or extensions for DS3 and OCx connections.

AT&T-Owned/AT&T-Managed Option

Under the AT&T-Owned/AT&T-Managed option, the Managed Router is owned by AT&T and made available to Customer for use as part of AT&T VPN Service.

Upon termination of the Service or de-installation of any Site, Customer shall make the AT&T CPE at such Site available for removal by AT&T or third party designated by AT&T and return it in the same condition as originally installed, ordinary wear or tear excepted, or Customer shall pay for restoration of the AT&T CPE to such condition.

Customer is solely responsible for the loss or destruction of AT&T-owned CPE. If AT&T CPE is lost or destroyed or not able to return AT&T-owned CPE, Customer shall be responsible for paying a lost equipment charge equal to the residual value of the CPE lost or destroyed.

Feature Name	Identifier	Feature Description
AVPN Managed Router (AT&T Owned) – Basic	18495	Installation of a Basic size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 FE LAN ports and 1 WAN port. Supports 56kbps to 6xT1 WAN links.
AVPN Managed Router (AT&T Owned) – Small	18496	Installation of a Small size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 FE LAN ports and 1 WAN port. Supports 56kbps to 6xT1 WAN links.
AVPN Managed Router (AT&T Owned) – Medium	18497	Installation of a Medium size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1 or 1T3 WAN links.
AVPN Managed Router (AT&T Owned) – Large	18498	Installation of a Large size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1 or T3 WAN link.
AVPN Managed Router (AT&T Owned) – XLarge	18499	Installation of a XLarge size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1 or T3 WAN links.
AVPN Managed Router (AT&T Owned) – XLarge +	18500	Installation of a XLarge+ size route, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 3 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1, or T3 WAN links.
Lost Equipment Charge for AT&T Owned CPE	N/A	Upon termination of Service or de-installation at any site, if AT&T CPE is lost or destroyed, or Customer is not able to return AT&T-owned CPE, the Customer shall be responsible for paying a lost equipment charge equal to the residual value of the CPE lost or destroyed.

Customer-Owned/AT&T-Managed Option

Under the Customer-owned/AT&T-Managed option, Customer purchases the Managed Router that is used as part of AT&T VPN Service. AT&T configures, monitors, manages and maintains the AT&T-provided Equipment located at the Customer Site. Additional Customer Responsibilities apply to Customers who elect the Customer-Owned/AT&T-Managed Option.

The router will be ordered through as a “Customer Owned Router,” which will generate an Equipment Order List (EOL) that will be provided to the customer by the AVPN Deployment Manager (ADM). Customers will use this EOL to order the correct router configuration from AT&T Connectivity Services (ACS), Cisco, or a Cisco VAR. The Customer must order the equipment as shown – no variations or substitutions. The equipment will be shipped to the AT&T Staging Center. If the equipment is found to be incorrect upon arrival at the AT&T Staging Center, the order will be placed on hold and the equipment will be returned to the Customer at the Customer’s expense for correction.

For COR feature, customers are required to:

- Purchase a new Router. Refurbished or reused routers are not supported.
- Purchase and have delivered to AT&T only routers listed on the AT&T supplied Equipment Order List (EOL). Only the router manufacturer and type listed on the EOL are supported under the Customer-Owned Router Option. Customer is responsible for and shall bear all shipping costs (and bears any risk during shipment) associated with supplying AT&T with a customer-owned router.
- AT&T’s acceptance of the router delivered by Customer shall be at AT&T’s sole discretion and shall be based on compliance with the EOL listed requirements that (a) the router hardware/software configuration are consistent with the configuration on the EOL; and (b) the router passes an operational (power-up) test.
- Customer is solely responsible for remediation of any issues that result in a noncompliant router. Customer shall be responsible for communication of any requirements to the router manufacture to remediate noncompliant configurations or operational failures. Customer is solely responsible and shall bear all costs (including shipping, packaging, etc.) associated with router return or remediation and shall bear all risk of loss during shipment of returned or remediated routers.

Demarcation of customer-owned vs. AT&T-owned equipment is the router itself – anything inside the router is customer owned, equipment outside the router on the WAN side (cables, CAS, modem) is AT&T owned.

AT&T assumes responsibility for all hardware/software maintenance of router, once installed.

For the Customer-owned/AT&T-Managed option, the customer purchases the Managed Router that is used as part of AT&T VPN Service. Upon termination of the Service or de-installation of any Site, the customer must make the CPE at the site available to AT&T to allow for the removal of the confidential AT&T Information from the router configuration.

Feature Name	Identifier	Feature Description
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Feature Name	Identifier	Feature Description
AVPN Managed Router (Customer Owned) – Basic	18522	Installation of a Basic size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 FE LAN ports and 1 WAN port. Supports 56kbps to 6xT1 WAN links.
AVPN Managed Router (Customer Owned) – Small	18523	Installation of a Small size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 FE LAN ports and 1 WAN port. Supports 56kbps to 6xT1 WAN links.
AVPN Managed Router (Customer Owned) – Medium	18524	Installation of a Medium size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1 or T3 WAN links.
AVPN Managed Router (Customer Owned) – Large	18525	Installation of a Large size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1 or T3 WAN link.
AVPN Managed Router (Customer Owned) – XLarge	18526	Installation of a XLarge size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1 or T3 WAN links.
AVPN Managed Router (Customer Owned) – XLarge +	18527	Installation of a XLarge+ size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 3 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1, or T3 WAN links.

Internal and External CSU Options

The CSU options will be determined by the AVPN port speed and type selected above.

- Internal CSUs may be AT&T Owned or Customer Owned.
- AT&T Owned and Managed Probes (External CSU) – may be used with AT&T Owned or Customer Owned Managed Router.
- External CSU is required for AVPN Managed Enhanced Reports

Feature Name	Identifier	Feature Description
AVPN Managed Internal CSU (AT&T Owned):		
AVPN Managed Internal CSU (AT&T Owned) – 56K	18487	Per serial port (56Kbps w/ CSU function) added & used on the router for either Frame Relay or Private Line connectivity.

Feature Name	Identifier	Feature Description
AVPN Managed Internal CSU (AT&T Owned) – Internal T1	18488	Per serial port (<=T1 w/ CSU function) added & used on the router for either Frame Relay or Private Line connectivity.
AVPN Managed Internal CSU (AT&T Owned) –T3/E3 FR protocol	18489	Per T3 port added & used on the router for Frame Relay connectivity.
AVPN Managed Internal CSU (AT&T Owned) – NXT1/NXE1 ATM protocol	19925	Per T1 port added & used on the router for IMA connectivity. One per IMA port.
AVPN Managed Internal CSU(AT&T Owned) – NXT1/NXE1 PPP	19926	Per T1 port added & used on the router for MLPPP connectivity. One per IMA port.
AVPN Managed Internal CSU(AT&T Owned) –T3/E3 ATM protocol	19927	Per T3 port added & used on the router for ATM connectivity.
AVPN Managed Internal CSU (AT&T Owned) – Internal T3/E3 PPP protocol	19928	Per T3 port added & used on the router for Private Line (PPP or Frame Encap) connectivity.
AVPN Managed Internal CSU (Customer Owned):		
AVPN Managed Internal CSU (Customer Owned) – 56K	21924	Per serial port (56Kbps w/ CSU function) added & used on the router for either Frame Relay or Private Line connectivity.
AVPN Managed Internal CSU (Customer Owned) – T1	21924	Per serial port (<=T1 w/ CSU function) added & used on the router for either Frame Relay or Private Line connectivity.
AVPN Managed Internal CSU (AT&T Owned) –T3/E3 FR protocol	21919	Per T3 port added & used on the router for Frame Relay connectivity.
AVPN Managed Internal CSU (AT&T Owned) – NXT1/NXE1 ATM protocol	21918	Per T1 port added & used on the router for IMA connectivity. One per IMA port.
AT&T Owned and Managed External CSU:		
AT&T Owned and	19932	External CSU per 56K port. Required for

Feature Name	Identifier	Feature Description
Managed External CSU 56K		Enhanced Reporting.
AVPN Managed External CSU T1/E1	19933	External CSU per T1 port. Required for Enhanced Reporting.
AVPN Managed External CSU Nxt1/E1 PPP	19935	External CSU per T1 port for IMA connectivity. Required for Enhanced Reporting.
AVPN Managed External CSU T3/E3 FR	19937	External CSU per T3 FR port. Required for Enhanced Reporting.
AVPN Managed External CSU T3/E3 ATM	19936	External CSU per T3 ATM port. Required for Enhanced Reporting.
AVPN Managed External CSU T3/E3 PPP	19938	External CSU per T3 PPP port. Required for Enhanced Reporting.
Reports:		
AVPN Managed Enhanced Reports	19947	Enhanced network performance reporting. Requires external CSU.

Additional Router Features:

Options below may be added to the AT&T Owned Router or Customer Owned router depending on the selection of WAN port speed, COS, resiliency, protocol, and LAN port quantities.

Feature Name	Identifier	Feature Description
AVPN Managed (AT&T Owned) Additional Router Features:		
AVPN Managed (AT&T Owned) Router - Additional Protocol Support	18502	SNA or IPX - Includes cost for additional IOS feature set required. In some cases additional router memory may be required in order to hold the IOS and allow the router to function. These additional memory costs are NOT covered under this charge, but will be charged under the Additional Memory feature
AVPN Managed (AT&T Owned) Router - Additional Serial Port	18517	Per serial port added & used on the router
AVPN Managed (AT&T Owned) Router - Additional LAN Port	18518	Per card added & used Token Ring, ethernet or Fast ethernet port in use on the router
AVPN Managed	18516	All available memory above the defaults are

Feature Name	Identifier	Feature Description
(AT&T Owned) Router - Additional Memory up to XL		available at additional monthly recurring charge
AVPN Managed (AT&T Owned) Router- ISDN Backup BRI	19728	Per BRI port in use on the router
AVPN Managed (AT&T Owned) Router-ISDN Backup PRI	19729	Per PRI port in use on the router
AVPN Managed (Customer Owned) Additional Router Features:		
AVPN Managed (Customer Owned) Router - Additional Protocol Support	21917	SNA or IPX - Includes cost for additional IOS feature set required. In some cases additional router memory may be required in order to hold the IOS and allow the router to function. These additional memory costs are NOT covered under this charge, but will be charged under the Additional Memory feature
AVPN Managed (Customer Owned) Router - Additional Serial Port	21924	Per serial port added & used on the router
AVPN Managed (Customer Owned) Router - Additional LAN Port	21925	Per card added & used Token Ring, ethernet or Fast ethernet port in use on the router
AVPN Managed (Customer Owned) Router - Additional Memory up to XL	21923	All available memory above the defaults are available at additional monthly recurring charge
AVPN Managed (Customer Owned) Router- ISDN Backup BRI	21920	Per BRI port in use on the router
AVPN Managed (Customer Owned) Router-ISDN Backup PRI	21921	Per PRI port in use on the router

Managed Router Feature Resiliency Options

AT&T provides the following resiliency options for the Managed Router feature:

- Single Managed Router connected to a single MPLS Port and to an ISDN Backup connection. Network traffic is automatically re-routed to the ISDN backup connection if there is a network failure related to the MPLS Port.
- Single Managed Router connected to dual MPLS Ports configured in a Primary/Backup arrangement. Network traffic is automatically re-routed from the Primary MPLS Port to the Backup MPLS Port if there is a network failure related to the Primary MPLS Port.
- Single Managed Router connected to dual MPLS Ports configured in a Primary/Backup arrangement, with an additional ISDN backup connection. Network traffic is automatically re-routed from the Primary MPLS Port to the Backup MPLS Port if there is a network failure related to the Primary MPLS Port. Network traffic is automatically re-routed from the Backup MPLS Port to the ISDN backup connection if there is a network failure related to the Backup MPLS Port.
- Single Managed Router connected to dual MPLS Ports configured in a Load Sharing arrangement. Network traffic is distributed between the MPLS Ports based on customer-defined traffic distribution criteria. If there is a network failure related to one of the MPLS Ports, all network traffic is automatically re-routed over the active MPLS Port.
- Single Managed Router connected to dual MPLS Ports configured in a Load Sharing arrangement, with an ISDN connection available for backup. Network traffic is distributed between the MPLS Ports based on customer-defined traffic distribution criteria. If there is a network failure related to one of the MPLS Ports, all network traffic is automatically re-routed over the active MPLS Port. If there is a network failure related to both MPLS Ports, the network traffic is automatically re-routed to the ISDN Backup connection.
- Dual Managed Routers, with one Managed Router connected to an MPLS Port and the other Managed Router connected using ISDN for backup. If there is a network failure related to the Managed Router connected to the MPLS Port, the network traffic is automatically re-routed to the ISDN Backup connection.
- Dual Managed Routers connected to dual MPLS Ports configured in a Primary/Backup arrangement. Network traffic is automatically re-routed from the Primary MPLS Port to the Backup MPLS Port if there is a network failure related to the Primary MPLS Port.
- Dual Managed Routers connected to dual MPLS Ports configured in a Primary/Backup arrangement, with an ISDN connection available for backup. Network traffic is automatically re-routed from the Primary MPLS Port to the Backup MPLS Port if there is a network failure related to the Primary MPLS Port. Network traffic is automatically re-routed from the Backup MPLS Port to the ISDN backup connection if there is a network failure related to the Backup MPLS Port.

- Dual Managed Routers connected to dual MPLS Ports configured in a Load Sharing arrangement. Network traffic is distributed between the MPLS Ports based on customer-defined traffic distribution criteria. If there is a network failure related to one of the MPLS Ports, all network traffic is automatically re-routed over the active MPLS Port.
- Dual Managed Routers connected to dual MPLS Ports configured in a Load Sharing arrangement, with an ISDN connection available for backup. Network traffic is distributed between the MPLS Ports based on Customer-defined traffic distribution criteria. If there is a network failure related to one of the MPLS Ports, all network traffic is automatically re-routed over the active MPLS Port. If there is a network failure related to both MPLS Ports, the network traffic is automatically re-routed to the ISDN Backup connection.

Where ISDN back up is required, Customer must order the ISDN service directly from an ISDN service provider. Customer is responsible for the ISDN charges, including connection and usage charges. AT&T will separately provide and will charge Customer for the management of the ISDN connection and additional charges apply for the equipment associated with the ISDN connection.

AT&T Network Based IP VPN Remote Access (ANIRA)

The AT&T Network Based IP VPN Remote Access (ANIRA) introduces a standard set of capabilities to access AVPN. This service will provide remote access/SOHO capabilities to AVPN. Customers using ANIRA can connect to a private VPN via any of the following options as 'access':

- AT&T Dial (analog or ISDN)
- Extended access analog or Wi-Fi
- AT&T DSL
- AT&T Internet Service
- Third-party access (i.e., access circuit is not ordered or managed by AT&T) broadband or ISP.

ANIRA is a global feature, integrated with global egress services.

Following is a summary of the key ANIRA features:

- IP service
- Single user (AT&T or third-party software client) and multi-user access (select SOHO VPN devices, including NetGates and Cisco)
- Access via AT&T Dial, DSL, or other Internet access
- Integration with the following egress services: frame relay, ATM, IPFR and EVPN
- AT&T and customer-managed authentication (e.g., SecureID, RADIUS, SafeWord)
- Dual access (access to the network-based VPN and Internet)
- Support for registered and unregistered IP addresses
- IPsec and L2TP support for dial users
- No requirement for specialized CPE at the customer premises

- Usage-based and fixed rate price plans for dial users
- Global service

ANIRA supports IPSec tunnels from a VPN device (e.g., AT&T Global Network Client, or SOHO device like NetGate or Cisco 831) to the virtual interface gateway (VIG) in the network. The VIG would then terminate the IPSec tunnel and map the traffic to the appropriate data or IP VPN egress (MPLS or frame-based VPN). For dial analog or ISDN access, packets travel through the dial network by tunneling in L2TP or IPSec with the destination of the packets to a VIG, which is transparent to the customer.

The local interface gateway (LIG) provides the following network functionality:

- Dynamically assigns the user an IP address for the current session only.
- The AT&T Global Network client or the customer's logon script updates the end user's TCP/IP software configuration with the dynamically assigned IP address.
- Checks the source address of every packet to ensure it is unchanged; if a change is detected, the LIG discards the packet.
- It then checks the destination address of every packet to verify the user ID's authorization to that destination address. If authorized, the LIG allows the packet to pass. If not, the LIG discards the packet.
- The LIG checks the source address of all packets bound for the dial user. If the source address is in the user's access list, the LIG delivers the packet. If not, the LIG discards the packet.

ANIRA Service and Features

Feature Name	Identifier	Feature Description
ANIRA -IPSec Hourly Analog	6971	Local analog secure dial access to AVPN via the AT&T network, per hour of usage.
ANIRA - IPSec Hourly ISDN	6982	Local ISDN secure dial access to AVPN via the AT&T network, per hour of usage. Charge for each B-channel used.
ANIRA - IPSec Toll-Free	6994	Secure dial-up access, hourly surcharge for toll-free access when local dial is not available.
ANIRA - IPSec Monthly Analog	17563	Local analog secure dial access to AVPN via the AT&T network, per month. Up to 150 hours per month.
ANIRA IPSec - Monthly Excess	17564	Local analog secure dial access to AVPN via the AT&T network. Hourly charge for more than 150 hours.
ANIRA – Third Party Access	16940	Monthly management fee for remote access users with third-party Internet access.
ANIRA – Bandwidth Connection Charge (Type II)	17573-17604	Connection to support aggregate bandwidth between gateway (VIG) and VPN. Available in various speeds (see Attachment 4); Monthly charge for redundant virtual connection

Feature Name	Identifier	Feature Description
		from gateway to VPN. Sized for aggregate peak usage of fixed and dial-up connections per VPN.
ANIRA - Managed Broadband Multi-User Service	17644-17650	Secure access for multi-user sites using AT&T DSL with AT&T Netgate and the AT&T Global Network Client. Available in various speeds (see exhibit 7); The feature provides business customers with a broadband solution from a remote access SOHO multi-user LAN to corporate LANs, intranets, and extranet(s), over AT&T DSL service and the AT&T SOHO VPN device using IPsec.
ANIRA -Managed Broadband Single User Service (ADSL and IDSL)	17650a	Secure access for single-user sites using AT&T DSL with AT&T Global Network Client. Available in various speeds (see exhibit 7); The feature provides business customers with a broadband solution from a remote access single-user to corporate LANs, intranets, and extranet(s), over AT&T DSL service and the AT&T Global network client.
Managed Broadband Multi-User VPN Device	17643	Secure access device for multi-user sites using AT&T DSL or 3rd party access; ANIRA users who require broadband access will use one of these devices: AT&T NetGate 4100, AT&T NetGate 7100, or Cisco 831/836/837.
ANIRA - Extended Access and Wi-Fi/Wired Ethernet	15172	Secure Wi-Fi access using AT&T Global Network Client.; Wi-Fi support is added as a feature extension to ANIRA which has the following features: provides the ability to roam across multiple Wi-Fi networks with a consistent user login experience using the AT&T Global Network (AGN) Client and one set of login credentials for dial, broadband and Wi-Fi
ANIRA – Wi-Fi Access	17164	Secure Wi-Fi access using AT&T Global Network Client; Wi-Fi support is added as a feature extension to ANIRA which has the following features: provides the ability to roam across multiple Wi-Fi networks with a consistent user login experience using the AT&T Global Network (AGN) client and one set of login credentials for dial, broadband and Wi-Fi.

Managed Security Service (MSS) – Network Based Firewall (NBFW)

MSS-Network Based Firewall enforces traffic separation among Customers by enabling Virtual Local Area Network (VLAN) tagging. For Customers who wish to make use of the AT&T MSS-Network Based Firewall service, AT&T will establish a Private Virtual Circuit (PVC) from a Customer location to the service in order to filter the traffic coming in or going to the Internet. The type of PVC will vary based on the Customer's WAN architecture. Traffic separation is designed to occur without tunneling or encryption. This is enabled through a combination of Border Gateway Protocol (BGP), Multi-Protocol Label Switching (MPLS), and Internet Protocol (IP) address resolution as described below.

BGP is a routing information distribution protocol that is designed to define who can talk to whom using multi-protocol extensions and community attributes. Virtual Private Network (VPN) membership depends upon logical ports entering the VPN, where BGP assigns a unique route distinguisher. In an MPLS-enabled VPN, BGP distributes forwarding information base tables about VPNs to members of the same VPN. This is designed to permit users to participate on an Intranet and Extranet only if they reside on the correct physical or logical port and have the proper route distinguisher.

A packet received by the network backbone is associated with a particular VPN. A forwarding table associated with the particular VPN is used, along the originating IP address, to determine a set of possible egress interfaces and the packet's IP destination address.

For Customers with NBFW on Managed Internet Service (MIS), a Generic Routing Encapsulation (GRE) tunnel is established between AT&T's Security Data Center and Customer's MIS Plus router located on Customer's premises. Customer's traffic is separated from other Customers' traffic and the defined security policy/firewall configuration applied on the uniquely identified traffic flowing into the Network Based Firewall platform through the appropriate GRE tunnels.

Overall security and the selection and use of security facilities provided by AT&T is a Customer and User responsibility. AT&T does not guarantee that use of the security features that AT&T provides will prevent unauthorized access to Customer systems or data.

Service and Features

MSS Network Based Customers select the Feature Level for their service. This selection pre-determines basic service offering, including number of custom rules and number of included monthly changes (MACD).

Feature Name	Identifier	Feature Description	Additional Information
MSS-Network Based Firewall is available in five service levels ranging from simple outbound only security policy to extensive bi-directional policy with many optional features.			
Service Level 1	20423	<ul style="list-style-type: none"> • All components are high Availability with dual redundant access links to the Internet and private side • Outbound Only • Reports via AT&T Business Direct • Customer is given a single public IP address (or PAT – Port Address Translation address). • Choice of up to 8 ports/protocols: HTTP (80); HTTPS (443); HTTP ALT (8080); HTTPS ALT (8443); FTP_CTRL (21); ICMP ECHO; DNS UDP/TCP (53); TELNET (23); SSH/SFTP (22). 	<p>One Size Fits all customers (at this level) Security Policy. Available for all Security Data Centers (SDC).</p> <p>Note: SMTP Mail Relay is not allowed at this Service Level as this assumes inbound as well as outbound mail traffic.</p>
Service Level 2	20424	<ul style="list-style-type: none"> • All components are high Availability with dual redundant access links to the Internet and private side • Outbound Only • Custom Security Policy (up to 10 rules) • Additional SecNets may be added • Customer is given a single public IP address (or PAT – Port Address Translation address). If more public IP addresses are required for NAT these can be bought. 	<p>Outbound only Security Policy but allowing additional rules, egress points (SDC locations), SecNets, etc.</p> <p>Note: SMTP Mail Relay is not allowed at this Service Level as this assumes inbound as well as outbound mail traffic.</p>
Service Level 3	20425	<ul style="list-style-type: none"> • All components are high Availability with dual redundant access links to the Internet and private side • Outbound and Inbound traffic • Custom Security Policy (up to 	<p>Outbound and Inbound Security Policy. In addition to Level 2 options, allows more rules and larger range of public IP addresses as standard.</p>

Feature Name	Identifier	Feature Description	Additional Information
		30 rules) <ul style="list-style-type: none"> • /28 public IP address range allocated giving 16 addresses in total. One address reserved for PAT leaving 15 spare. 	
Service Level 4	20426	<ul style="list-style-type: none"> • All components are high Availability with dual redundant access links to the Internet and private side • Custom Security Policy (up to 50 rules) • /27 public IP address range allocated giving 32 addresses in total. One address reserved for PAT leaving 31 spare. 	Outbound and Inbound Security Policy. In addition to Level 3 options, has a larger range of public IP addresses as standard and support for higher bandwidths.
Service Level 5	20427	<ul style="list-style-type: none"> • All components are high Availability with dual redundant access links to the Internet and private side • Outbound and Inbound traffic • Custom Security Policy (up to 99 rules) • Support for existing alternate ISP (failover) and/or advertising the Customer IP address space is included (minimum /24 of customer's own ARIN, APNIC, RIPE or other ICANN entity registered space) 	Outbound and Inbound Security Policy. In addition to Level 4 options, has support for other ISP, engineering support, etc.
Connection Bandwidth Options	20490 to 20514	Bandwidths ranging from 1.5 Mbps up to 135 Mbps. Over 135Mbps by ICB.	Available on Service Levels 1-5. San Jose SDC

For each of the Levels, AT&T MSS-Network Based provides connectivity and security monitoring (both inbound and outbound) that:

- Enables Customers to browse the Internet, logon to remote Hosts (Telnet) and complete file transfers using FTP at high speeds from around the world.
- Restricts access from the Internet into the Customer's corporate network.
- Reduces security risks by employing AT&T network security design.

- Provides a variety of access and utilization reports to help monitor Internet usage.

AT&T MSS-Network Based leverages existing AT&T private networks by:

- Installing security features directly into AT&T's network. Customer Internet access takes place via a "hub and spoke" arrangement within the AT&T packet network. Once Internet-bound traffic reaches the packet network, it is allowed access to the Internet based upon the Customer's specific Security Policy.

Standard Components:

For all levels of AT&T's MSS-Network Based Service Offer Features:

Security Monitoring:

- 7x24 monitoring of traffic into the network Firewall. This keeps inbound attacks outside of the MSS-Network Based infrastructure at the high-throughput circuits, well away from individual Customer components or services.
- Stateful Inspection of allowed IP traffic via Firewall.
- Open Systems Interconnection (OSI) Layer 2 isolation. All PVC traffic remains isolated through the MSS-Network Based Service infrastructure and the Security Policy.

Network:

- Bandwidth subscriptions from 1.544Mbps to 135Mbps (higher available as ICB) on a Secnet basis
- Support for customer source networks, using static route definitions within the firewall
- Static Network Address Translation (NAT) for customer servers (DNS, SMTP, etc.)
- Many-to-one outbound Network address translation of customer IP address space, with customer route isolation. This utilizes the Port Address Translation (PAT) facility of MSS-NB
- Resilient connections to AT&T VPN (AVPN) service.

DNS

MSS-NB service includes Domain Naming System (DNS) caching.

- A DNS service can be provided by AT&T-Enhanced Network Services (AENS) or customers can use their own DNS authority.
- The DNS caching service provided by MSS-NB gives customers name resolution and protection services. All customer DNS queries will be sent to the MSS-NB DNS caching servers from the customers' specified internal primary DNS servers.
- MSS-NB expects that customers have implemented some form of split DNS where internal resolution is done on a customer DNS server. These internal DNS servers are

maintained and administered by the customer. External DNS queries will be sent from these servers to MSS-NB caching DNS servers for resolution.

- MSS-NB does not support internal customer DNS resolution. This must be provided by the customer.
- Customers will need to configure their DNS to use “forwarding” to the MSS-NB caching DNS servers for unknown domains. This prevents non-recursive attempts at resolution. Most new versions of BIND on all platforms support a global “forwarders” statement.

User Authentication

- If User Authentication is requested to be supported, Customers will be able to set policy controls over User level access to the Internet. After certain criteria is met (as determined by AT&T) and needed components are setup in the customer network, the MSS-NB platform will interface with a Customer’s hosted and managed User Authentication service (RADIUS, LDAP, or Active Directory) to authenticate User activity to the Internet.. (Note: MSS-Network Based will not provision, administer, support or troubleshoot the Customer's User Authentication solution).
- User Authentication is not available for NBFW on MIS service.

Intrusion-Detection System (IDS) Logging only

- MSS-Network Based has implemented a set of certain basic IDS features, which includes limited scanning of Customer traffic for a small number of exploits, attacks and other malicious activities.
- IDS logging only is available for NBFW on MIS service.

Reporting

- MSS-Network Based provides a standard set of reports via the Business Direct portal. Content and format of the reports are subject to change without notice. AT&T maintains a Customer accessible website where reports may be obtained.

Offer Limitations:

- This Service provides Support for up to 10 total authorized Customer contacts (applies to all levels).
- Six (6) MACD service requests per month are allowed with each service level. Additional requests are subject to additional charges (applies to Service Levels 2-5 and Network Based Firewall on MIS).
- One (1) MACD service request per month is allowed for Service Level 1. Additional requests are subject to additional charges.
- No SNMP traffic is allowed to traverse the firewall (applies to all service levels).
- Only Critical ICMP (ping) traffic is allowed (troubleshooting or periodic checks)

Customers are encouraged to aggregate their Rules' source and destination addresses into networks rather than to specific Hosts. Source and destination networks should be subnetted up to the largest/most inclusive range. AT&T recommends that source or destination Rules apply to

all users (“ANY”), which is usually especially for the common services needed by all users such as HTTP, HTTPS, or FTP.

If a Customer insists on specific granular source addresses, additional MSS-NB address packages can be purchased.

Optional Features

The following table describes the optional features available as a part of this service, and the Levels that apply to each:

Feature Name	Identifier	Feature Description	Additional Information
URL Filtering	20766 to 20771	<p>Allows internet traffic to be filtered based on web site content. This option is licensed on the number of concurrent users (e.g. 100, 500, 1000, 3000, 5000, above). This option has the following features available:</p> <ul style="list-style-type: none"> • Over 80 pre-defined url categories (e.g. religion, sports, etc) which are selected to be allowed or denied • The Whitelist / Blacklist function allows browsing to specific URL’s to be permitted or denied. This function overrides any URL filtering options. • It is possible to block web searches based on keywords • URL blocking can also be done by IP address rather than URL name 	Available on Service Levels 1-5.
Active IDS/IPS - Basic	20782	<p>Service includes IDS/IPS initial technical consultation and applies AT&T’s best practices policy. Also includes IDS policy customization and addition of a limited set of custom IDS signatures to the profile as well as proactive investigational analysis for critical events and enablement</p>	Available on Service Levels 1-5.

Feature Name	Identifier	Feature Description	Additional Information
		<p>of a limited set of automated IPS capabilities.</p> <p>Not available with Network Based Firewall on MIS.</p>	
Active IDS/IPS – Advanced	20784	<p>Provides a more customized service level and alert thresholds to meet more specific IDS requirements including a higher degree of profiling and tuning of IDS policy to strip out “noise” and provide notification on critical events. Additionally, AT&T Security Analyst provides live investigational analysis for all IDS events assisting with recommended mitigation actions, and making firewall policy changes to eliminate a threat if warranted.</p> <p>Not available with Network Based Firewall on MIS.</p>	Available on Service Levels 1-5.
Additional SDC Egress (or Multiple Outbound Access Point)	20465 to 20489, 20440 to 20464	<p>Allows outbound access from more than one SDC. For each additional SDC the pricing will be based on the bandwidth required for each connection (Secnet)</p> <p>Each extra SDC includes a /30 range of public IP addresses. Each /30 block gives 4 usable IP addresses</p>	Available on Service Levels 1 and 2. Mesa SDC or Secaucus SDC.
Additional Site Egress & Ingress	20465 to 20489; 20440 to 20464	<p>This option allows the customer to have inbound and/or outbound access through more than one SDC. They can select multiple SDCs. For each additional SDC there will be the following elements:</p> <ul style="list-style-type: none"> • A /30 range of public IP addresses, this includes the PAT (overload) address. Each /30 block gives 4 usable IP addresses. • Two additional ePVCs for each 	Available on Service Levels 3-5. Mesa SDC or Secaucus SDC.

Feature Name	Identifier	Feature Description	Additional Information
		<p>extra SDC.</p> <ul style="list-style-type: none"> • Policy setup and support for each SDC. <p>Additional Site Egress & Ingress is not available with NBFW on MIS.</p>	
Additional Secure Networks (SecNets)	20490 to 20514; 20465 to 20489; 20440 to 20464	<p>Based on customer definition/design, configure NBFW policies for each network segment needed, then joining that network and injecting default or host routes. Note that the chosen Service Level determines the number of rules, so the total of all rules under a solution needs to be within those bounds. A DMZ or other isolated MPLS network is considered to be another Network.</p> <p>Additional Networks are not available with NBFW on MIS.</p>	Available on Service Levels 2-5. Customer can use San Jose, Mesa or Secaucus SDC.
Application Filtering	20791	<p>Provides inline scanning of HTTP and FTP content for common virus, spyware, and malware threats and vulnerabilities. Also provides the ability for inline scanning of Instant Messaging protocols (ICQ, MSN, Yahoo, and AIM).</p> <p>Not available with Network Based Firewall on MIS. Reporting functionality is not available at this time.</p>	Available on Service Levels 1-5.
Advanced Logging	20786	Deliver hourly syslog formatted log feeds to a customer hosted FTP server if requested.	Available on Service Levels 1-5.
Additional Firewall Rules	20777	This option allows the customer to choose extra Firewall rules in addition to those provided at the Service Level. The rules can be bought in blocks of five.	Available on Service Levels 2-5.
Additional	20779	One (1) MACD service request per	

Feature Name	Identifier	Feature Description	Additional Information
MACDs		<p>month is allowed for Service Level 1. For Service Levels 2-5 and Network Based Firewall on MIS, six (6) MACD service requests per month are allowed.</p> <p>Additional requests are subject to additional charges.</p>	
Additional Public IP Addresses	20773, 20775	<p>If the customer needs more than the allocated number of IP addresses for that Service Level, they can buy extra IP addresses. This benefit of this option is additional NAT functionality. The IP addresses can be bought as listed below:</p> <ul style="list-style-type: none"> • Multiple blocks of /30 IP addresses – up to 32. Each /30 block gives 4 usable IP addresses. A single /30 IP address range must stay with each SDC (no individual IP addresses can be spread from a single /30 to multiple sites) • Multiple blocks of /24 IP addresses – up to 10. Each /24 block gives 256 usable IP addresses. A single /24 IP address range cannot be broken into less than 32 IP addresses (i.e. a /27 subnet) for a single SDC. <p>Additional Public IP Address are not available with NBFW on MIS.</p>	Available on Service Levels 2-5.
Cross Connect	20794, 20796	<p>Provides connections between the NBFW instance in a Data Center location and the customer's cage in the same Internet Data Center. Cross Connect options supported are where the equipment in the cage is</p> <ul style="list-style-type: none"> • managed by MSS Operations, • the equipment is managed by the customer, or 	Available on Service Levels 1-5.

Feature Name	Identifier	Feature Description	Additional Information
		<ul style="list-style-type: none"> the equipment is managed by Managed Hosting Operations. Cross Connect is not available with NFW on MIS.	
Site Failover	20741-20765	This option allows the customer to have a single alternate SDC in the same geographical region to receive "failover traffic". A 3rd ePVC is provisioned from the alternate site to the customer's MPLS network. A duplicate security policy is maintained on the alternate SDC for a specified SecNet. If a customer has multiple SecNets, they must purchase Site Failover for a specific number of SecNets. Special requirements apply for Network Based Firewall Failover which have to be followed for proper operations and which would be considered during the design phase. Site Failover is not available with NFW on MIS.	Available on Service Levels 2-5.

Customer Responsibilities

Customers are responsible for:

- Designating a person who will be the technical focal point to work with AT&T to help promote a successful implementation.
- Providing a list of desired IP protocols to deploy during the implementation including source addresses, destination addresses, ports, TCP and/or UDP and a description of the Service to be implemented.
- Providing AT&T with user workstation counts and traffic estimates if URL Filtering features or options are selected.
- Providing the necessary network information to allow AT&T to provision ingress virtual circuits into the network firewall.
- Identifying a suitable test location during enablement and implementation to properly test desired Security Policies prior to deploying all sites on the MSS-NB Service.

- Utilizing internal Hosts and servers that are properly maintained to include the latest available security patches and are not infected with any worm, trojan or virus or similar security threat. AT&T is not responsible for patching or removing security threats on Customer maintained equipment.
- Ensuring that Customer systems and networks (including outsourced and educational environments) that connect with those belonging to MSS-NB, or that use common services network features, have appropriately implemented security controls. These controls should be designed to prevent loss, disclosure, unauthorized access or service disruption, by restricting AT&T network access and use to authorized Customer personnel only. Use of the AT&T network and its facilities is intended for the contracting Customer only and not for those who may be interconnected with the Customer's systems. The administration of individual IP addresses on a Customer's LAN, including maintaining distinct, unique and non-overlapping private IP address space.
- Customer needs to notify AT&T about any changes to a Customer's configuration(s). If changes to security configurations are necessary at a given location based upon Customer notification, AT&T will review these new requirements and make recommendations as necessary.

Service Availability

The MSS-Network Based Service is designed to provide single site redundancy and optional failover to other Security Data Centers in the event of catastrophic failure. Optional failover is not available with NFW on MIS. AT&T incorporates many automatic redundancy and diversity features designed to quickly handle failures in network components. Additionally, equipment within the AT&T backbone network and AT&T packet services networks are generally connected to other equipment with multiple routes across the global backbone or packet services network infrastructures.

The AT&T MSS-Network Based Service is available 7 X 24, except for possible outages during scheduled maintenance. AT&T utilizes the scheduled maintenance windows to upgrade equipment, software, and facilities which may add capacity, new features, resiliency and which may provide fixes to known problems to help ensure high network performance. The scheduled maintenance windows are typically used to maintain many sites, including the global backbone, packet services, AT&T enhanced network services IDC's and MSS-NB networks. In addition, AT&T may perform extended maintenance up to four times per year, and AT&T may need to schedule planned maintenance at other times due to, for example, government inspections or power maintenance. AT&T will use reasonable efforts to give Customers at least 30 days' notice of such scheduled or extended maintenance. However, AT&T reserves the right to perform maintenance at any time in order to maintain the service and/or network.

Support

AT&T provides the following support for Managed Security Service – Network Based:

Initial Consultation for a Customer's Security Enablement

- Review of the inbound and outbound Security Policies provided to AT&T to recommend a proposed migration configuration of the MSS-NB Service.
- Review of the network topology to determine general access requirements.
- Recommendation of Security Policies to meet the current and forecasted needs specified by the Customer, consequent with AT&T's need to manage, maintain, operate and provide measurement reports based upon them.
- Recommendation of additional security management options to meet the specified Customer support needs.

Assistance

- Communicating with the Customer's technical contact(s) for installations, moves, adds or changes.
- Communicating with various AT&T work centers for packet services or Managed Router or other data or IP services.

Installation Support

- Connection and test of MSS-NB access circuits(s) to the network access point.
- ePVC ordering, provisioning, configuration, and associated testing.
- Configuration of AT&T MSS-NB network infrastructure.
- Registration of Customer information and security configuration in AT&T's databases.

Network Monitoring and Management

- Proactive 7x24 monitoring of the Customer's MSS-NB connection (including access) from AT&T's network management center of all the components supplied by AT&T.
- Help desk support for connection problems related to the MSS-NB service.
- Change management. If changes to security configurations are necessary at a given location based upon Customer notification, AT&T will review these new requirements and make recommendations as necessary. AT&T will also manage any resulting changes to the platform that AT&T deems necessary, which may result in a conversion charge for affected AT&T MSS-NB provided Services.
- Scheduled software and hardware maintenance upgrades to help ensure AT&T's hardware and software are appropriately configured for transmission of traffic.
- Problem management; logging, tracking and escalation of reported problems based on AT&T specified severity levels.

Problem Severity Code Definitions

The Customer defines the severity of a problem when the call is placed. The following definitions are provided as guidance to assist the Customer to appropriately assign the severity of a problem.

Severity	Description
1	AT&T's highest level of severity, a severity 1 Trouble Ticket is defined as a Trouble Ticket generated by AT&T in the event that AT&T detects a Firewall Service Outage. By way of illustration, without any limitation of the description, such incidents include a Firewall Service Component interface(s) being unavailable, any failures of Firewall Equipment and the inability of a Customer sanctioned IP protocol from working through the Firewall Equipment denotes a severity 1 ticket.
2	A severity 2 Trouble Ticket is defined as a Trouble Ticket generated by AT&T in the event that AT&T detects an attack against a Customer's Firewall Equipment. The types of incidents which will generate Severity 2 incidents are: a) unexplained root logins or access attempts to the Firewall, b) unexplained Firewall server file transfers or c) failed or interrupted Firewall processes.
3	Severity 3 Trouble Tickets are defined as a Trouble Ticket generated by AT&T in the event that AT&T detects certain system health problems with the Firewall Equipment. The types of incidents which will generate Severity 3 alerts are: a) backup problems, such as backup failures or missing backup files, or b) an audit which reveals missing files; or c) Trouble Tickets generated when AT&T has specific and accurate information about a specific Customer Trouble.
4	Severity 4 Trouble Tickets are most often used for Moves, Adds and Changes, and Deletes (MACDs). Severity 4 tickets are also generated when AT&T needs additional specific information about a Customer Trouble.
5	Severity 5 Trouble Tickets are reserved for changes associated with out-of-band testing.

Customer Premises Equipment (CPE) and Services

AT&T offers a variety of CPE and pre-implementation, implementation and post-implementation services for CPE in support of all WAN access services.

See Required CPE and Other Equipment for descriptions of additional equipment and services offered.

6.1.5.2.1 Service Identifier: Emergency Restoration – Fiber Loop

Description of Service:

AT&T will provide emergency restoration (break/fix) for the State-owned Sacramento fiber-optic cable network on a 24x7x365 on call basis, and provide and store materials for an Emergency Restoration Repair kit. A detailed Statement of Work and ICB pricing will be provided.

Initial Call

In the event of an outage on the downtown fiber-optic cable network, OTech/STND will notify AT&T or its authorized sub-contractor via telephone or pager number. First point of contact telephone numbers along with an escalation contact list will be provided to OTech/STND in the detailed Statement of Work.

Emergency Dispatch

Once the initial call is completed an AT&T technician or its designated cable sub contractor will be dispatched within two hours to the site of the reported outage to assess the damage. The site supervisor will then prepare an initial report of repairs for OTech/STND's approval. OTech/STND shall provide AT&T a list of authorized contacts to approve materials and billable hours. The AT&T designated first point of contact will report the estimated response time to the designated OTech/STND employee within 4 hours of initial call.

Approved Repairs

Once AT&T receives approval, we will commence repairs within four hours, using consumables from the Emergency Restoration Repair kit or other means as approved by OTech/STND. If the nature of trouble is beyond the scope of the Emergency Restoration Repair kit (such as requiring heavy equipment or specialized personnel), the repairs will commence once we obtain such equipment or personnel can be mobilized. AT&T will maintain a City of Sacramento blanket permit for performance of State of California approved construction repair work. AT&T will charge the State for consumables to replenish the Emergency Restoration Repair as needed.

Restoration Close Out

Upon restoration, the AT&T designated first point of contact will notify the designated OTech/STND employee. AT&T will provide documentation of any changes to the fiber-optic cable network that resulted from the repairs to the network. The OTech/STND is responsible for creating and updating all fiber-optic cable network records.

Emergency Restoration Services – Fiber Loop

Feature Name	Identifier	Feature Description
Emergency Restoration Service	SCFL-ERS	Emergency Restoration (break/fix) of State owned fiber network in downtown Sacramento. The State will maintain ownership of structure and cabling components and will provide approval of repair

Feature Name	Identifier	Feature Description
		activities. A Statement of work and ICB pricing will be provided for 24x7x365 on call availability and storage of an Emergency Restoration Repair kit.
Engineer/Inspector Labor - Overtime Rate	OPLO-E	The cost herein includes engineering recommendations for repair and electronic scaled drawings of work performed at completion. This is for Overtime Labor hours. For regular rates, see unsolicited labor rate for an Engineer/Inspector OPLR-E.
Engineer/Inspector Labor - Regular Rate	OPLR-E	The cost herein includes engineering recommendations for repair and electronic scaled drawings of work performed at completion. This labor rate is for work performed by an Engineer/Inspector during normal business hours. (For overtime rates, see unsolicited labor rates for an Engineer/Inspector OPLO-E.)
Technician/Fiber Splicer Labor – Overtime Rate	OPLO-T	Labor to troubleshoot, open splice in indoor or outside environments, re-terminate fiber, splice fiber. Price includes the cost of OTDR, power meter. Minimum four hours. This is for Overtime Labor hours. For regular rates, see unsolicited labor rate for Technician/Fiber Splicer SCFL-ERSL-FS.
Technician/Fiber Splicer – Regular Rate	SCFL-ERSL-FS	Fiber Splicer, labor only, includes hand tools to complete work effort. Labor to troubleshoot, open splice in indoor or outside environments, re-terminate fiber, splice fiber. Price includes the cost of OTDR, power meter. The labor rate is for work performed during normal business hours. Overtime rates will be higher. (For overtime rates, see unsolicited labor rate for a technician OPLO-T.) Minimum four hours
Outside Plant Construction Labor – Overtime Rate	OPLO-L	Labor to operate jackhammer, saw cut, hand dig/trench, repair conduit, rodding, place pull rope, removal of spoils, concrete sidewalk, curb and gutter replacement and miscellaneous OP construction duties. Minimum four hours. This is for Overtime Labor hours. For regular rates, see unsolicited labor rate for Emergency Repair SCFL-ERSL.
Outside Plant Construction Labor – Regular Rate	SCFL-ERSL-L	Laborer; Labor only. Includes hand tools required to complete work effort; other tools must be procured separately. Provides labor to operate jackhammer, saw cut, hand dig/trench, repair conduit and rodding, place pull rope, remove spoils; replace concrete sidewalk, curb, and gutter; and miscellaneous OP construction duties. The labor rate is for work

Feature Name	Identifier	Feature Description
		performed during normal business hours. Overtime rates will be higher. (For overtime rates, see unsolicited labor rate for a laborer OPLO-L.) Minimum four hours
Heavy Equipment Operator Labor – Overtime Rate	OPLO-O	Labor to operate backhoe, bore machines, or other specialized equipment. Minimum four hours. This is for Overtime Labor hours. For regular rates, see unsolicited labor rate for Heavy Equipment Operator SCFL-ERSL-HEO.
Heavy Equipment Operator – Regular Rate	SCFL-ERSL-HEO	Heavy Equipment Operator, labor only. Labor to operate backhoe, bore machines, or other specialized equipment. The labor rate is for work performed during normal business hours. Overtime rates will be higher. (For overtime rates, see unsolicited labor rate for a Heavy Equipment Operator OPLO-O.) Minimum 4 hours
Emergency Restoration Repair Equipment (Combined Rate)	SCFL-ERSE-E	Equipment required to facilitate fiber loop repairs 1. Backhoe* 2. Compressor/Jack Hammer* * Minimum four hour. For individual rates, see Backhoe - SCFL-ERSE-EBH and Compressor & Jackhammer - SCFL-ERSE-ECJH.
Emergency Restoration Repair Material Markup	SCFL-ERS-M	This markup applies to any and all material items requested by State as part of the Emergency Restoration Repair Kit. Labor is included in this item only for inventory ordering, inspection, and/or reports.
36 strand 62.5/125 um cable material only	SCFL-ERSC-36-62.5	Includes 700 feet of cable only. No connectors, fiber jumpers, fiber patch panels, shelves or other consumables are included.
36 strand 62.5/125 um cable, material only	SCFL-ERSC-36-62.5-SM	Includes 700 feet of cable only. No connectors, fiber jumpers, fiber patch panels, shelves or other consumables are included.
6 strand 50/125 um cable, material only	SCFL-ERSC-6-50	Includes 700 feet of cable only. No connectors, fiber jumpers, fiber patch panels, shelves or other consumables are included.
Fiber splice trays & consumables, material only	SCFL-ERS-C	Two preformed (or equivalent) fiber splice cases with splice trays and transport tube kits for 72 fiber in to 78 fiber out splice configurations.
Backhoe	SCFL-ERSE-EBH	Backhoe, Equipment only Minimum four hours
Compressor & Jack Hammer	SCFL-ERSE-ECJH	Compressor & Jack Hammer, equipment only, includes tow vehicle or on site delivery/removal. Minimum four hours

6.1.6 Service Identifier: Required CPE and Other Equipment

Description of Service

AT&T provides core services under CALNET, and these services are compatible with all non-proprietary and proprietary customer premises equipment used today by CALNET customers. Within the AT&T network, we will continue to use carrier-class Nortel DMS and Lucent 5E switches in our voice network, and Lucent, Nortel, Cisco, and Alcatel equipment in our data network. No customer premises equipment replacement or upgrade is required for existing CALNET customers purchasing the same or similar solution under CALNET II.

- AT&T's Voice DNA Centrex solution provides a mix telephone sets - either single-line or multi-button sets, with or without speakers. They have ring-volume control and ample (more than six) programmable function keys. AT&T uses Cisco and Polycom phones as well as a variety other vendors for our hardware. We also provide a soft phone by CounterPath to provide users an option to use a multi-platform soft phone with application software integration.

Voice Sets and Voice/Data Equipment

Feature Name	Identifier	Feature Description
Aastra - Value Series 9110	M9110	(Basic telephone set) The Aastra 9110 provides a unique set of features in a basic non-display business product. Key features include: <ul style="list-style-type: none"> • Speakerphone with Mute • Seven programmable memory keys • Voltage Message Waiting indication • Last Number Redial • Hold, Flash, Mute keys • Receiver and Speakerphone volume control • Compatible with Centrex, PBX or standard telephone service
Aastra - EBS M5008	M5008	(Enhanced telephone set) Eight line/feature keys let you configure the M5008 to suit your requirements. Since the M5008 is loop powered, you can be sure your display for Feature/Line Indicators will work, even during power outages. Larger buttons on the keypad make dialing easy and quick. The M5008 includes eight programmable line/feature keys as well as conveniently placed, color-coded Hold and Release keys for improved efficiency and better call processing. The built-in speaker permits on-hook dialing and makes it easy to access voice mail. The Integrated Wall Mount Kit gives you everything you

Feature Name	Identifier	Feature Description
		need to install the M5008 on the wall if you wish.
Aastra - EBS M5216	M5216	The M5216 is recommended when you need a central answering position or ACD support. It offers unique functionality, making it the perfect solution for call centers or other high-volume calling applications. Combined with the M522 Meridian Mate Expansion Module, the M5216 is also recommended as a mini-console. The 2-line X 24-character liquid crystal display can deliver call information such as call progress, queue status, and calling name and number. Agents or the attendant can use this data to greet callers and speed transactions. Fourteen programmable line/feature keys let you tailor the set to fit your requirements. Assign additional directory numbers or special ACD features used by your organization.
Aastra - EBS M5316	M5316	Hands free operation permits you to engage in a conference call while simultaneously performing others tasks. During the conference call, use the Mute key to confer confidentially with another person in the room. Thirteen programmable line/feature keys let you tailor your set to suit your needs. The Program key lets you further customize local features on your set, such as time and date. The M5316 gives you one-button access to the MDC features you use most, including Speed Call. The built-in Call Timer makes it easy to monitor calls. And the Speaker allows convenient on-hook dialing and access to voice mail. The 2-line X 24-character liquid crystal display ensures easy access to call information, including date and time
Aastra - EBS M522 Add-On Module	M522	The M522 Meridian Mate Expansion Module is compatible with both the M5216 and M5316. The M522 is a 22-button expansion unit, with associated LCD indicators, providing additional keys for lines or features. Up to two expansions can be used, for a total of 44 extra programmable buttons. Combined with Meridian Digital Centrex, the M522 offers effective mini-console capabilities.
Aastra - EBS Single Support Stand	M522A	Single support stand to be used with the EBS M522 Add-On Module.
Fujitsu - SRS9924	SRS9924	Speed Dial, 17 Keys, Speakerphone, Large Directory, Add on Module available.
Tone Commander - 6210 ISDN	6210I	Ten multifunction keys, expandable to 40 with the 6030X Expansion Module, Plug & Play: Auto

Feature Name	Identifier	Feature Description
		Switch Detection, Auto SPID, Parameter Downloading, and Automatic Feature Key Remapping. Works with all versions of National ISDN and Lucent 5ESS Custom ISDN without firmware or hardware modifications. Speakerphone for hands-free communications. Includes Hands-free Voice Announcing of screened calls or station-level paging when on-hook, Speed Dialing keys, 36 name/number Speed Dial Directory, Last Number Redial, Caller ID and call duration display.
Tone Commander - 6220 ISDN	6220I	Twenty multifunction keys, expandable to 50 with the 6030X Expansion Module, Plug & Play: Auto Switch Detection, Auto SPID, Parameter Downloading, and Automatic Feature Key Remapping. Works with all versions of National ISDN and Lucent 5ESS Custom ISDN without firmware or hardware modifications. Speakerphone for hands-free communications. Includes Hands-free Voice Announcing of screened calls or station-level paging when on-hook, Speed Dialing keys, 36 name/number Speed Dial Directory, Last Number Redial.
Aastra - EBS M5208 Series	M5208	8 Button Phone
Aastra - EBS Double Support Stand Series	EBS DSS	EBS Double Support Stand
Aastra - AC Power Supply Adapter Series	ACPS	AC Power Supply Adapter Series
Aastra Key Caps (Package of 14 Caps)	KC14	Key Caps
Aastra - Meridian 9216 Series	M9216	1-Line Speaker Phone
Aastra - Meridian M9316 CW Series	M9316	1-Line Speaker Phone
Aastra - Meridian 9417 CW Series	M9417	2-Line Speaker Phone
Telematrix - SP550 Series	TSP550	Single Line Speakerphone CID, 11 mem. Buttons
Telematrix - SP750 Series	TSP750	2 - Line Speakerphone CID, 11 mem. Buttons
SBC 4300 Series (branded)	SBC4300	Caller ID 4 line Speakerphone
Polycom - Soundstation 2 Series	PS2WEX2M	Polycom SoundStation 2 Non-Expandable Conferencer without display

Feature Name	Identifier	Feature Description
without Expandable MICS		
Polycom - Soundstation 2 Series capable to expand to 2 MICS	PS2EX2M	Polycom Soundstation 2 expandable to 2 MICS
Polycom - Soundstation 2 Expandable Microphones Series	PS2EXMC	Polycom Soundstation 2 Expandable Microphones
Plantronics - CT-10 900 MHZ 1-Line Cordless & Headset Series	CT900SL	This 900MHz telephone can be used on any single telephone line and features an ultra-compact remote dialing unit that lets you place or take calls over a range of up to 150 feet.
Plantronics - CS-10 900 MHz 1-Line Cordless Headset and Amplifier Series	CT900SML	Connects to single or multi-line corded phones. Talk on the phone and answer calls up to 150' away. Channel change capability. Phone, talk, charge and mute indicator lights. 2.5mm headset jack
Plantronics - HL-10 Handset Lifter for CS-10 Cordless Series	PLHL10	HL10 handset lifter fits on your telephone, working together with a Wireless Headset, letting you answer calls with the touch of a button, conveniently and automatically takes your handset off hook.
Plantronics - S10 Headset and Amplifier Combination Series	PLS10	Features a noise-canceling microphone with "firefly" tip that lights up so others will know when you're on a call. Headset stand also included for easy storage when not in use. Operates on AC power (included). Amplifier features mute and volume control. Connects to most single-and multi-line corded telephones. (Replaces discontinued model S10).
Plantronics - M12 Modular Headset Adapter Series	PLM12	Vista Universal Amplifiers connect Plantronics headsets to just about any modular single- or multi-line phone, and offer ergonomically designed volume, headset/handset, and mute controls. Needed on all headsets that don't have amplifier included.
Plantronics - Mirage Over the Ear noise cancelling Headset – H41 Series	MRH41	The Mirage H41 headset is stylish and unobtrusive, with a sculpted shape that fits perfectly behind either ear, eliminating the need for a headband.
Plantronics - Encore Monaural H91 Headset Series	EH91	Lightweight over-the-head single earpiece design for extended-wear use. Quick Disconnect feature lets you walk away from the phone while still wearing the headset, while the voice tube technology improves voice clarity

Feature Name	Identifier	Feature Description
Plantronics - Encore Binaural Headset - H101N Series	EH101N	The H101N Encore headset delivers the best in sound quality, comfort and reliability for call center and office professionals. A tone control switch lets you select the level of bass and treble that you prefer for a full, rich sound. Encore features soft ear cushions, and a "click-stop" adjustment system on the headband and turret that provides the right fit and consistent positioning of the microphone.
Plantronics - TriStar In-Ear Headset H81 Series	PLH81	There are three points of contact with the H81: above the ear, behind the ear and just inside the ear, so your headset remains stable at all times. In addition, Plantronics offers a selection of four interchangeable ear buds, providing a customized fit for every individual. The H81 speaker is designed to rest gently against the inside of the ear, close to the eardrum, increasing your ability to clearly hear conversations.
Plantronics - DUOSet Headset H41N Series	PLH41N	The Plantronics H41N Mirage headset Mirage headset fits perfectly behind either ear, eliminating the need for a headband. For added comfort, a receiver that swivels at a touch, rests lightly on the side of the ear. Convenient Quick Disconnect feature lets you walk away from your phone while still wearing your headset. Noise canceling headset
Aastra - Meridian 14 Foot Line Cord	M14C	14' Telephone Line Cord
Aastra - Meridian 25 Foot Line Cord	M25C	25' Telephone Line Cord
Tone Commander - NT1U-220TC Series	NT220TC	The NT1U-220TC is an ISDN Network Termination suitable for standalone or rack configurations. Terminal equipment (typically ISDN telephones) can be powered through the NT1. Power is provided by an in-line desktop power supply or by the rack.
Tone Commander - Stand Alone Power Supply Series	SAPSS	Compact ISDN Network Termination suitable for standalone or rack configurations. Power is provided by an in-line desktop power supply or by the rack.
Tone Commander - U Interface Power Supply Series	UIPSS	The ISDN Network Termination (NT1) units convert the ISDN Network U-Interface to an S/T interface for connection to local customer terminal equipment. The products are compatible with all Central Offices that support the ANSI standard 2B1Q U-interface.
Tone Commander -	NT200BB	Battery Backup allows the NT1B-300 Rack, NT1-

Feature Name	Identifier	Feature Description
NT1-200 Battery Backup Series		296 Rack, NT1-220 Rack, or PS-50 Power Supply and terminals to operate during a power failure. Battery capacity may be doubled with an additional NT1-200 Add-on Battery.
Tone Commander - NT1-220 Rack Series	NT220RS	This rack holds 12 NT1U-220TC units and can power up to 24 terminals in addition to the NT1s.
Tone Commander - 6030 Add-On Module Series	TC6030	30 Button Expansion Phone
Tone Commander - NT1U-223TC ISDN Line Card Series	TC223LC	Network Termination Cards
Tone Commander - NT1-296 Rack Series	NT296	The NT1-296 high density rack with NT1U-223TC cards supports up to 96 ISDN terminals. Terminal power is provided by the integral power supply.

Voice DNA Phone Equipment

Feature Name	Identifier	Feature Description
Polycom 301	P301	The SoundPoint 301 has an intuitive user interface offering one button access to telephony features through dedicated hard keys and context sensitive soft keys, a two-port 10/100 Ethernet switch, and an information-rich LCD display that delivers content for messaging, call information, directory access, and applications.
Polycom 601	P601	The SoundPoint 601 provides a powerful, yet flexible communications solution, delivering excellent voice quality. Its intuitive user interface offers dedicated, single-button access to common telephony features. The high-resolution display supplies content for call information, multiple languages, directory access, system status, and future applications. The SoundPoint 601 supports advanced functionality, including multiple call and flexible line appearances, HTTPS secure provisioning, instant messaging, presence, custom ring tones, and three-way local conferencing.
Cisco 7905G	C7905G	The Cisco 7905G is a basic phone addressing the voice communication needs of a cubicle worker who conducts low to medium telephone traffic. A pixel display, MWI, and four dynamic soft keys

Feature Name	Identifier	Feature Description
		allow easy access to a core set of business features. The 7905G supports a maximum of two calls and one directory number, in addition to inline power for receiving power over Ethernet. Compliance Note: This model is non-compliant due to number of keys being less than six.
Cisco 7960G	C7960G	<p>The Cisco 7960G, a key offering, is a full-featured phone primarily for manager and executive needs. It provides six programmable line/feature buttons and four interactive soft keys that guide a user through call features and functions. The set also provides an MWI and audio controls for duplex speakerphone, handset and headset.</p> <p>The 7960G also features a large, pixel-based LCD display. The display provides features such as date and time, calling party name, calling party number, and digits dialed. The graphic capability of the display allows for the inclusion of such features as XML (Extensible Markup Language) and future features.</p>
Cisco 7912G	C7912G	<p>The Cisco 7912G is a basic phone that addresses the voice communication needs of cubicle workers who experience low to medium levels of telephone traffic. A pixel display and dynamic soft keys enable easy access to a core set of business features. This phone supports a maximum of two calls and one directory number along with inline power and an integrated 10/100 Ethernet switch for connecting a PC.</p>
Cisco 7940G	C7940G	<p>The Cisco 7940G Phone is best suited for an employee in a basic office cubicle environment—a transaction type worker, for example—who conducts a medium amount of business via telephone.</p> <p>The 7940G has access to at least two telephone lines (or combination one line and one direct access to telephony feature, i.e., AutoDial). The set includes high-quality, hands-free speakerphone capability and built-in headset connectivity. A large pixel-based display provides caller information, access to applications, and makes it easy to use telephone features.</p>
Nortel - LG-Nortel LIP 6812	N6812	<p>The LG-Nortel LIP 6812 is a general use office phone. This workhorse phone includes a three-line x 24-character display. Users will enjoy support of up</p>

Feature Name	Identifier	Feature Description
		to 11 line appearances. The 12 function buttons, three soft keys and two direction keys provide ease of use. This phone supports 802.3af POE and two 10/100 Ethernet connections.
Nortel - LG-Nortel LIP 6830	N6830	The LG-Nortel LIP 6830 is a reception use office phone. This workstation phone includes a three-line x 24-character display. Users will enjoy support of up to 24 line appearances. The 24 function buttons, three soft keys and two direction keys provide ease of use. This phone supports 802.3af POE and two 10/100 Ethernet connections.
Polycom 600	P600	<p>The SoundPoint 600 is your best choice for a standards-based telephone. It is ideal for users requiring multiple lines, and it delivers both traditional telephone capabilities and new, converged applications to your business desktop. Equipped with a two-port Ethernet switch and auto-sensing Power over Ethernet circuitry, the SoundPoint 600 installs easily. It provides a flexible communications solution delivering excellent voice quality.</p> <p>An intuitive user interface offers dedication, single-button access to common telephony features. The high-resolution display supplies content for call information, directory access, system status, and future applications.</p>
Polycom 601 Expansion Module	P601XM	<p>Polycom 601 Expansion Module—the SoundPoint Expansion Module for the SoundPoint 601 is an optimal solution for telephone attendants – receptionists, administrative assistants, secretaries, and other “power users” who manage and monitor multiple simultaneous telephone calls on a daily basis.</p> <p>The SoundPoint Expansion Module augments the user interface of the SoundPoint 601 with a high-resolution graphical LCD and 14 multifunctional line keys that can be set up as a line registration, call appearance, or a speed-dial, direct station select (DSS) / busy lamp field (BLF) one key. Equipped with a high-performance attendant console based on the SoundPoint 601 and up to three SoundPoint Expansion Modules, the telephone attendant can reduce the number of lost customer calls, shorten transaction times, and increase the accuracy of call routing by promptly accepting, accurately screening,</p>

Feature Name	Identifier	Feature Description
		efficiently dispatching, and effortlessly monitoring calls.
Polycom 4000 Conference Room phone	P4000	Designed for offices or small to medium sized conference rooms, the SoundStation 4000 provides remarkable room coverage. You can speak naturally from up to ten feet away from a microphone and still be heard clearly on the far end of the call. The optional extension microphones offer an increased pickup for larger rooms. With gated microphone technology, echo and background noise is almost entirely eliminated.
CounterPath Eyebeam softphone (audio only version)	EBSP	Intuitive and familiar interface is simple to use with easy access to contacts via sliding drawers. Standard features include speakerphone, auto-conference, dial/redial/hang up, flash, auto-answer, caller ID, call timer, silence threshold, mute, microphone, speakers levels and meters, speed dial, line hold, line transfer, do not disturb, inbound call 'ignore', inbound call 'go to voicemail' "tree" menu for easy navigation.
Cisco VG 224	CVG224	The Cisco VG 224 is a Cisco IOS® high-density 24-port gateway for analog phones, fax machines, modems, and speakerphones within an enterprise voice system. Having these devices tightly integrated with the phone system is advantageous for increased manageability, scalability, and cost-effectiveness. The VG 224 will support business need for a high concentration of analog voice ports for fax calls, and analog supplementary services.
Cisco ATA 186	CATA186	The Cisco ATA 186 Analog Telephone Adaptor is a handset-to-Ethernet adaptor The Cisco Analog Telephone Adaptor products are standards-based communication devices that deliver true, next generation features to businesses and residences worldwide. The Cisco ATA 186 supports two voice ports, each with its own independent telephone number, and a single 10BaseT Ethernet port.
Citel Handset Gateway	CTHG	Citel's Handset Gateways enable existing P-phone handsets to connect to feature-rich, next-generation converged networks. This 24 port, 1 RU devices protect customers' investment in existing equipment.

CPE: Exclusively Available WAN Equipment

CALNET customers can purchase the equipment we currently use for the AT&T Managed Frame Relay service under CALNET through various other sources and suppliers; therefore, that equipment is non-exclusive.

There is no need to change WAN equipment to meet compatibility requirements for transition to CALNET II services.

Exclusive Managed Frame CPE

Note 1: Each device listed below requires software package options which are listed in a separate table.

Note 2: Installation, maintenance and monitoring options pricing will be offered.

Note 3: Model numbers are subject to change throughout the term of the contract.

Note 4: Hardware and software upgrades and revisions will be added throughout the term the contract.

Devices

*** Fluke Networks (formerly known as Visual Networks)

Feature Name	Identifier	Feature Description
Fluke Networks*** 01635	V01635	(DS0 Equipment) - Select 56/64K CSU/DSU ASE.
Fluke Networks 01639	V01639	(DS1 Equipment) - Select T1 CSU/DSU ASE.
Fluke Networks 01879	V01879	(DS3 Equipment) - Select HSSI DS3 ASE
Fluke Networks 01806	V01806	Select T1/E1 G703 Inline Probe.
Fluke Networks 01834	V01834	Select DS3 ATM Inline Probe ASE.
Fluke Networks 01879P	V01879P	Select HSSI DS3 Inline Probe ASE.
Fluke Networks 01653	V01653	Select Advanced Package – Service Summary, Back In Time, Traffic Capture, WAN Trouble Shooting.
Fluke Networks 01638	V01638	Select T1 CSU/DSU ASE with DSX port.
Fluke Networks 01890	V01890	Select 10/100 Ethernet In-Line ASE LE – IP Transport – 2 Mbps in each direction.
Fluke Networks 01900	V01900	Select 10/100 Ethernet In-Line ASE – IP Transport - 10 Mbps in each direction.
Fluke Networks 01899	V01899	Select 10/100/1000 Ethernet ASE – IP Transport – 100 Mbps in each direction.
Fluke Networks 01881	V01881	Select OC-3c/STM-1 SMF ATM in-line ASE.
Fluke Networks 01659	V01659	Select OC-3c/STM-1 SMF ATM in-line ASE – IP Transport.
Fluke Networks	V01882	Select OC-3c/STM-1 MMF ATM in-line ASE.

Feature Name	Identifier	Feature Description
01882		
Fluke Networks 01660	V01660	Select OC-3c/STM-1 MMF ATM in-line ASE – IP Transport.

Software Packages

Feature Name	Identifier	Feature Description
Fluke Networks 01653S	V01653S	Select Advanced Software Package - Includes Service Summary, Network Troubleshooting, Back-in-Time and Traffic Capture.
Fluke Networks 01817	V01817	Select MPLS Software Package - Includes Service Summary, Network Troubleshooting, Back-in-Time and Class of Service.
Fluke Networks 01654	V01654	Select Advanced MPLS Software Package - Includes Service Summary, Network Troubleshooting, Back-in-Time, Traffic Capture & Class of Service (this is the legacy Fluke UpTime software package).
Fluke Networks 01843	V01843	Select AppIntegrity License Software Package - Includes Service Summary, AppFlows and AppSummary. See note below regarding ASE support for this feature package.
Fluke Networks 01844	V01844	Select Historical AppIntegrity License Software Package - Includes Service Summary, AppFlows, AppSummary and Back-in-Time. See note below regarding ASE support for this feature package.
Fluke Networks 01849	V01849	Select All Module Software Package v1.1 - Includes all available 1.1 license modules (Network Troubleshooting, Back-in-Time, Traffic Capture, Class of Service, AppFlows, AppSummary). DOES NOT include enhanced reporting.
Fluke Networks 01921	V01921	Select Voice Integrity License Software Package - Includes Service Summary, Voice MRI, AppFlows and AppSummary. Requires SQL Server 2000 Reporting Services with Service Pack 2
Fluke Networks 01922	V01922	Select Historical Voice Integrity License Software Package - Includes Service Summary, Voice MRI, AppFlows, AppSummary and Back-in-Time. Requires SQL Server 2000 Reporting Services with Service Pack 2
Fluke Networks 01923	V01923	Select All Module Software Package v1.2 - Includes all 1.2 license modules (Network Troubleshooting, Back-in-Time, Traffic Capture, Class of Service, AppFlows, AppSummary and Voice MRI). DOES NOT include enhanced reporting. Requires SQL

Feature Name	Identifier	Feature Description
		Server 2000 Reporting Services with Service Pack 2.

OTHER EQUIPMENT AND SERVICES

AT&T offers a variety of CPE and pre-implementation, implementation and post-implementation services for CPE in support of all WAN access services.

Notes

- AT&T will set the equipment price on a discount of current MSRP or current promotional price, whichever is less.
- We will offer the set discount for the term of the contract for equipment upgrades, reconfigurations, and new models.
- The State can purchase or lease the equipment.
- AT&T will maintain a web-based list of the approved CPE with a quarterly review with DTS to refresh the list as needed. The website will be customer accessible.

Switches in Support of WAN access

Feature Name	Identifier	Feature Description
Cisco 3560 Series	WANC356X	The Cisco Catalyst 3560 Series is a line of fixed-configuration, enterprise-class switches. The Cisco Catalyst 3560 is an ideal access layer switch for small enterprise LAN access or branch-office environments.
Cisco 3560 Series Maintenance	WANC356XM	Product maintenance for the Cisco 3560 Series.
Cisco 3750 Series	WANC375X	The Cisco Catalyst 3750 series switch is an innovative product for midsize organizations and enterprise branch offices. Featuring Cisco StackWise technology, the switch improves LAN operating efficiency by combining ease of use and the highest resiliency available for stackable switches.
Cisco 3750 Series Maintenance	WANC375XM	Product maintenance for the Cisco 3750 Series.
Cisco 4500 Series	WANC45XX	The Cisco Catalyst 4500 Series is a mid-range modular switch series that offers non-blocking Layer 2 through Layer 4 switching capabilities for enterprise, small- and medium-sized business, and metropolitan (metro) Ethernet customers.
Cisco 4500 Series Maintenance	WANC45XXM	Product maintenance for the Cisco 4500 Series.
Cisco 6500 Series	WANC65XX	The Cisco Catalyst 6500 Series Switch offers

Feature Name	Identifier	Feature Description
		the highest levels of availability and integrated security, strongest support for converged applications, superior operational efficiency, leading scalability/flexibility, and unmatched, long-term investment protection among Cisco switching products designed for medium-sized business, enterprise, and service provider networks.
Cisco 6500 Series Maintenance	WANC65XXM	Product maintenance for the Cisco 6500 Series.
Cisco 1900 Series	WANC19XX	The Cisco Catalyst 1900 switch provides end-to-end network integration. The switch delivers configuration flexibility and scalability through embedded technologies, delivering comprehensive management and security, bandwidth optimization, networked multimedia, and virtual LAN (VLAN) support
Cisco 1900 Series Maintenance	WANC19XXM	Product maintenance for the Cisco 1900 Series.
Cisco 2900 Series	WANC29XX	Fixed-configuration, stackable standalone switch that provides wire-speed Fast Ethernet and Gigabit Ethernet connectivity.
Cisco 2900 Series Maintenance	WANC29XXM	Product maintenance for the Cisco 2900 Series.
Cisco 3500 XL Series	WANC35XX-XL	The Cisco Catalyst 3500 XL stackable switch allows management of all switched ports from a single IP address and provides interconnected switches with an independent high-speed stack bus that preserves desktop ports.
Cisco 3500 XL Series Maintenance	WANC35XX-XLM	Product maintenance for the Cisco 3500 XL Series.
Cisco 3550 Series	WANC3550	The Cisco Catalyst 3550 Series Switch is a stackable, multilayer switch that provides high availability, quality of service (QoS), and security to enhance network operations.
Cisco 3550 Series Maintenance	WANC3550M	Product maintenance for the Cisco 3550 Series.
Cisco 4900 Series	WANC49XX	Cisco Catalyst 4900 Series Switches offer high wire speed performance, low latency with Layer 2-4 switching and innovative security features. Gigabit Ethernet or 10 Gigabit Ethernet uplinks. Optional internal AC or DC 1 + 1 hot-swappable power supplies. A hot-swappable fan tray with redundant fans.

Feature Name	Identifier	Feature Description
Cisco 4900 Series Maintenance	WANC49XXM	Product maintenance for the Cisco 4900 Series.
Cisco 5000 Series	WANC50XX	Cisco Catalyst 5000 Series features a Gigabit Ethernet and ATM-ready platform offering high-speed trunking technologies. The series features a redundant architecture, dynamic VLANs, intranet services support, and media-rate performance with a broad variety of interface modules
Cisco 5000 Series Maintenance	WANC50XXM	Product maintenance for the Cisco 5000 Series.
Cisco Express 500 Series	WANCEX5XX	The 500 series of Layer 2-managed Fast Ethernet and Gigabit Ethernet switches offers non-blocking, wire-speed performance and provides a secure network foundation for data and wireless communications. The Series offers options for Power over Ethernet (PoE) to help reduce the cost and complexity of communications and enable new uses for the Ethernet network.
Cisco Express 500 Series Maintenance	WANCEX5XXM	Product maintenance for the Cisco Express 5000 Series.
Cisco ME 2400 Series	WANCME24XX	The Cisco ME 2400 Series Ethernet Access Switches feature security capabilities that provide in-depth coverage. These capabilities provide a range of services from network-based security protecting the network from unauthorized traffic, to switch security that helps maintain continuous switch operation, to subscriber security that shields users from other malicious subscribers.
Cisco ME 2400 Series Maintenance	WANCME24XXM	Product maintenance for the Cisco ME2400 Series
Cisco ME 3400 Series	WANCME34XX	The ME 3400 Series Ethernet Access Switches is a series of next-generation Layer 2 and Layer 3 customer-located devices. The C3400 Series offers three Software feature images, METROBASE, METROACCESS, and METROIPACCESS.
Cisco ME 3400 Series Maintenance	WANCME34XXM	Product maintenance for the Cisco ME 3400 Series
Cisco ME 6500 Series	WANCME65XX	Ideal for service provider small and remote central offices, these devices meet the performance, reliability, and quality of service

Feature Name	Identifier	Feature Description
		(QoS) requirements for delivery of: voice, video, and data services, VPN services for Ethernet-to-the-home (ETTH), Ethernet-to-the-business (ETTB), and DSLAM aggregation deployments
Cisco ME 6500 Series Maintenance	WANCME65XX	Product maintenance for the Cisco ME 6500 Series

Routers in Support of WAN access

Feature Name	Identifier	Feature Description
Cisco 800 Series	WANC8XX	The Cisco 800 Series integrated services routers extend to small offices and teleworkers, or to service providers to deploy as part of their managed network services, the following concurrent services delivered at broadband speeds.
Cisco 800 Series Maintenance	WANC8XXM	Product maintenance for the Cisco 800 Series.
Cisco 1800 Series	WANC18XX	The Cisco 1800 Series integrated services routers, ideal for small to medium-sized businesses and small enterprise branch offices, enable businesses to reduce costs by deploying a single, resilient system for fast, highly secure, delivery of multiple mission-critical business services. Note: AT&T requires a customer premise 1800 Series router to deliver network and security management services.
Cisco 1800 Series Maintenance	WANC18XXM	Product maintenance for the Cisco 2800 Series.
Cisco 2800 Series	WANC28XX	The Cisco 2800 Series router is ideal for small to medium-sized businesses and enterprise branch offices. Designed for wire-speed delivery of highly secure concurrent services and can accommodate multiple T1/E1 connections.
Cisco 2800 Series Maintenance	WANC28XXM	Product maintenance for the Cisco 2800 Series.
Cisco 3800 Series	WANC38XX	The Cisco 3800 Series integrated services router is ideal for medium-sized to large businesses and enterprise branch offices. It enables you to simplify deployment and management, lowers the costs and complexities of your network, and supports mission-critical business applications,

Feature Name	Identifier	Feature Description
		by providing a highly secure platform with concurrent T3/E3 wire-speeds.
Cisco 3800 Series Maintenance	WANC38XXM	Product maintenance for the Cisco 3800 Series.
Cisco 7200 Series	WANC72XX	The Cisco 7200 Series supports a wide range of density, performance, and service requirements. It is the industry's most widely deployed universal services aggregation router for enterprise and service provider edge applications.
Cisco 7200 Series Maintenance	WANC72XXM	Product maintenance for the Cisco 7200 Series.
Cisco 7600 Series Router	WANC76XX	The 7600 is an core router offering integrated, high-density Ethernet switching, carrier-class routing, and 10-Gbps interfaces, helping to deliver consumer and business service over a single converged Carrier Ethernet Network.
Cisco 7600 Series Maintenance	WANC76XXM	Product maintenance for the Cisco 7600 Series

Optical Routers and Multiplexers in Support of WAN access

Feature Name	Identifier	Feature Description
Cisco ONS Series	WANC15454	The Cisco ONS 15454 SONET and Cisco ONS 15454 SDH multi-service provisioning platforms are industry leaders with more than 1,000 customers and 40,000 systems deployed worldwide. The Cisco ONS 15454 provides the functions of many traditional SONET and SDH network elements in a single platform, combining advanced SONET/SDH transport through OC-192/STM-64, integrated dense wavelength division multiplexing optical networking, and multi-service interfaces.
Cisco ONS Series Maintenance	WANC15454M	Product maintenance for the Cisco ONS Series.
Cisco XR 12000	WANCXR1200	The Cisco XR 12000 Series routers accelerate the service provider evolution toward Next-Generation Networks, combining the unparalleled innovation of Cisco IOS XR Software with the investment protection of the market-leading Cisco 12000 Series.
Cisco XR 12000 Maintenance	WANCXR12000M	Product maintenance for the Cisco XR 12000.
AdTran MX M13	WANAMX	AdTran's MX Series of M13 multiplexers

Feature Name	Identifier	Feature Description
Family		provides carrier-class service in space saving configurations and are the most cost effective bandwidth consolidation solution in the industry. The M13 multiplexers meet stringent NEBS Level 3 requirements and are backed by a ten-year warranty. As with all AdTran products, we offer comprehensive management and configuration options.
AdTran MX M13 Maintenance	WANAMXM	Product maintenance for the AdTran MX Series.

Security Firewalls and Appliances in Support of WAN access

Feature Name	Identifier	Feature Description
Cisco PIX 500 Series	WANCP5XX	The market-leading Cisco PIX Security Appliance Series delivers robust user and application policy enforcement, multivector attack protection, and secure connectivity services in cost-effective, easy-to-deploy solutions.
Cisco PIX 500 Series Maintenance	WANCP5XXM	Product maintenance for the Cisco Pix 500 Series.
Cisco ASA 5500 Series	WANCASA	The Cisco ASA 5500 Series Adaptive Security Appliance is a modular platform that provides the next generation of security and VPN services.
Cisco ASA 5500 Series Maintenance	WANCASAM	Product maintenance for the Cisco ASA 5500 Series.
Cisco IPS 4200 Series	WANCIPS	Security Appliance; Cisco IPS 4200 Series sensors offer significant protection to your network by helping to detect, classify, and stop threats, including worms, spyware/adware, network viruses, and application abuse. Using Cisco IPS Sensor Software, the Cisco IPS solution combines inline intrusion prevention services with innovative technologies that improve accuracy. As a result, more threats can be stopped without the risk of dropping legitimate network traffic. The software includes enhanced detection capabilities, as well as improved scalability, resiliency, and performance features
Cisco IPS 4200	WANCIPSM	Product maintenance for the Cisco IPS 4200

Feature Name	Identifier	Feature Description
Series Maintenance		Series.
Mirage IPS Family	WANMIDSX	<p>Note: This Product is no longer available. Existing customers will continue to be supported.</p> <p>Security Appliance; Network Access Control (NAC) from Mirage Networks is the only solution developed for the real world, to help you control who gets on your network—and who is allowed to stay. Mirage NAC covers all supported devices—from desktops and laptops to PDAs, network fax machines, and more—while being:</p> <ul style="list-style-type: none"> • Effective against day-zero threats and policy violations; • Able to be flexibly integrated with other security technologies • Network infrastructure- and OS-independent • Easy to deploy and manage • IT- and user-friendly • Scalable for both voice and data networks
Mirage IPS Family Maintenance	WANMIDSXM	<p>Note: This Product is no longer available. Existing customers will continue to be supported.</p> <p>Product maintenance for the Mirage IPS Family.</p>
Cisco Clean Access Series - Security	WANCNAC	Cisco NAC Appliance (AKA Cisco Clean Access) identifies whether networked devices are compliant with the network's security policies and repairs any vulnerabilities before permitting access to the network.
Cisco Clean Access Series Maintenance	WANCNACM	Product maintenance for Cisco Clean Access
Cisco Secure Access Control Server Series	WANCACS	The Secure Access Control Server (ACS) Solution Engine is a scalable, 1-rack unit dedicated platform that serves as a high-performance access control server supporting centralized RADIUS or TACACS+. It provides a centralized identity networking solution and simplified user management experience across all devices and security

Feature Name	Identifier	Feature Description
		management applications
Cisco Secure Access Control Server Series Maintenance	WANCACSM	Product maintenance for Cisco Secure Access Control Server

Concentrators

Feature Name	Identifier	Feature Description
Cisco VPN 3000 Series Security	WANCVPN3000	The VPN 3000 Series Concentrators provides cost savings through flexible, reliable, and high-performance remote-access solutions. The VPN 3000 Series offers both Security and Secure Sockets Layer (SSL) VPN connectivity on a single platform
Cisco VPN 3000 Series Security Maintenance	WANCVPN3000M	Product maintenance for Cisco VPN 3000 Series

Controllers and Wireless Access Points

Feature Name	Identifier	Feature Description
Cisco Wireless LAN Controllers Series	CWLANCS	Wireless LAN Controllers are responsible for system wide wireless LAN functions, such as security policies, intrusion prevention, RF management, quality of service (QoS), and mobility. They work in conjunction with Lightweight Access Points and the Wireless Control System (WCS) to support business-critical wireless applications
Cisco Wireless LAN Controllers Series Maintenance	CWLANCSM	Product maintenance for Cisco Wireless LAN Controllers
Cisco 4400 Series Wireless LAN Controllers Series	CWLAN4400	Cisco Wireless LAN Controllers are responsible for system wide wireless LAN functions, such as security policies, intrusion prevention, RF management, quality of service (QoS), and mobility.
Cisco 4400 Wireless LAN Controllers Series Maintenance	CWLAN4400M	Product maintenance for Cisco 4400 Wireless LAN Controllers Series

Feature Name	Identifier	Feature Description
Cisco Aironet 1000 Series	CWAP1000	The Aironet 1000 Series Lightweight Access Point is an 802.11 a/b/g dual-band, zero-touch configuration and management access point that delivers secure, cost effective wireless access with advanced WLAN services for enterprise deployments.
Cisco Aironet 1000 Series Maintenance	CWAP1000M	Product maintenance for Cisco Aironet 1000 Series
Cisco Aironet 1100 Series	CWAP1100	The Cisco Aironet 1100 Series offers customers an easy-to-install, single-band 802.11g access point that features enterprise-class management, security, and scalability.
Cisco Aironet 1100 Series Maintenance	CWAP1100M	Product maintenance for Cisco Aironet 1100 Series
Cisco Aironet 1200 Series	CWAP1200	The Aironet 1200 Series Access Point is a single band autonomous access point with dual diversity antenna connectors for challenging RF environments. The device is available in either a lightweight version, or as an autonomous version that may be field-upgraded to lightweight operation
Cisco Aironet 1200 Series Maintenance	CWAP1200M	Product maintenance for Cisco Aironet 1200 Series

Video Equipment

Feature Name	Identifier	Feature Description
Cisco Content Delivery Network Series	VCDNS	Business can benefit from building a content delivery network (CDN) using Application and Content Networking (ACNS) software. ACNS allows the Customer to deploy a digital media delivery network enabling business video applications across a Wide Area Network (WAN). ACNS has streaming media features so high-quality and long playing that videos can be streamed live, multicast, or on-demand, minimizing WAN usage and costs, and increasing network scalability and capacity.
Cisco Content Delivery Network Series Maintenance	VCDNSM	Product Maintenance for Content Delivery Network Series
Cisco TelePresence TCS	VCTPTCS3000	Cisco TelePresence 3000 is a three-panel, 65-inch plasma screen system complete with a

Feature Name	Identifier	Feature Description
3000 Series		<p>table that seats six participants on one side or a "virtual table" for twelve. It supports life-size images, ultra high-definition video (720p and 1080p), as well as spatial audio capabilities. The Cisco TelePresence 3000 includes codecs, cameras, a lighting array, microphones, and speakers.</p> <p>A TelePresence Manager is required with the TelePresence 3000 to operate the TelePresence 3000 system. The TelePresence Multipoint Switch is required if more than a point to point conference is required.</p>
Cisco TelePresence TCS 3000 Series Maintenance	VCTPTCS3000M	Product maintenance for Cisco TelePresence 3000 Series
Cisco TelePresence TCS 1000 Series	VCTPTCS1000	<p>The TelePresence 1000 series features a single 65-inch, 1080p high-definition plasma screen designed to support full, life-size images for two meeting participants. It is designed to be flush-mounted on a wall space in smaller footprint, anywhere a one-on-one conversation is desired.</p> <p>A TelePresence Manager is required with the TelePresence 1000 to operate the TelePresence 1000 system. The TelePresence Multipoint Switch is required if more than a point to point conference is required.</p>
Cisco TelePresence TCS 1000 Series Maintenance	VCTPTCS1000M	Product maintenance for Cisco TelePresence 1000 Series
Cisco TelePresence Manager 1.x	VCTPMGR	<p>The TelePresence Manager solution combines audio, video, and interactive elements to create the feeling of being "in person" with participants in remote locations. It is easy to use, and launch calls. The TelePresence Manager provides event management, help desk, and consolidated device status reporting capabilities.</p> <p>A TelePresence Manager is required with the TelePresence 3000 and 1000 to operate the TelePresence system. Cisco Unified Communications Manager (Callmanager) not available.</p>

Feature Name	Identifier	Feature Description
Cisco TelePresence Manager 1.x Maintenance	VCTPMGRM	Product maintenance for Cisco TelePresence Manager 1.x
Cisco TelePresence Multipoint Switch Series	VCTPMLPTS	<p>Combines life-size, ultra high-definition video images, spatial audio, a specially designed environment, and interactive elements to enable meetings with people across town or across time zones.</p> <p>The Multipoint Switch enables you to include three or more locations in a single meeting. The solution enables all participants to be seen in life-size, high-definition (1080p) images and heard in CD-quality, spatial audio with near-zero latency.</p> <p>The TelePresence Multipoint Switch offers superior scalability with up to 36 locations in a single meeting. Both point-to-point and multipoint meetings are easily set up directly from a user's groupware calendar (such as Microsoft Outlook).</p> <p>TelePresence Multipoint Switch is required with the TelePresence 3000 and 1000 if more than a point to point conference is required.</p>
Cisco TelePresence Multipoint Switch Series Maintenance	VCTPMLPTSM	Product maintenance for Cisco TelePresence Multipoint Switch Series

WAN Access Management Product Solutions

Feature Name	Identifier	Feature Description
Fluke Networks Uptime	WANVNU	<p>Monitoring Software;</p> <p>Family of Fluke Networks Uptime software IT managers require the effective, flexible tools that can provide the highest degree of visibility across the infrastructure. Today's network managers are no longer responsible for only bandwidth and connectivity issues, but must take into account how the network impacts both applications and users. IT</p>

Feature Name	Identifier	Feature Description
		managers must bridge the integrity gap by creating a culture and organizational structure that reflects the strong interdependence between the network and applications.
Fluke Networks Uptime Maintenance	WANVNUM	Fluke Networks Uptime Maintenance
Fluke Networks IP InSight	WANVNI	Fluke IP InSight is an service management system designed to help service providers and enterprises manage connectivity and accessibility to network services from the end-user perspective. Fluke IP InSight helps manage connectivity across all IP access technologies, including dial, dedicated, broadband (DSL, wireless, cable, ISDN), and VPN connections.
Fluke Networks IP InSight Maintenance	WANVNIM	Fluke Networks IP InSight Maintenance
Fluke Networks ASE	WANVNA	Fluke Networks ASE family of managed CSU/DSU and network probes; ASEs are the specialized hardware elements that can include CSU/DSU functionality installed at each location. Fluke Networks ASEs enable highly scalable data collection with local storage to eliminate the need for frequent polling, thereby significantly reducing management traffic overhead. They are available for a wide range of interfaces and access speeds, including 56 Kbps, T1/FT1, DS3 and OC-3 plus LAN.
Fluke Networks ASE Maintenance	WANVNAM	Maintenance for Fluke Networks ASE devices
Juniper Networks WX-xxx Family	WANJWXXX	Network acceleration platform; The Juniper Networks WX platforms provide distributed enterprises with a cost-effective solution for accelerating applications over the WAN. Based on the unique WX Framework, which integrates all the elements required to optimize application performance, the WX platforms help businesses improve application response times, maximize WAN investments, and control and prioritize key applications.
Juniper Networks WX-xxx Family	WANJWXXXM	Product maintenance for the Juniper Networks WX-xxx Family.

Feature Name	Identifier	Feature Description
Maintenance		

Other Equipment to Support WAN Access

Feature Name	Identifier	Feature Description
AdTran DSU/CSU Series	WANADSU	AdTran DSU/CSU product solutions
AdTran DSU/CSU Series Maintenance	WANADSUM	Product maintenance for AdTran DSU/CSU.
APC UPS Family	WANAUPS	Uninterruptible Power Supply. Uninterruptible power is essential for the mission critical environment. APC delivers best-in-class power protection solutions designed for networking systems from entry-level to high-performance. APC is the acknowledged industry leader.
APC UPS Maintenance	WANAUPSM	Product maintenance for APC UPS.
APC Racks and Cabinets	WANARCK	Equipment Racks and Cabinets. APC provides a full array of racks and cabinets in support of IPTEL implementations.
APC NetBotz Appliances for the MPOE and Wiring Closets	WANANBZ	Network Sensor appliances; NetBotz Environmental is a family of network-accessible appliances that detect and alarm on environmental factors which threaten the availability of your network-critical physical infrastructure. Scalable from small wiring closets to large data centers to enterprise-wide deployments, the modular design allows for sensor configuration and easily integrates third-party sensors to accommodate specific monitoring needs— from temperature and humidity to chemicals and radiation. User-defined alerts can be sent in a variety of formats and easily integrated into event escalation policies. Get control over your critical equipment's physical environment through visibility of conditions that could result in unplanned downtime.
APC NetBotz Maintenance	WANANBZM	Product maintenance for APC NetBotz Appliances.
Kentrox DataSMART	WANKDSU	Kentrox Data Service Unit/Channel Service Units (DSU/CSUs) are renowned for their performance,

Feature Name	Identifier	Feature Description
DSU/CSUs		<p>reliability, and broad range of features. The Kentrox DataSMART family of DSU/CSUs support a variety of needs and can be categorized into three groups:</p> <p>Basic</p> <p>Basic DSU/CSUs are ideal for networks where there are no requirements for remote diagnostics or any form of centralized management.</p> <p>Managed</p> <p>Managed DSU/CSUs provide a way for an IT manager to view many remote devices from a centralized monitoring console. Managed DSU/CSUs can also generate alarms when certain network events occur, and forward those alarms to the management console to assist in network troubleshooting. A managed DSU/CSU typically includes an SNMP-compatible agent and supports standard interface MIBs.</p> <p>Although slightly more expensive to purchase than a basic DSU/CSU, a managed DSU/CSU can significantly reduce service outage time because of its diagnostic capabilities.</p> <p>Frame Monitoring</p> <p>Frame Monitoring DSU/CSUs include the management features of a managed DSU/CSU, and can also monitor the performance of the public Frame Relay network.</p> <p>In addition to monitoring frame relay service level agreement (SLA) performance parameters, this class of DSU/CSU can also determine bandwidth usage peaks and can be used to correctly size the WAN service (FR port and PVC). The Frame Monitoring DSU/CSU provides the means for the IT manager to determine the optimal balance between performance and cost.</p>
Kentrox DataSMART DSU/CSUs Maintenance	WANKDSUM	Product maintenance for Kentrox DataSMART DSU/CSUs
TrippLite Smart Line-Interactive UPS Series	UPS500VA	Smart Line-Interactive Rack-Tower UPS 500VA
TrippLite Smart Line-Interactive UPS Series	UPS750-1000VA	Smart Line-Interactive UPS 750VA to 1000VA
TrippLite Smart Line-Interactive UPS Series	UPS1500-5000VA	Smart Line-Interactive UPS 1500VA - 5000VA
TrippLite Line-	UPSLIT500-750VA	Line-Interactive Tower UPS w/ USB 500-

Feature Name	Identifier	Feature Description
Interactive Tower USB UPSS Series		750VA
TrippLite Smart Line-Interactive UPS Series	UPSLIT700-750VA	Line-Interactive Tower UPS 700 - 750VA
TrippLite Line-Interactive Tower UPS Series	UPSLIT1050-1500VA	Line-Interactive Tower UPS 1050 - 1500VA
TrippLite Line-Interactive Tower UPS Series	UPSLIT2200-3000VA	Line-Interactive Tower UPS 2200 - 3000VA
TrippLite Line-Interactive LCD UPS Series	UPSLIT1000-1500VA	Line-Interactive LCD UPS 1000VA - 1500VA
TrippLite SmartOnline UPS Series	UPSSO750-1500VA	Double Conversion Online UPS 750 - 1500VA
TrippLite SmartOnline UPS Series	UPSSO2200VA	Double Conversion Online UPS 2200VA
TrippLite SmartOnline UPS Series	UPSSO3000VA	Double Conversion Online UPS 3000VA
TrippLite SmartOnline UPS Series	UPSSO5000VA	Double Conversion UPS 5000VA
TrippLite SmartOnline UPS Series	UPSSP6-10KVA	Double Conversion UPS 6KVA - 10KVA
TrippLite SmartOnline Tower UPS Series	UPSSOT750-1000VA	Double Conversion UPS - 750 - 1000VA
TrippLite SmartOnline Tower UPS Series	UPSSOT2200-3000VA	Double Conversion UPS 2200 - 3000VA
TrippLite 3-Phase UPS Series	UPS3P20-30KVA	20KVA - 30KVA
TrippLite Non-Expandable Battery Pack Series	NEBP	Non-expandable Battery Packs
TrippLite Expandable Battery Pack Series	EXBP	Expandable Battery Packs
TrippLite SNMP	SNMPUPS	SNMP Cards

Feature Name	Identifier	Feature Description
UPS Accessories Series		
TrippLite Environmental Monitoring Accessories Series	EMC	Environmental Cards
TrippLite PDU UPS Accessory Items Series	UPSPDU	UPS PDU Accessory Items
TrippLite UPS Accessories Series	UPSMG	Mounting gear, stands, wall-mounts
TrippLite Isolation Transformers Series	UPSIT	Isolation Transformers
TrippLite Racks and Rack Accessories Series	UPSR4P	4 Post and enclosed Racks
TrippLite 2-Post Racks Series	UPSR2P	2-Post Racks
TrippLite 3-Phase Start-Up 20KVA Series	UPS3SU20KVA	20KVA Startup
TrippLite 3-Phase Start-Up 30KVA Series	UPS3SU30KVA	30KVA Startup

Customer Premises Equipment (CPE) Services

AT&T Consulting Services are a variety of networking and security infrastructure solutions that focus on the development of architectural frameworks for both your technology and organizational needs. AT&T PremierSERV Consulting Services delivers concept through implementation and management, in conjunction with the suite of AT&T PremierSERV Solutions. AT&T PremierSERV Consulting Services helps you make the most of your network investment.

Consulting practices and engagements available include:

Security Practice Offerings

- Vulnerability Assessment
- Secure Network Design (VPN, firewall, PKI, anti-virus)
- Information Security Policy Development
- Business Continuity and Disaster Recovery Planning
- Security Architecture Evaluation (SAE)
- Homeland Security Risk Assessment
- Penetration Testing

- HIPAA Assessment

Network/Systems Operations Management Programs

- Operations Strategy and Roadmap
- Technology Architecture and Integration
- Operations Transition Planning

Advanced Infrastructure Practice

- Network Health Check
- Content Networking Design
- IDC Centralized Data Storage Services: SAN/NAS
- Application Profiling and Modeling
- Intelligent Networking-QoS
- Wireless Infrastructure Services
- Layer 1-3 Network Infrastructure Services

Enterprise Operating Systems Programs

- Windows Server and Active Directory Architecture
- Cost-cutting Solutions
- Integrated Communications Infrastructure
- Messaging and Microsoft Exchange
- Windows Operations Management and Security

Data Center Programs

- Data Center Capabilities Assessment
- Data Center Architecture and Integration
- Data Center Relocation and Consolidation Options

AT&T offers the following pre-implementation, implementation, and post-implementation services for CPE in support of WAN access.

Pre-Implementation

Site Survey - Facility site survey required for successful design and implementation of CPE supporting premise-based systems and WAN access.

Network Design - Design for CPE supporting WAN

Feature Name	Identifier	Feature Description
Title: Network Consultant I	WANSSNC1N	Provides basic consulting skills. Conducts assessments and design for non-complex installations.
Title: Network Consultant II	WANSSNC2N	Provides advanced consulting skills. Conducts assessments and design for complex

Feature Name	Identifier	Feature Description
		installations.
Title: Senior Consultant	WANSSSCN	Provides advanced consulting skills across multiple disciplines. Conducts assessments and design for complex installations involving multiple technologies.
Title: Principal Architect	WANSSPAN	Provides highly advanced consulting skills across multiple disciplines. Conducts assessments, design, and overall technical oversight for highly complex installations involving multiple technologies.

Implementation

Implementation Staging - Staging of CPE supporting WAN access

Implementation Installation - Initial installation of all onsite CPE supporting WAN access.

Implementation is a professional service offered by AT&T that combines a well-trained, well-equipped integration team with a highly skilled support organization to seamlessly install and integrate your new network. AT&T engineers perform installation and have extensive experience with numerous technologies, environments, and manufacturers' equipment. We test interoperability with other products and provide the most complete installation service in the industry.

Implementation Project Management - Project management for complex installation of CPE supporting WAN access and other network-based services.

Project Management is a critical networking service from AT&T that can provide the State with professional project managers who work closely with your project team to develop and implement comprehensive project processes and plans. Project Management includes the statement of work, bill of materials, master schedule and site schedules, project acceptance criteria, and other key deliverables that support your overall plan. Project Management provides a project manager who coordinates project resources including your staff and other internal AT&T resources, as well as WAN/remote access service providers, cabling contractors, and other 3rd party resources. Our project managers define the project responsibility assignments for you.

Implementation Project Coordination - Project coordination for basic (non-complex) installation of CPE supporting WAN access and other network-based services.

The assignment of a project coordinator in place of the project manager is appropriate for limited transactional implementations that occur over a short timeframe.

Feature Name	Identifier	Feature Description
Implementation Staging	WANST	Staging is part of the installation process and a network integration service offered by AT&T. Staging helps reduce the risk and complexity of deploying new technologies by

Feature Name	Identifier	Feature Description
		staging components before on-site implementation begins. Staging combines technical expertise, consistent and scalable processes, and superior logistics to pre-configure and test each component before you implement your new or expanded network.
Title: Field Tech I	WANIMFT1N	Provides basic installation for voice systems (e.g., phone sets). Normal business hours
Title: Field Tech I	WANIMFT1O	Provides basic installation for voice systems (e.g., phone sets). Outside of normal business hours
Title: Field Tech II	WANIMFT2N	Provides basic installation skills for CPE equipment (e.g., rack and stack of routers). Normal business hours
Title: Field Tech II	WANIMFT2O	Provides basic installation skills for CPE equipment (e.g., rack and stack of routers). Outside of normal business hours
Title: Network Consultant I	WANIMNC1N	Provides basic on-site set-up and test of CPE equipment. Normal business hours
Title: Network Consultant I	WANIMNC1O	Provides basic on-site set-up and test of CPE equipment. Outside of normal business hours
Title: Network Consultant II	WANIMNC2N	Provides advanced on-site set-up and test of CPE equipment. Normal business hours
Title: Network Consultant II	WANIMNC2O	Provides advanced on-site set-up and test of CPE equipment. Outside of normal business hours
Title: Project Manager	WANPMN	Provides project management services as described above. Normal business hours
Title: Project Manager	WANPMO	Provides project management services as described above. Outside of normal business hours
Title: Project Coordinator	WANPCN	Provides project coordination services as described above. Normal business hours
Title: Project Coordinator	WANPCO	Provides project coordination services as described above. Outside of normal business hours

Post-Implementation

Post Implementation Branded Maintenance - Branded maintenance for the approved CPE supporting WAN access

Feature Name	Identifier	Feature Description
Post Implementation Branded Maintenance	WANBM	<p>AT&T branded maintenance for designated CPE in place of the manufacturer's standard maintenance offering. AT&T becomes the single point of contact for customer maintenance. This service also includes AT&T carrier coordination if AT&T is provided a letter of agency (LOA). With this service, AT&T orders all required maintenance, coordinates with the manufacturer as needed, and provides the customer with the maintenance welcome package. This package includes the supported product list, level of maintenance support, maintenance term, and contact information. Branded maintenance for the approved CPE supporting WAN access;</p> <p>Working with the project manager or the project coordinator, order all required maintenance. Prepare and provide the maintenance welcome package with maintenance terms and conditions, contact information, and escalation procedures. The option to select AT&T-branded maintenance provides our customers with potentially a single number to call for all network equipment maintenance.</p>

AT&T PremierSERVSM Network Management

Post Implementation Network Management - Network monitoring service with carrier and vendor coordination for CPE supporting WAN access

AT&T PremierSERVSM Network Management is a set of support solutions that provides you a single-point-of-contact to outsource or back-up some or all of the State's network support functions. You can use AT&T PremierSERV Network Management Services as a supplementary and disaster-recovery organization. We can assist the State to manage, monitor, and assume responsibility for your network on an as-needed basis. This will ensure that your network is reliable, available, efficient, and successfully performs your critical operations.

AT&T DataComm provides a one-stop shop. We are able to manage most pieces of your network, including SNMP-MIB II-compliant devices. This means we can manage routers, CSU/DSUs, LAN switches, LAN hubs, etc. You do not have to work only with equipment we supply. If you have equipment supplied by other vendors, we can coordinate with them to make sure that your AT&T PremierSERV Network Management solution supports their CPE.

AT&T PremierSERV Network Management is also flexible. We can mold your solution to fit the State environment from very hands-on, requiring detailed reporting to hands-off where the State only engages AT&T on an as-needed basis.

We can monitor your CPE (e.g., routers, hubs, switches, CSU/DSUs, call managers) remotely from our AT&T Data Services Customer Care. You can choose from three levels of service to ensure the right fit with your staff and budget needs: Basic, Essential, and Complete.

We will monitor supported devices over a customer-provided permanent virtual circuit ("PVC") or virtual private network ("VPN"). A customer premise router (e.g., Cisco 1800 with VPN) may also be required for AT&T to deliver this service.

Features	Description	Basic	Essential	Complete
1) Network Monitoring (24x7) devices by the DSCC.	Remote monitoring of SNMP MIB II compliant	X	X	X
2) Fault Detection & Notification	Detect and identify fault e.g. Link down and notification to customer within 15 minutes	X	X	X
3) Fault Isolation & Resolution	Isolate fault and route trouble ticket to appropriate agency for resolution. e.g. Carrier dispatch		X	X
4) Technical Assistance	Allows customers with mission critical networks to troubleshoot problems with a single point of contact.		X	X
5) Carrier Coordination	We can serve as your single point of contact to resolve network-related problems involving carrier circuits.		X	X
6) Vendor Coordination	We can serve as your single point of contact to resolve network-related problems involving your vendors.		X	X
7) Web-based Trouble Ticketing Reports	Allows authorized customers to open & view status of a trouble ticket in real time (24x7).		X	X
8) Configuration Support Archiving Only	Backup and storage of initial router configuration. In addition the DSCC will backup your router configuration on a weekly basis.		X	X
9) Software Support (IOS)	In the event that router management software appears to be causing a network problem, SBC DataComm will recommend the software be brought up to current General distribution.		X	X
10) Web-based Performance	Allows authorized customers to view performance reports (24x7).			X

Features	Description	Basic	Essential	Complete
Reports				
11) Performance Review(s) – Monthly	An engineer will provide a monthly analysis of the customer WAN based performance reports.			X
12) Service Level Agreements (SLAs)	Guarantees customer notification within 15 minutes of an alarm and a 4-hour mean time to respond to outages. Also requires a minimum of 20 devices contracted under the Complete level of PremierSERV Network Management and purchase AT&T PremierSERV Data CPE Support Services Maintenance at the 24x7x4 On-Site level from AT&T DataComm.			X
13) Configuration Management - Move, Add, Changes	Configuration management and issue resolution of non-services affecting issues (including moves, adds, and changes) are available from SBC DataComm	Additional T&M	Additional T&M	12 MACS Included
14) Hardware Maintenance	Hardware maintenance provides strategic delivery of failed CPE or parts to correct WAN hardware problems	Purchased Separately	Purchased Separately	Purchased Separately
15) Hardware Dispatch	Hardware dispatch provides onsite replacement of parts with configuration restore.	Purchased Separately	Purchased Separately	Purchased Separately

Feature Name	Identifier	Feature Description
One Time Set-up all supported CPE except Cisco ONS	WANNMOA	PremierSERV Network Management One Time Set-up. One-time setup of service described above for all supported CPE except Cisco ONS
One Time Set-up Cisco	WANNMOO	PremierSERV Network Management One Time Set-up One-time setup of service described above for Cisco ONS

Monthly Recurring – Basic Level

With our Basic level service, you receive network monitoring, event detection, and subsequent notification. You may use your internal staff for event and fault management support; you may choose to contract with AT&T DataComm to provide on-site maintenance separately through our PremierSERV Data CPE Support Services product offering or you can contract a separate service provider to deliver on-site maintenance. If you choose the latter (a third-party designate for maintenance), AT&T's DataComm Services Customer Care centers (DSCC) will alert you about the detected faults and it is your responsibility to contact your vendor directly for

maintenance. Basic Service is suited for you if your need is to supplement your existing network monitoring capabilities or off-hours support (or both). Basic service is available on any SNMP MIB II-compliant device.

Category A Devices

- Router
- Switch
- Centralized WLAN - Management/Sec. Switch
- Gateway
- CDN
- Intelligent Hub/ MUX
- Ciena
- Cisco ONS
- CSU/DSU (Standalone)
- Firewall (BASIC only)

Category B Devices

- Centralized WLAN - "Thin" Access Ports
- CSU/DSU (w/ Router)

Monthly Recurring – Essential Level

Our Essential Service provides you with comprehensive, end-to-end fault management. In addition to fault management, the service includes network monitoring, technical assistance (with carrier and vendor coordination), configuration support, software support, and the ability to open or view web-based trouble tickets. If you elect Essential Service, AT&T DataComm becomes your single-point-of-contact for network problems. When we diagnose a problem with your equipment, the DSCC manages the vendor to coordinate your dispatch. Work with the vendor may include opening trouble tickets and escalating to resolve the problem quickly. Throughout this process, our engineer takes total responsibility for ensuring that the problem is resolved. He or she will update you as appropriate and will not close the trouble ticket until the problem is resolved to your satisfaction. Carrier and Vendor coordination requires that a valid letter of agency be on file with AT&T DataComm. Available only on AT&T DataComm-approved CPE.

Category A Devices

- Router
- Switch
- Centralized WLAN: management/security switch
- Gateway
- CDN
- Intelligent hub/MUX
- Cisco ONS
- CSU/DSU (standalone)

Category B Devices

- Centralized WLAN: "Thin" Access Ports

Category C Devices

- CSU/DSU (with router)

Monthly Recurring – Complete Level

The Complete option provides performance management support in addition to all the services you receive with our Essential service offering. Through performance management, we can measure and report on your network performance to keep internetworking performance at an optimal level. Our Complete PremierSERV Network Management offering includes web-based performance reporting on network elements and supported CPE and monthly performance reviews through an assigned engineer. The offering can also include guaranteed SLAs.

SLA eligibility requires that you have a minimum of 20 devices contracted under Complete PremierSERV Network Management and also purchase PremierSERV Data CPE Support Services maintenance at the 24x7x4 On-Site level from AT&T DataComm. Available only on AT&T DataComm-approved CPE.

Category A Devices

- Router
- Switch
- Cisco ONS

MAC Pack - Annual (as needed)

- Each MAC Pack (Move/Add/Change Package) contract contains 12 remote configuration changes per year. These include minor moves, adds, and changes as well as IOS upgrades.
- After the 12 annual incidents are exhausted, in any combination (moves, adds, and changes as well as IOS upgrades), customers must purchase additional incidents from their account team, or the standard time and material charges will apply.
- The customer is required to purchase AT&T PNM service from AT&T for the duration of the MAC Pack contract.
- One-hour time limit per MAC event.
- All changes must be implemented via the DataComm Web ticketing tool and tracked in Remedy.

- Complex MACs will be referred to the account team for business-as-usual.
- IOS upgrades will be limited to the current release as specified by the manufacturer.

Feature Name	Identifier	Feature Description
Basic level PremierSERV Category A	WANNMBRA	Network Monitoring as described above for Category A devices. Monthly Recurring
Basic level PremierSERV Category B	WANNMBRB	Network Monitoring as described above for Category B devices. Monthly Recurring
Essential Level Category A devices	WANNMERA	Network monitoring as described above for Category A devices. Monthly Recurring
Essential Level Category B devices	WANNMERB	Network monitoring as described above for Category B devices. Monthly Recurring
Essential Level Category C devices	WANNMERC	Network monitoring as described above for Category C devices. Monthly Recurring
Complete Level	WANNMCRA	Network monitoring as described above for Category A devices. Monthly Recurring
MAC Pack	WANNMMAC	Moves Adds and Changes Package described above.

AT&T PremierSERV Network Management WAN View (PNM WAN View)

AT&T PremierSERV Network Management WAN View (PNM WAN View) utilizes industry-leading Fluke UpTime Select hardware and software. It can reduce the total cost of ownership through improved information and management. It is carrier agnostic and is therefore an ideal solution for mixed carrier environments.

PNM WAN View is a bundled service that provides network transport statistics via an intelligent CSU/DSU and management circuit. PNM WAN View is a service-level management system for ATM, frame relay, and point-

to-point transport. It combines full-featured software toolsets with expert monitoring. This enables proactive monitoring of network-wide performance at multiple network layers.

PNM WAN View includes the following components:

- Network monitoring of Fluke Networks' listed devices 24 hours a day, 365 days a year
- Fault detection
- Customer notification of an alarm (targeted to occur within 15 minutes)
- Fault isolation and resolution
- Technical assistance
- Carrier coordination
- Vendor coordination
- Customer access to create and view Web-based trouble tickets
- Fluke Networks' listed devices configuration support
- Web-based performance reporting for network trend analysis
- Engineering monthly performance reviews
- 12 MACs per 12-month period

AT&T PNM WAN View Packages

PNM WAN VIEW - Application	Frame/ATM
56K Select DSU	X
T-1 Select DSU	X
T-1 Select In-Line Probe	X
HSSI Select In-Line Probe	X
DS-3 Select In-Line Probe	X
OC-3 Select In-Line Probe	X

PNM WAN VIEW - Application	Ethernet Probe
10/100 Ethernet In-Line Probe - 6M	X
10/100 Ethernet In-Line Probe - 100M	
10/100/1000 Ethernet In-Line Probe - 500M	

The listed devices will be monitored over a customer-provided PVC or VPN. A customer premise router (e.g., Cisco 1800 with VPN) may also be required for AT&T to deliver this service.

PNM WAN View – Monthly Recurring for Standard Package

Volume discount is available. Counts are based on a per-department/agency order.

Feature Name	Identifier	Feature Description
PNM WAN View – One Time Charge	WANPNWO	PNM WAN View: One-time charge for installation of PNM WAN Service as described above.
PNM WAN View 1 to 24 ASEs	WANPNWSR010124	PNM WAN View: Monthly Recurring for Standard Package - 1 to 24 ASEs

Feature Name	Identifier	Feature Description
PNM WAN View 25 to 49 ASEs	WANPNWSR0 25049	PNM WAN View: Monthly Recurring for Standard Package - 25 to 49 ASEs
PNM WAN View 50 to 74 ASEs	WANPNWSR0 50074	PNM WAN View: Monthly Recurring for Standard Package - 50 to 74 ASEs
PNM WAN View 75 to 99 ASEs	WANPNWSR0 75099	PNM WAN View: Monthly Recurring for Standard Package - 75 to 99 ASEs
PNM WAN View 100 to 149ASEs	WANPNWSR1 00149	PNM WAN View: Monthly Recurring for Standard Package - 100 to 149ASEs
PNM WAN View 150 to 199 ASEs	WANPNWSR1 50199	PNM WAN View: Monthly Recurring for Standard Package - 150 to 199ASEs
PNM WAN View 200 or greater ASEs	WANPNWSR2 00999	PNM WAN View: Monthly Recurring for Standard Package – 200 or greater ASEs
PNM WAN View Platform Applicable Client (PAC) 1	WANPNWPR0 101	PNM WAN View: Monthly Recurring for Standard Package – 1 PAC
PNM WAN View Platform Applicable Client (PAC) 2 to 5	WANPNWPR0 205	PNM WAN View: Monthly Recurring for Standard Package – 2 to 5 PAC
PNM WAN View Platform Applicable Client (PAC) 6 to10	WANPNWPR0 610	PNM WAN View: Monthly Recurring for Standard Package – 6 to 10 PAC
PNM WAN View Platform Applicable Client (PAC) 11 to15	WANPNWPR1 115	PNM WAN View: Monthly Recurring for Standard Package – 11 to 15 PAC
PNM WAN View Platform Applicable Client (PAC) 16 to 30	WANPNWPR1 630	PNM WAN View: Monthly Recurring for Standard Package – 16 to 30 PAC
PNM WAN View – Monthly Recurring for Application Integrity Feature and other Add- on Features	WANPNWAR	PNM WAN View: Monthly Recurring for Application Integrity Feature and other Add-on Features

Post Implementation Security Management - Security services for LAN and WAN CPE supporting WAN access

AT&T Managed Security Services

AT&T Managed Security Services is a suite of security services from AT&T that offers several cost-effective options to address security issues for your entire network. AT&T Managed Security Services extend your security monitoring capabilities to include security audit, monitoring, attack recognition, control over employee Internet access, virus scanning, and incident response.

Rather than addressing security issues on an individual basis, AT&T Managed Security Services offers you an all-in-one security solution. AT&T Managed Security Services lets you choose the combination of security services that is right for your business.

AT&T Managed Security Services includes many options to protect different aspects of your operations, letting you choose which are most important.

AT&T Managed Security Services allows you to choose the security options that fit your organization. Available services include:

- Security Policy Development (available under Consulting Services)
- Enhanced Firewall Administration
- Standalone Intrusion Detection Service
- Cyberforensics (available under Consulting Services)

The AT&T Global Customer Service Center (GCSC) in Raleigh, North Carolina manages the AT&T Security Services offerings. The Managed Intrusion Detection Service and Managed Firewall – Premises Based Service require the customer to procure the necessary IPS probes and firewalls.

These supported devices will be monitored over a customer-provided PVC or VPN. A customer premises router (e.g., CPE with VPN) may also be required for AT&T to deliver this service.

Monthly Recurring for Managed Intrusion Detection Service

Volume pricing for AT&T Certified IPS Sensors is provided. The qualifications for multi-sensor/zone discounts:

Counts are based on a per-department/organization order

Minimum of two monitored zones per location with Internet access point

Additional monitored IDS zones on same network count towards volume discount.

Must include AT&T management kit at Internet access location.

Configuration requires separate security management demilitarized zone (DMZ) off customer firewall.

Monthly Recurring for Managed Firewall Service – Premises Based

Volume pricing for Managed Firewall Service – Premises Based is provided. The qualifications for multi-firewall discounts:

Counts are based on a per-department/organization order

Must include AT&T management kit at Internet access location, if bundled with IDS Service.

Firewall administration can be ordered without IPS monitoring.

Monthly Recurring for Mirage

Note: This Product is no longer available. Existing customers will continue to be supported.

Volume pricing for Mirage IPS Sensors is provided. The qualifications for multi sensor discounts:

Counts are based on a per-department/agency order

Must include AT&T Management kit at Internet access location.

Configuration requires separate Security Management DMZ

Feature Name	Identifier	Feature Description
Managed Intrusion Detection Service		
Install for IPS	WANSMIO	Installation charge for IPS Service
IPS - 1 to 4 probes	WANSMIR001004	Monthly Recurring for IPS - 1 to 4 probes
IPS - 5 to 14 probes	WANSMIR005014	Monthly Recurring for IPS - 5 to 14 probes
IPS - 15 to 29 probes	WANSMIR015029	Monthly Recurring for IPS - 15 to 29 probes
IPS 30 to 59 probes	WANSMIR030059	Monthly Recurring for IPS - 30 to 59 probes
IPS 60 to 89 probes	WANSMIR060089	Monthly Recurring for IPS – 60 to 89 probes
IPS – 90 to 134 probes	WANSMIR009134	Monthly Recurring for IPS – 90 to 134 probes
IPS - 135 to 179 probes	WANSMIR135179	Monthly Recurring for IPS – 135 to 179 probes
IPS 180 or greater probes	WANSMIR180999	Monthly Recurring for IPS – 180 or greater probes
Managed Firewall – Premise Based		
Installation for Firewall Administration	WANSMFO	One Time for Firewall Administration
Firewall Administration 1 to 4 firewalls	WANSMFR0104	Monthly Recurring for Firewall Administration 1 to 4 firewalls
Firewall Administration 5 to 9 firewalls	WANSMFR0509	Monthly Recurring for Firewall Administration 5 to 9 firewalls
Firewall Administration 10 to 19 firewalls	WANSMFR1019	Monthly Recurring for Firewall Administration
Firewall Administration 20 to 29 firewalls	WANSMFR2029	Monthly Recurring for Firewall Administration 20 to 29 firewalls
Firewall Administration 30 to 44 firewalls	WANSMFR3044	Monthly Recurring for Firewall Administration 30 to 44 firewalls

Feature Name	Identifier	Feature Description
Firewall Administration 45 or greater firewalls	WANSMFR4599	Monthly Recurring for Firewall Administration 45 or greater firewalls
Management Kit		
One Time for Management Kit	WANSMKO	This kit consists of the following parts: <ul style="list-style-type: none"> • RJ-45 to DB-25 Modem Adapter • US Robotics v.90 56k fax modem, external, serial • 7' Category 5 RJ-45 patch cable yellow • 10' Category 5 RJ-45 patch cable gray • Data switch • Network interface • Four-port I/O Module • Cable • RS-232 modem adapter • AT&T Certified equipment console cable • RJ-45 crossed (7 ft)
Note: The Mirage Product features below are no longer available. Existing customers will continue to be supported.		
One Time for Mirage	WANSMMO	One Time charge for Mirage Sensor
Mirage 1 to 4 probes	WANSMMR0104	Monthly Recurring for Mirage - 1 to 4 probes
Mirage 5 to 9 probes	WANSMMR0509	Monthly Recurring for Mirage - 5 to 9 probes
Mirage 10 to 19 probes	WANSMMR1019	Monthly Recurring for Mirage - 10 to 19 probes
Mirage 20 to 29 probes	WANSMMR2029	Monthly recurring for Mirage - 20 to 29 probes
Mirage 30 to 44 probes	WANSMMR3044	Monthly Recurring for Mirage - 30 to 44 probes
Mirage 45 to 59 probes	WANSMMR4559	Monthly recurring for Mirage - 45 to 59 probes
Mirage 60 to 74 probes	WANSMMR6074	Monthly Recurring for Mirage - 60 to 74 probes
Mirage 75 to 89 probes	WANSMMR7589	Monthly Recurring for Mirage - 75 to 89 probes
Mirage 90 or greater probes	WANSMMR9099	Monthly Recurring for Mirage - 90 or greater probes

Notes

AT&T will set the equipment price on a discount of current MSRP or current promotional price, whichever is less.

We will offer the set discount for the term of the contract for equipment upgrades, reconfigurations, and new models.

The State can purchase or lease the equipment.

AT&T will maintain a web-based list of the approved CPE with a quarterly review with DTS to refresh the list as needed. The website will be customer accessible.

6.1.7 Service Identifier: Managed Internet Service (MIS)

Description of Service

AT&T Managed Internet Service (MIS) is a dedicated Internet access service that provides businesses with high-speed Internet access through communications facilities managed by AT&T.

Underlying AT&T MIS is AT&T's highly reliable transport, the IP connectivity to the customer, and the IP backbone. Customer connectivity to the backbone is provided through the AT&T transport network. Access speeds range from 56 Kbps to 2.5 Gbps (OC-48), and access methods (priced separately with FCC tariffs) include Private Line, Frame Relay, Asynchronous Transfer Mode (ATM), and Ethernet (bundled with port) connectivity. AT&T provides access service points at more than 600 ACCUNET points of presence (POPs) in the United States. AT&T personnel coordinate the provisioning of the local access circuit for customers. Not all speeds are available in all areas or via all "Access Methods" described below. All DS3, OC-X and Ethernet opportunities must be pre-qualified.

AT&T MIS connects a business's Local Area Network or application to the Internet.

Three service types are available:

- AT&T MIS with AT&T Managed Router
- AT&T MIS with Customer Managed Router
- AT&T Dedicated Internet Access (DIA) with Customer Managed Router

The distinction is whether the Customer Premises Equipment (CPE) is provided by AT&T or provided and managed by the customer. At a minimum, the CPE provided to AT&T MIS with Managed Router customers consists of a Router, a CSU/DSU, and a diagnostic Modem providing managed "end-to-end" connectivity to the Internet. Additional CPE components may be required/provided depending upon the configuration. For customers who prefer to manage several elements of their IP service in-house and retain control of the premises equipment, we offer AT&T MIS without the Managed Router. With this offer, the customer is responsible for providing, configuring, installing, maintaining, and managing the premises equipment.

MIS with Managed Router customers have the option of Tele-installation or On-site installation (except for speeds of T3 and above where only on-site installation is available). If the customer selects tele-installation, the customer is responsible for unpacking and connecting the CPE, with telephone assistance from AT&T if required. With on-site installation, an authorized AT&T Service Technician will unpack, connect, and test the CPE and completes the cooperative testing with the NOC. Charges apply for On-Site (Managed Router Service), no charge for Tele-Install.

Under each AT&T MIS service type - there are 4 types of port billing services are available:

1. Flat Rate Billing Port Only offers a fixed recurring charge.
2. Hi Cap Flex Billing Port Only customers are provisioned with a fully dedicated access circuit, but only pay for actual sustained bandwidth usage—not the full line rate. It differs

from the Burstable Billing option in that customers select a minimum monthly bandwidth commitment.

3. Bundled Fast Ethernet is a Total Service Offer with Ports bundled with Ethernet access bandwidth based on MIS port speed.
4. With Burstable Billing Port Only, customers get a full dedicated access circuit, but only pay for actual sustained bandwidth usage—not the full line rate. Burstable Billing customers can "burst" up to the full capacity of the pipe when needed and are charged based on usage.

All new Internet access services will be provisioned with AT&T MIS.

AT&T Dedicated Internet Access (DIA) with Customer Managed Router Service is being grandfathered. Existing AT&T DIA Ports may be upgraded subject to bandwidth availability. Ethernet Access is not available for DIA upgrade.

The Customer Managed Flat Rate Port pricing for AT&T MIS as shown in Attachment 4 applies to DIA ports, as available.

Additional MIS Features Include (priced individually) Class of Service, Additional DNS Admin, Alternate Backbone Node, CPE Redundant Configuration, Managed Firewall Solutions, MIS Access Redundancy Options (MARO), and Secure Email Gateway.

FLAT RATE INTERNET PORT

Feature Description	Identifier
AT&T MIS @ 56Kbps	5323
AT&T MIS @ 128Kbps	5324
AT&T MIS @ 256Kbps	5325
AT&T MIS @ 384Kbps	5326
AT&T MIS @ 512Kbps	5327
AT&T MIS @ 768Kbps	5328
AT&T MIS @ 1024 Kbps	5700
AT&T MIS @ 1.544 Mbps (T1)	5701
AT&T MIS @ 2Mbps	5329
AT&T MIS @ 3 Mbps	5702
AT&T MIS @ 3 Mbps NxT1	5702
AT&T MIS @ 4Mbps	5330
AT&T MIS @ 4.5Mbps	5331
AT&T MIS @ 5Mbps	5332
AT&T MIS @ 6Mbps	5333
AT&T MIS @ 6Mbps NxT1	5333
AT&T MIS @ 7Mbps	5334
AT&T MIS @ 7.5 Mbps	5382
AT&T MIS @ 8Mbps	5335
AT&T MIS @ 9Mbps	5336
AT&T MIS @ 9Mbps NxT1	5336
AT&T MIS @ 10 Mbps	5703

Feature Description	Identifier
AT&T MIS @ 10.5 Mbps	5383
AT&T MIS @ 12 Mbps	5384
AT&T MIS @ 15 Mbps	5704
AT&T MIS @ 20 Mbps	5705
AT&T MIS @ 25 Mbps	5706
AT&T MIS @ 30 Mbps	5707
AT&T MIS @ 35 Mbps	5708
AT&T MIS @ 40 Mbps	5709
AT&T MIS @ 45 Mbps (T3)	5710
AT&T MIS @ 60Mbps (OC3)	5338
AT&T MIS @ 155 Mbps (OC3)	5712
AT&T MIS @ 622 Mbps (OC12)	6528
AT&T MIS @ 2.45 Gbps (OC48)	6837

FLAT RATE INTERNET PORT WITH ROUTER

Feature Description	Identifier
AT&T MIS w/Mgd Router @ 56Kbps	5348
AT&T MIS w/Mgd Router @ 128Kbps	5349
AT&T MIS w/Mgd Router @ 256Kbps	5350
AT&T MIS w/Mgd Router @ 384Kbps	5351
AT&T MIS w/Mgd Router @ 512Kbps	5352
AT&T MIS w/Mgd Router @ 768Kbps	5353
AT&T MIS w/Mgd Router @ 1024 Kbps	5713
AT&T MIS w/Mgd Router @ 1.544 Mbps (T1)	5714
AT&T MIS w/Mgd Router @ 2Mbps	5354
AT&T MIS w/Mgd Router @ 3Mbps	5355
AT&T MIS w/Mgd Router @ 3Mbps NxT1	5355
AT&T MIS w/Mgd Router @ 4Mbps	5356
AT&T MIS w/Mgd Router @ 4.5Mbps	5357

Feature Description	Identifier
AT&T MIS w/Mgd Router @ 5Mbps	5358
AT&T MIS w/Mgd Router @ 6Mbps	5359
AT&T MIS w/Mgd Router @ 6Mbps NxT1	5359
AT&T MIS w/Mgd Router @ 7Mbps	5360
AT&T MIS w/Mgd Router @ 7.5 Mbps	5385
AT&T MIS w/Mgd Router @ 8Mbps	5361
AT&T MIS w/Mgd Router @ 9Mbps	5362
AT&T MIS w/Mgd Router @ 9Mbps NxT1	5362
AT&T MIS w/Mgd Router @ 10Mbps	5363
AT&T MIS w/Mgd Router @ 10.5 Mbps	5386
AT&T MIS w/Mgd Router @ 12 Mbps	5387
AT&T MIS w/Mgd Router @ 15Mbps	5364
AT&T MIS w/Mgd Router @ 20Mbps	5365
AT&T MIS w/Mgd Router @ 25Mbps	5366
AT&T MIS w/Mgd Router @ 30Mbps	5367
AT&T MIS w/Mgd Router @ 35Mbps	5368
AT&T MIS w/Mgd Router @ 40Mbps	5369
AT&T MIS w/Mgd Router @ 45Mbps	5370
AT&T MIS w/Mgd Router @ 60Mbps	5374
AT&T MIS w/Mgd Router @ 155 Mbps (OC3)	5716
AT&T MIS w/Mgd Router @ 622 Mbps (OC12)	6529
AT&T MIS w/Mgd Router @ 2.45 Gbps (OC48)	6840

HI CAP FLEX T3 - PRIVATE LINE, ATM (ASYNCHRONOUS TRANSFER MODE)

Feature Description	Identifier

Feature Description	Identifier
MIS HiCap T3 2 Mbps	7400
MIS HiCap T3 3 Mbps	7401
MIS HiCap T3 4 Mbps	7402
MIS HiCap T3 5 Mbps	7403
MIS HiCap T3 6 Mbps	7404
MIS HiCap T3 7 Mbps	7405
MIS HiCap T3 8 Mbps	7406
MIS HiCap T3 9 Mbps	7407
MIS HiCap T3 10 Mbps	7408
MIS HiCap T3 15 Mbps	7409
MIS HiCap T3 20 Mbps	7410
MIS HiCap T3 25 Mbps	7411
MIS HiCap T3 30 Mbps	7412
MIS HiCap T3 35 Mbps	7413
MIS HiCap T3 40 Mbps	7414
MIS HiCap T3 45 Mbps	7415

HI CAP FLEX T3 - PRIVATE LINE, ATM (ASYNCHRONOUS TRANSFER MODE) with Managed Router

Feature Description	Identifier
MIS HiCap T3 w/Mgd Rtr 2 Mbps	7420
MIS HiCap T3 w/Mgd Rtr 3 Mbps	7421
MIS HiCap T3 w/Mgd Rtr 4 Mbps	7422
MIS HiCap T3 w/Mgd Rtr 5 Mbps	7423
MIS HiCap T3 w/Mgd Rtr 6 Mbps	7424
MIS HiCap T3 w/Mgd Rtr 7 Mbps	7425
MIS HiCap T3 w/Mgd Rtr 8 Mbps	7426
MIS HiCap T3 w/Mgd Rtr 9 Mbps	7427
MIS HiCap T3 w/Mgd Rtr 10 Mbps	7428
MIS HiCap T3 w/Mgd Rtr 15 Mbps	7429
MIS HiCap T3 w/Mgd Rtr 20 Mbps	7430
MIS HiCap T3 w/Mgd Rtr 25 Mbps	7431
MIS HiCap T3 w/Mgd Rtr 30 Mbps	7432

Feature Description	Identifier
MIS HiCap T3 w/Mgd Rtr 35 Mbps	7433
MIS HiCap T3 w/Mgd Rtr 40 Mbps	7434
MIS HiCap T3 w/Mgd Rtr 45 Mbps	7435

HI CAP FLEX OC3 - PRIVATE LINE

Feature Description	Identifier
MIS HiCap OC3 35 Mbps	8050
MIS HiCap OC3 40 Mbps	8051
MIS HiCap OC3 45 Mbps	8052
MIS HiCap OC3 60 Mbps	8053
MIS HiCap OC3 70 Mbps	8054
MIS HiCap OC3 80 Mbps	8055
MIS HiCap OC3 90 Mbps	8056
MIS HiCap OC3 100 Mbps	8057
MIS HiCap OC3 120 Mbps	8058
MIS HiCap OC3 144 Mbps	8059
MIS HiCap OC3 155 Mbps	8060

HI CAP FLEX OC3 - PRIVATE LINE with Managed Router

Feature Description	Identifier
MIS HiCap OC3 w/Mgd Rtr 35 Mbps	8070
MIS HiCap OC3 w/Mgd Rtr 40 Mbps	8071
MIS HiCap OC3 w/Mgd Rtr 45 Mbps	8072
MIS HiCap OC3 w/Mgd Rtr 60 Mbps	8073
MIS HiCap OC3 w/Mgd Rtr 70 Mbps	8074
MIS HiCap OC3 w/Mgd Rtr 80 Mbps	8075
MIS HiCap OC3 w/Mgd Rtr 90 Mbps	8076
MIS HiCap OC3 w/Mgd Rtr 100 Mbps	8077
MIS HiCap OC3 w/Mgd Rtr 120 Mbps	8078
MIS HiCap OC3 w/Mgd Rtr 144 Mbps	8079

Feature Description	Identifier
MIS HiCap OC3 w/Mgd Rtr 155 Mbps	8080

HI CAP FLEX OC12 - PRIVATE LINE

Feature Description	Identifier
MIS HiCap OC12 70 Mbps	7500
MIS HiCap OC12 80 Mbps	7501
MIS HiCap OC12 90 Mbps	7502
MIS HiCap OC12 100 Mbps	7503
MIS HiCap OC12 120 Mbps	7504
MIS HiCap OC12 144 Mbps	7505
MIS HiCap OC12 155 Mbps	7506
MIS HiCap OC12 200 Mbps	7507
MIS HiCap OC12 250 Mbps	7508
MIS HiCap OC12 300 Mbps	7509
MIS HiCap OC12 350 Mbps	7510
MIS HiCap OC12 400 Mbps	7511
MIS HiCap OC12 450 Mbps	7512
MIS HiCap OC12 500 Mbps	7513
MIS HiCap OC12 550 Mbps	7514
MIS HiCap OC12 600 Mbps	7515
MIS HiCap OC12 622 Mbps	7516

HI CAP FLEX OC12 - PRIVATE LINE - with Managed Router

Feature Description	Identifier
MIS HiCap OC3 w/Mgd Rtr 70 Mbps	7525
MIS HiCap OC3 w/Mgd Rtr 80 Mbps	7526
MIS HiCap OC3 w/Mgd Rtr 90 Mbps	7527
MIS HiCap OC3 w/Mgd Rtr 100 Mbps	7528
MIS HiCap OC3 w/Mgd Rtr 120 Mbps	7529
MIS HiCap OC3 w/Mgd Rtr 144 Mbps	7530
MIS HiCap OC3 w/Mgd Rtr 155 Mbps	7531
MIS HiCap OC3 w/Mgd Rtr 200 Mbps	7532

Feature Description	Identifier
MIS HiCap OC3 w/Mgd Rtr 250 Mbps	7533
MIS HiCap OC3 w/Mgd Rtr 300 Mbps	7534
MIS HiCap OC3 w/Mgd Rtr 350 Mbps	7535
MIS HiCap OC3 w/Mgd Rtr 400 Mbps	7536
MIS HiCap OC3 w/Mgd Rtr 450 Mbps	7537
MIS HiCap OC3 w/Mgd Rtr 500 Mbps	7538
MIS HiCap OC3 w/Mgd Rtr 550 Mbps	7539
MIS HiCap OC3 w/Mgd Rtr 600 Mbps	7540
MIS HiCap OC3 w/Mgd Rtr 622 Mbps	7541

HI CAP FLEX OC48 - PRIVATE LINE

Feature Description	Identifier
MIS HiCap OC48 600 Mbps	7450
MIS HiCap OC48 622 Mbps	7451
MIS HiCap OC48 700 Mbps	7452
MIS HiCap OC48 800 Mbps	7453
MIS HiCap OC48 1250 Mbps	7454
MIS HiCap OC48 1550 Mbps	7455
MIS HiCap OC48 1850 Mbps	7456
MIS HiCap OC48 2150 Mbps ¹	7457
MIS HiCap OC48 2450 Mbps ¹	7458

¹Due a technical limitation with the Cisco Gigabit Router cards, actual speed of the service is limited to 1.9 Gbps. Therefore, 1850 Mbps should be the highest "Minimum Bandwidth Commitment" offered to customers at this time.

HI CAP FLEX OC48 - PRIVATE LINE - With Managed Router

Feature Description	Identifier
MIS HiCap OC48 600 Mbps	7470

Feature Description	Identifier
MIS HiCap OC48 622 Mbps	7471
MIS HiCap OC48 700 Mbps	7472
MIS HiCap OC48 800 Mbps	7473
MIS HiCap OC48 1250 Mbps	7474
MIS HiCap OC48 1550 Mbps	7475
MIS HiCap OC48 1850 Mbps	7476
MIS HiCap OC48 2150 Mbps ¹	7477
MIS HiCap OC48 2450 Mbps ¹	7478

¹Due a technical limitation with the Cisco Gigabit Router cards, actual speed of the service is limited to 1.9 Gbps. Therefore, 1850 Mbps should be the highest "Minimum Bandwidth Commitment" offered to customers at this time.

Bundled FAST ETHERNET 100 Mbps

Feature Description	Identifier
MIS Bundled 100 Ethernet 2 Mbps	8301
MIS Bundled 100 Ethernet 3 Mbps	8302
MIS Bundled 100 Ethernet 4 Mbps	8303
MIS Bundled 100 Ethernet 5 Mbps	8304
MIS Bundled 100 Ethernet 6 Mbps	8305
MIS Bundled 100 Ethernet 7 Mbps	8306
MIS Bundled 100 Ethernet 8 Mbps	8307
MIS Bundled 100 Ethernet 9 Mbps	8308
MIS Bundled 100 Ethernet 10 Mbps	8309
MIS Bundled 100 Ethernet 15 Mbps	8310
MIS Bundled 100 Ethernet 20 Mbps	8311
MIS Bundled 100 Ethernet 25 Mbps	8312
MIS Bundled 100 Ethernet 30 Mbps	8313

Feature Description	Identifier
MIS Bundled 100 Ethernet 35 Mbps	8314
MIS Bundled 100 Ethernet 40 Mbps	8315
MIS Bundled 100 Ethernet 45 Mbps	8316
MIS Bundled 100 Ethernet 60 Mbps	8317
MIS Bundled 100 Ethernet 70 Mbps ²	8318
MIS Bundled 100 Ethernet 80 Mbps ²	8319
MIS Bundled 100 Ethernet 90 Mbps ²	8320
MIS Bundled 100 Ethernet 100 Mbps ²	8321

²Only available where Multi-Service Edge (MSE) Routers are deployed and requires MIS Offer approval.

Bundled FAST ETHERNET 100 Mbps - with Managed Router

Feature Description	Identifier
MIS Bundled 100 Enet w/Mgd Rtr 2 Mbps	8323
MIS Bundled 100 Enet w/Mgd Rtr 3 Mbps	8324
MIS Bundled 100 Enet w/Mgd Rtr 4 Mbps	8325
MIS Bundled 100 Enet w/Mgd Rtr 5 Mbps	8326
MIS Bundled 100 Enet w/Mgd Rtr 6 Mbps	8327
MIS Bundled 100 Enet w/Mgd Rtr 7 Mbps	8328
MIS Bundled 100 Enet w/Mgd Rtr 8 Mbps	8329
MIS Bundled 100 Enet w/Mgd Rtr 9 Mbps	8330
MIS Bundled 100 Enet w/Mgd Rtr 10 Mbps	8331

Feature Description	Identifier
MIS Bundled 100 Enet w/Mgd Rtr 15 Mbps	8332
MIS Bundled 100 Enet w/Mgd Rtr 20 Mbps	8333
MIS Bundled 100 Enet w/Mgd Rtr 25 Mbps	8334
MIS Bundled 100 Enet w/Mgd Rtr 30 Mbps	8335
MIS Bundled 100 Enet w/Mgd Rtr 35 Mbps	8336
MIS Bundled 100 Enet w/Mgd Rtr 40 Mbps	8337
MIS Bundled 100 Enet w/Mgd Rtr 45 Mbps	8338
MIS Bundled 100 Enet w/Mgd Rtr 60 Mbps	8339
MIS Bundled 100 Enet w/Mgd Rtr 70 Mbps ²	8340
MIS Bundled 100 Enet w/Mgd Rtr 80 Mbps ²	8341
MIS Bundled 100 Enet w/Mgd Rtr 90 Mbps ²	8342
MIS 100 Bundled Enet w/Mgd Rtr 100 Mbps ²	8343

²Only available where Multi-Service Edge (MSE) Routers are deployed and requires MIS Offer approval.

Bundled GIGABIT ETHERNET 1000 Mbps

Feature Description	Identifier
MIS Bundled Gigabit Ethernet 70 Mbps	8318
MIS Bundled Gigabit Ethernet 80 Mbps	8319
MIS Bundled Gigabit Ethernet 90 Mbps	8320
MIS Bundled Gigabit Ethernet 100 Mbps	8345
MIS Bundled Gigabit Ethernet 120 Mbps	8346
MIS Bundled Gigabit Ethernet 144 Mbps	8347
MIS Bundled Gigabit Ethernet 155 Mbps	8348
MIS Bundled Gigabit Ethernet 200 Mbps	8349

Feature Description	Identifier
MIS Bundled Gigabit Ethernet 250 Mbps	8350
MIS Bundled Gigabit Ethernet 300 Mbps	8351
MIS Bundled Gigabit Ethernet 350 Mbps	8352
MIS Bundled Gigabit Ethernet 400 Mbps	8353
MIS Bundled Gigabit Ethernet 450 Mbps	8354
MIS Bundled Gigabit Ethernet 500 Mbps	8355
MIS Bundled Gigabit Ethernet 550 Mbps	8356
MIS Bundled Gigabit Ethernet 600 Mbps	8357
MIS Bundled Gigabit Ethernet 622 Mbps	8358
MIS Bundled Gigabit Ethernet 700 Mbps	8359
MIS Bundled Gigabit Ethernet 800 Mbps ⁴	8360
MIS Bundled Gigabit Ethernet 900 Mbps ⁴	8361
MIS Bundled Gigabit Ethernet 1000 Mbps ⁴	8362

⁴Requires MIS Offer Approval before quoting Loop or Port - Not available in all locations.

Bundled GIGABIT ETHERNET 1000 Mbps - with Managed Router

Feature Description	Identifier
MIS Bundled Gigabit Ethernet w/Mgd Rtr 70 Mbps	8340
MIS Bundled Gigabit Ethernet w/Mgd Rtr 80 Mbps	8341
MIS Bundled Gigabit Ethernet w/Mgd Rtr 90 Mbps	8342
MIS Bundled Gigabit Ethernet w/Mgd Rtr 100 Mbps	8364
MIS Bundled Gigabit Ethernet w/Mgd Rtr 120 Mbps	8365
MIS Bundled Gigabit Ethernet w/Mgd Rtr 144 Mbps	8366
MIS Bundled Gigabit Ethernet w/Mgd Rtr 155 Mbps	8367

Feature Description	Identifier
MIS Bundled Gigabit Ethernet w/Mgd Rtr 200 Mbps	8368
MIS Bundled Gigabit Ethernet w/Mgd Rtr 250 Mbps	8369
MIS Bundled Gigabit Ethernet w/Mgd Rtr 300 Mbps	8370
MIS Bundled Gigabit Ethernet w/Mgd Rtr 350 Mbps	8371
MIS Bundled Gigabit Ethernet w/Mgd Rtr 400 Mbps	8372
MIS Bundled Gigabit Ethernet w/Mgd Rtr 450 Mbps	8373
MIS Bundled Gigabit Ethernet w/Mgd Rtr 500 Mbps	8374
MIS Bundled Gigabit Ethernet w/Mgd Rtr 550 Mbps	8375
MIS Bundled Gigabit Ethernet w/Mgd Rtr 600 Mbps	8376
MIS Bundled Gigabit Ethernet w/Mgd Rtr 622 Mbps	8377
MIS Bundled Gigabit Ethernet w/Mgd Rtr 700 Mbps	8378
MIS Bundled Gigabit Ethernet w/Mgd Rtr 800 Mbps ⁴	8379
MIS Bundled Gigabit Ethernet w/Mgd Rtr 900 Mbps ⁴	8380
MIS Bundled Gigabit Ethernet w/Mgd Rtr 1000 Mbps ⁴	8381

⁴Requires MIS Offer Approval before quoting Loop or Port - Not available in all locations.

BURSTABLE T1 - PRIVATE LINE, FRAME RELAY

Feature Description	Identifier
MIS Burstable T1 Up to 128 Kbps	7301
MIS Burstable T1 128.01 to 256 Kbps	
MIS Burstable T1 256.01 to 384 Kbps	
MIS Burstable T1 384.01 to 512 Kbps	
MIS Burstable T1 512.01 to full T1	

BURSTABLE T1 - PRIVATE LINE, FRAME RELAY - with Managed Router

Feature Description	Identifier
MIS Burstable T1 w/Mgd Rtr Up to 128 Kbps	7302
MIS Burstable T1 w/Mgd Rtr 128.01 to 256 Kbps	
MIS Burstable T1 w/Mgd Rtr 256.01 to 384 Kbps	
MIS Burstable T1 w/Mgd Rtr 384.01 to 512 Kbps	
MIS Burstable T1 w/Mgd Rtr 512.01 to full T1	

BURSTABLE T3 - PRIVATE LINE, ATM

Feature Description	Identifier
MIS Burstable T3 Up to 6 Mbps	7303
MIS Burstable T3 6.01 to 7.5 Mbps	
MIS Burstable T3 7.51 to 9.0 Mbps	
MIS Burstable T3 9.01 to 10.5 Mbps	
MIS Burstable T3 10.51 to 12.0 Mbps	
MIS Burstable T3 12.01 to 13.5 Mbps	
MIS Burstable T3 13.51 to 15.0 Mbps	
MIS Burstable T3 15.01 to 16.5 Mbps	
MIS Burstable T3 16.51 to 18.0 Mbps	
MIS Burstable T3 18.01 to 19.5 Mbps	
MIS Burstable T3 19.51 to 21.0 Mbps	

MIS Burstable T3 21.01 to 45.0 Mbps

BURSTABLE T3 - PRIVATE LINE, ATM - with Managed Router

Feature Description	Identifier
MIS Burstable T3 w/Mgd Router Up to 6 Mbps	7304
MIS Burstable T3 w/Mgd Router 6.01 to 7.5 Mbps	
MIS Burstable T3 w/Mgd Router 7.51 to 9.0 Mbps	
MIS Burstable T3 w/Mgd Router 9.01 to 10.5 Mbps	
MIS Burstable T3 w/Mgd Router 10.51 to 12.0 Mbps	
MIS Burstable T3 w/Mgd Router 12.01 to 13.5 Mbps	
MIS Burstable T3 w/Mgd Router 13.51 to 15.0 Mbps	
MIS Burstable T3 w/Mgd Router 15.01 to 16.5 Mbps	
MIS Burstable T3 w/Mgd Router 16.51 to 18.0 Mbps	
MIS Burstable T3 w/Mgd Router 18.01 to 19.5 Mbps	
MIS Burstable T3 w/Mgd Router 19.51 to 21.0 Mbps	
MIS Burstable T3 w/Mgd Router 21.01 to 45.0 Mbps	

BURSTABLE OC3 - PRIVATE LINE

Feature Description	Identifier
MIS Burstable OC3 Up to 35 Mbps	7305
MIS Burstable OC3 35.01 to 45 Mbps	
MIS Burstable OC3 45.01 to 55 Mbps	
MIS Burstable OC3 55.01 to 65 Mbps	
MIS Burstable OC3 65.01 to 75 Mbps	
MIS Burstable OC3 75.01 to 85 Mbps	

Feature Description	Identifier
MIS Burstable OC3 85.01 to 100 Mbps	
MIS Burstable OC3 100.01 to 125 Mbps	
MIS Burstable OC3 125.01 to 155 Mbps	

BURSTABLE OC3 - PRIVATE LINE - with Managed Router

Feature Description	Identifier
MIS Burstable OC3 w/Mgd Router Up to 35 Mbps	7306
MIS Burstable OC3 w/Mgd Router 35.01 to 45 Mbps	
MIS Burstable OC3 w/Mgd Router 45.01 to 55 Mbps	
MIS Burstable OC3 w/Mgd Router 55.01 to 65 Mbps	
MIS Burstable OC3 w/Mgd Router 65.01 to 75 Mbps	
MIS Burstable OC3 w/Mgd Router 75.01 to 85 Mbps	
MIS Burstable OC3 w/Mgd Router 85.01 to 100 Mbps	
MIS Burstable OC3 w/Mgd Router 100.01 to 125 Mbps	
MIS Burstable OC3 w/Mgd Router 125.01 to 155 Mbps	

BURSTABLE OC-12- PRIVATE LINE

Feature Description	Identifier
MIS Burstable OC12 Up to 75 Mbps	7307
MIS Burstable OC12 75.01 to 150 Mbps	
MIS Burstable OC12 150.01 to 225 Mbps	
MIS Burstable OC12 225.01 to 300 Mbps	
MIS Burstable OC12 300.01 to 375 Mbps	
MIS Burstable OC12 375.01 to 450 Mbps	

Feature Description	Identifier
MIS Burstable OC12 450.01 to 525 Mbps	
MIS Burstable OC12 525.01 to 622 Mbps	

BURSTABLE OC-12- PRIVATE LINE - with Managed Router

Feature Description	Identifier
MIS Burstable OC12 w/Mgd Router Up to 75 Mbps	7308
MIS Burstable OC12 w/Mgd Router 75.01 to 150 Mbps	
MIS Burstable OC12 w/Mgd Router 150.01 to 225 Mbps	
MIS Burstable OC12 w/Mgd Router 225.01 to 300 Mbps	
MIS Burstable OC12 w/Mgd Router 300.01 to 375 Mbps	
MIS Burstable OC12 w/Mgd Router 375.01 to 450 Mbps	
MIS Burstable OC12 w/Mgd Router 450.01 to 525 Mbps	
MIS Burstable OC12 w/Mgd Router 525.01 to 622 Mbps	

BURSTABLE OC-48 - PRIVATE LINE

Feature Description	Identifier
MIS Burstable OC48 Up to 1250 Mbps	7309
MIS Burstable OC48 1251 to 1350 Mbps	
MIS Burstable OC48 1351 to 1450 Mbps	

Feature Description	Identifier
MIS Burstable OC48 1451 to 1550 Mbps	
MIS Burstable OC48 1551 to 1650 Mbps	
MIS Burstable OC48 1651 to 1750 Mbps	
MIS Burstable OC48 1751 to 1850 Mbps	
MIS Burstable OC48 1851 to 1950 Mbps*	
MIS Burstable OC48 1951 to 2050 Mbps*	
MIS Burstable OC48 2051 to 2150 Mbps*	
MIS Burstable OC48 2151 to 2250 Mbps*	
MIS Burstable OC48 2251 to 2350 Mbps*	
MIS Burstable OC48 2351 to 2450 Mbps*	

BURSTABLE OC-48 - PRIVATE LINE - with Managed Router

Feature Description	Identifier
MIS w/Mgd Router Burstable OC48 Up to 1250 Mbps	7310
MIS w/Mgd Router Burstable OC48 1251 to 1350 Mbps	
MIS w/Mgd Router Burstable OC48 1351 to 1450 Mbps	
MIS w/Mgd Router Burstable OC48 1451 to 1550 Mbps	
MIS w/Mgd Router Burstable OC48 1551 to 1650 Mbps	
MIS w/Mgd Router Burstable OC48 1651 to 1750 Mbps	
MIS w/Mgd Router Burstable OC48 1751 to 1850 Mbps	

Feature Description	Identifier
MIS w/Mgd Router Burstable OC48 1851 to 1950 Mbps*	
MIS w/Mgd Router Burstable OC48 1951 to 2050 Mbps*	
MIS w/Mgd Router Burstable OC48 2051 to 2150 Mbps*	
MIS w/Mgd Router Burstable OC48 2151 to 2250 Mbps*	
MIS w/Mgd Router Burstable OC48 2251 to 2350 Mbps*	
MIS w/Mgd Router Burstable OC48 2351 to 2450 Mbps*	

Optional Features – AT&T Secure E-Mail Gateway (SEG)

Description of Service

AT&T Secure E-Mail Gateway (SEG) is a network-based Security as a Service (SecaaS) offering. SEG protects customers from internal and external email threats that can include: commercial spam, malicious attachments, direct email server connections from spammers and botnet-controlled endpoints, and email embedded URL-based attacks. SEG provides features and tools that enable customers to comply with data privacy and retention regulations, meet legal discovery requirements, and implement data loss prevention strategies. SEG customers retain responsibility and control over much of the configuration and settings for the service.

SEG is offered with two different service levels – “Advanced” or “Premium”.

SEG Advanced

The Secure E-Mail Gateway (SEG) Advanced service helps protect customer networks from inbound messages containing spam, viruses, and malware.

The Service provides features that enable customer to manage and enforce its security policy on outbound email content.

The Service provides disaster recovery protection against lost email data in the event of a customer email server outage and provides end-user continuity functionality if the customer email server becomes unavailable.

SEG is administered by the customer through a self-service web console and provides a suite of reports.

SEG requires that the Customer own and manage their own Simple Mail Transfer Protocol (SMTP) email server or servers. The customer must also own and manage their own internet domain(s) in order to direct email to the Service for filtering.

SEG Premium

The SEG Premium Level of Service includes all features of the Secure E-Mail Gateway Advanced service plus additional Premium features.

SEG Premium provides enhanced capabilities that enable the Customer to implement more robust outbound email security policies to support their email confidentiality, privacy, and data loss prevention requirements.

Messages sent by the Customer can be encrypted automatically through policy or through end-user self initiated encryption. Encrypted messages are delivered for pick-up by an authenticated recipient and can be retrieved up to 30 days from the day they have been sent after which they are destroyed.

Optional Feature - Message Archiving

The Message Archiving option of the Secure E-Mail Gateway Service provides capabilities that can assist the Customer in complying with company, industry, and government requirements for email retention. Message Archiving is designed to automatically archive all inbound, outbound and internal email message and associated meta data to a secure centralized location and provides search and export functionality. Message Archiving is administered through a customer managed web console and provides a suite of reports. The customer must have a base service (SEG Advanced or SEG Premium) to order the archiving service option.

Customers determine how long their e-mails need to be retained to meet business, compliance or legal requirements. The Service will support from 1 year to a maximum of 7 year retention period.

Features Table & Descriptions

The following summarizes the Features included under the two SEG service levels, as well as detailed descriptions of the features:

Feature	SEG Advanced	SEG Premium
Customer Managed Administration	Included	Included

Feature	SEG Advanced	SEG Premium
Anti-Virus Protection	Included	Included
Spam Filtering	Included	Included
Policy Enforcement	Included	Enhanced
Quarantine	Included	Included
Disaster Recovery	Included	Included
Transport Layer Security	Included	Included
Administrator Reports	Included	Included
Policy based Encryption		Included
End-User Initiated Encryption		Included
Sender Notification		Included
Web-based Delivery		Included
Direct Delivery		Included
Mobile Device Support		Included
Standards Support		Included
Message Archiving	Option	Option

Standard Features – SEG Advanced

Customer Managed Administration

The primary interface to the SEG Advanced service is the Administration Center web console. This console is available 24 x 7 and allows Customer Administrators to define and manage settings and configurations for their domains, including spam treatment options, virus scanning selections, content filter settings, policy rules and user permissions.

Anti-Virus Protection

Anti-Virus Protection provides an extensive and redundant anti-virus filtering process that is designed to detect, clean, and record virus infected e-mail messages before they enter the Customer's network. Virus Protection can be configured to scan all inbound and outbound messages for viruses as recognized by industry standard virus scanning technologies.

Spam Filtering

Spam Filtering detects Spam e-mail messages before they enter the Customer's network. Captured spam is routed to the spam quarantine and can be accessed by administrators or end users at any time through a web-based interface. The Customer administrator may configure spam quarantine notification options for messages that have that been quarantined.

Policy Enforcement

Policy enforcement supports the ability to apply the Customer's corporate messaging policies on unwanted and malicious content to e-mail messages entering and leaving the Customer's e-mail system. Policy enforcement features are definable by domain or user level. Content categories that can be filtered for policy include: keyword groups, HTML, spam beacons or web bugs, hyperlinks, attachments, deny and allow lists. The Customer can define text, referred to as an "outbound disclaimer" that will be appended to the email content. The Customer administrator may configure policy enforcement notification options for emails have been identified by policy rules.

Quarantine

The Service provides multiple quarantine areas with different security access requirements to store and support review of suspect email outside of your email network. Emails that violate configured policies and that have the quarantine action applied are sorted into multiple quarantines.

- Spam Quarantined Messages – Accessible to all users, with users with role of User or Reports Manager allowed to access only their own personal spam quarantine
- Virus Quarantined Messages – Accessible to only Administrators and Quarantine Managers
- Attachment Quarantined Messages – Accessible to only Administrators and Quarantine Managers
- Content Keyword Quarantined Messages – Accessible to only Administrators and Quarantine Managers

Disaster Recovery

Disaster Recovery provides added protection against lost emails in the case the Customer's inbound email server may be unavailable to receive email.

Disaster recovery provides:

- Automatic email fails over and rolling storage for up to sixty (60) days.
- Automatic monitoring of Customer's e-mail server to establish return of service with attempt to deliver the e-mail every 20 minutes.
- Automatic forwarding of stored e-mail once Customer's e-mail service is restored
- User access to read and send messages through a web-based interface while messages are in fail-over storage status. Messages can remain in fail-over storage for up to 60 days.

Transport Layer Security

The SEG Advanced Service supports both forced and opportunistic Transport Layer Security (TLS) connections between the Customer's email server and the SEG network. TLS is designed to provide basic network level encryption through an encrypted tunnel for message transfer.

Administrator Reports

Included in the SEG Administration Center console is access to a suite of reports providing a view into the statistics and use of the Service. All mail messages processed by the Service are recorded in these statistical reports, measured on an hourly, daily, weekly, and monthly basis. The reports furnished to Customer depend of the Service components and features in use by the Customer.

Standard Features - SEG Premium

The SEG Premium Level of Service includes all features of the Secure E-Mail Gateway Advanced service and also includes the additional Premium features described below.

SEG Premium provides enhanced capabilities that enable the Customer to implement more robust outbound email security policies to support their email confidentiality, privacy, and data loss prevention requirements.

Messages sent by the Customer's end-users can be encrypted automatically through policy or through end-user self initiated encryption.

Encrypted messages and are delivered for pick-up by an authenticated recipient and can be retrieved up to 30 days from the day they have been sent after which they are destroyed.

The SEG Premium Service requires Customer acknowledgement that it is the Customer's responsibility to store or process, in an unencrypted format, any and all messages or attachments which it desires to have unencrypted access after 30 days and/or post-expiration or termination of the Services.

Customer Managed Administration

SEG Premium policies and features are configured by the Customer administrator through the SEG Premium control console.

Enhanced Policy Enforcement

A comprehensive set of policy rules to identify email messages can be defined by the Customer including the following examples:

- **Keyword Rules:** Rules based on keywords within the subject line and body of the email.
- **Regular Expression Rules:** Rules based on content such as social security numbers, drivers' license numbers, credit card numbers, accounting numbers, credit card numbers within the subject line and body of the email message.
- **Domain & Sender Level Rules:** Rules based on sender domains, recipient domains and sender lists.
- **Regulation Dictionaries:** Rules based on HIPAA, SOX and PCI oriented content.
- **3rd Party Keyword Library Support:** Ability to import 3rd party keyword libraries such as common drug codes, common drug names, and common profanity keywords.
- **Keywords such as "Confidential", "Secure";**
- **Sender & Recipient Groups such as the Legal Department in a company, Executives, HR Business Partners.**

A comprehensive set of actions to manage identified email messages can be assigned based on policy rules defined by the Customer:

- **Log and Continue:** Email message is logged as identified by the policy and SEG continues processing the email against the remaining policies.
- **Log and Send:** Email message is logged as identified by the policy name and SEG sends the email directly out. No additional policies will be executed.
- **Return to Sender:** The email will be discarded and a notification will be sent to sender of the email with information about what policy triggered the bounce back message. No additional policies are executed.
- **Discard:** The email is deleted. No additional policies are executed.
- **Encrypt:** The email is sent out encrypted and logged against this policy. No additional policies are executed

Policy based Encryption

The SEG Premium Service provides a policy-based encryption and decryption process. The process is designed to analyze messages leaving the Customer's network using the policy engine, match an outbound encrypt rule and enable the encryption. Outbound content policies

are centrally created using the policy manager. One or more conditions (e.g. contains credit card number, message body contains keywords, email address of sender or recipient matches a domain name, message attachment is of a certain type, etc.) are defined by the Customer, and the policy is associated with the 'encrypt message' action. If a message matches one of the policies it is encrypted within the AT&T SEG network and sent to the recipient.

End-User Initiated Encryption

SEG Premium enables End Users to invoke encrypted email messages from the gateway by simply pressing an "Encrypt" button installed on the mail client. End-User Initiated Encryption is supported through an email client plug-in that provides an "encrypt button". The plug-in is available for versions of Microsoft Outlook and Outlook Web Access.

Sender Notification

SEG Premium provides notification to senders when messages are encrypted at the AT&T SEG network. Senders also receive notifications when message recipients pickup and decrypt messages. Notification messages are customizable.

Web-based Delivery

The Encrypted Message portal is a web based portal for message pick-up. After an encrypted message is sent, the recipient is prompted through an email notification to collect their message at the Encrypted Message Portal. First time users of the portal are required to create a password protected profile. Once a recipient has created a profile, they collect subsequent messages by clicking the link in the email notification and logging in to Encrypted Message Portal with their email address and password. The Encrypted Message portal and email notifications can be customer branded as an optional service.

Direct Delivery

Recipients of encrypted email messages have the option of downloading the Encrypted Reader application, which will enable them to receive, and open encrypted messages directly in their existing desktop or webmail email client. For users who have opted to use the reader, encrypted messages arrive in their inbox as an attachment to a regular message. When opening the attachment, the user is prompted for their password before the message is displayed.

Mobile Device Support

SEG Premium supports mobile devices that can render HTML on a mobile browser. As an example, SEG supports Blackberry devices, Apple iPhone, Windows mobile devices, and more. All encrypted messages being decrypted on the web-based message portal can be read on any traditional mobile browser.

The SEG Premium service has the ability to recognize which mobile browser is being used by the recipient to read and decrypt messages and adjust accordingly.

In addition, all notification messages delivered to the sender and recipient of encrypted messages can be delivered via SMS (Text messaging) to instant mobile verification. For example, when a recipient has received encrypted messages, SEG Premium can deliver a short text messages to the recipient's mobile phone with a link for the message pickup portal.

Standards Support

The SEG Premium Service leverages industry recognized standards such as PKI, X.509, S/MIME, SSL, and TLS for sending electronically signed and encrypted email messages. The solution is interoperable with other PKI based systems.

Administrator Reports

Included in the SEG Administration Center console is access to a suite of reports providing a view into the statistics and use of the Service. All mail messages processed by the Service are recorded in these statistical reports, measured on an hourly, daily, weekly, and monthly basis. The reports furnished to Customer depend of the Service components and features in use by the Customer.

6.1.2.5 Service Identifier: Central Office Exchange Basic Services

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Primary Station Line (Bundled)	RXR++ or JCP++, AAFTX, AAF or BAF, E8A, EMW	\$ 70.00	\$5.40	line	\$ 70.00
Primary Station Line (CO CTX)	RXR++	\$70.00	\$0.50	line	\$70.00
Primary Station Line	JCP++	\$70.00	\$0.50	line	\$70.00
Trunking Chg – Primary Station Lines (meas)	AAFTX	\$0	\$3.70	line	\$0
Access Facility – ea station	AAF	\$0	\$1.20	line	\$0
Primary Station Line	BAF	\$0	\$1.20	line	\$0
Call Transfer/3-way/Consultation	E8A	\$0	\$0.00	line	\$0
Message Waiting Lamp – ea	EMW	\$0	\$0.00	line	\$0
Caller ID Blocking Complete External Calls Only	CNMEX	\$ -	\$ -	line	N/A
Simultaneous Ring	S3M	\$0	\$0.50	line	\$0
Restricted Access	LCC, CAT	N/A	N/A	line	\$30.00 system charge + \$5.00 per line
Ringback Notification (Automatic Callback) station feature	SAK	\$ -	\$0.25	line	N/A

Premium Charges – See Note 3	TRGV13 TRGV14 TRGV15 TRGV16	\$ 0.00	\$ 100.00	Per Hour	N/C
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Note 1 - Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.
Note 2 - Overtime charges are additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday.
Note 3 - Premium Charges are additional per hour rates for work performed anytime on Sunday and/or State holidays.

Verizon Centrex

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Primary Station Line (Bundled)	RXR++/ JCP++, AAFTX, AAF/BAF, E8A, EMW	\$ 70.00	\$ 5.40	LINE	\$ 70.00
Verizon-Centranet Feature Package 1000 (Bundled)	CNET1- EAT, ESMCS, E6GUR, E9GUR, EAB, E3P, E6CCS, HTG, BRT, DMSLR, ESHC6	\$30.00	\$1.37	USOC	\$ -
Call Forwarding-variable	EAT/ESMCS	\$ 0	\$0.15	USOC	\$ -
Call transfer/consultation hold	E8A / GECFA	\$ 0	\$ 0	USOC	\$ -
Call Forwarding-Busy	E6GUR	\$ 0	\$0.07	USOC	\$ -
Call Forwarding-Don't answer	E9GUR	\$ 0	\$0.07	USOC	\$ -
Call Hold	EAB	\$ 0	\$0.08	USOC	\$ -
Call Pick up per line	E3P	\$ 0	\$0.10	USOC	\$ -
Call Waiting Incoming – ea station	E6CCS	\$ 0	\$0.10	USOC	\$ -
Hunting	HTG	\$30.00	\$0.50	USOC	\$ -
Distinctive Ring per line 5E	BRT	\$ 0	\$0.10	USOC	\$ -
Last number redial	DMSLR	\$ 0	\$0.10	USOC	\$ -
Speed Calling	ESHC6	\$ 0	\$0.10	USOC	\$ -

6.1.2.13 Service Identifier: Voice Mail Services

NOTE:

(A) - Price for Voicemail boxes
 \$3.50 per box if combined total voicemail is over 90,515
 \$4.00 per box if combined total voicemail is equal to or less than 90,515

(B) - Price for Unified Messaging boxes
 \$5.50 per box if combined total voicemail is over 90,515
 \$6.00 per box if combined total voicemail is equal to or less than 90,515

Total is measured annually on June 1 to determine rate.

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Series 200 Voice Mail Box - COS 02 – See Note (A)	SO2AL	\$ 2.50	\$ 4.00 or \$ 3.50 (A)	Line/mo	\$ 2.50
Series 200 Voice Mail Box - COS09	SO2AM	\$ 2.50	\$ 10.65	Line/mo	\$ 2.50
Series 200 Voice Mail Box - COS 10	SO2AN	\$ 2.50	\$ 10.65	Line/mo	\$ 2.50
Series 200 Voice Mail Box - COS 11	SO2AO	\$ 2.50	\$ 10.65	Line/mo	\$ 2.50
Series 200 Voice Mail Box - COS 12	SO2AP	\$ 2.50	\$ 12.37	Line/mo	\$ 2.50
Paging Notification/ Alternate ID	SO2AR	\$ 2.50	\$ 2.00	Line/mo	\$ 2.50
Call transfer to attendant	CTA	\$ -	\$ -	Line/mo	\$ -
Extension Mailboxes – see Note (A)	SO2AL	\$ 2.50	\$ 4.00 or \$3.50 (A)	Line/mo	\$ 2.50

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Additional Hourly Storage	PBCPS	\$ -	\$ 25.00	Line/mo	\$ -
Voice Mail Reports	VMRPT	\$ -	\$ -	Report	\$ 150.00
EM-CIO (Call-in-One)	SO2A7	\$ -	\$ 4.50	Line/Mo	ICB
EM – CIO Extension	SOCA7	\$ -	\$ 4.50	Line/Mo	ICB
EM – VM (Voice Messaging) – See Note (A)	SO2A8	\$ -	\$ 4.00 or \$ 3.50 (A)	Line/Mo	ICB
EM – VM Extension	SOCA8	\$ -	\$ 4.00 or \$ 3.50 (A)	Line/Mo	ICB
EM-Call Tree	SO2A9	\$ -	\$ 49.00	Per port	ICB
EM – UM (Unified Messaging) – See Note (B)	SO2BA	\$ -	\$ 6.00 or \$ 5.50 (B)	Line/Mo	ICB
EM – UM Extension	SOCBA	\$ -	\$ 6.00 or \$ 5.50 (B)	Line/Mo	ICB
Voice Mail Systems Support – See Note 1	TRGV11	\$ 94.00	\$ -	Per hour	N/A
Overtime Charges – See Note 2	TRGV11	\$ 50.00	\$ -	Per hour	N/A
Premium Charges - See Note 3	TRGV11	\$ 100.00	\$ -	Per hour	N/A
Series 100 Voice Mail COS02	SO2AF	\$ 2.50	\$ 5.19	Line/Mo	\$ 2.50
Series 100 Voice Mail COS09	SO2AG	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50
Series 100 Voice Mail COS10	SO2AH	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Series 100 Voice Mail COS11	SO2AJ	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50
Series 100 Voice Mail COS 12	SO2AK	\$ 2.50	\$ 12.84	Line/Mo	\$ 2.50
Series 50 Voice Mail COS02	SO2AA	\$ 2.50	\$ 5.19	Line/Mo	\$ 2.50
Series 50 Voice Mail COS09	SO2AB	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50
Series 50 Voice Mail COS10	SO2AC	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50
Series 50 Voice Mail COS11	SO2AD	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50
Series 50 Voice Mail COS12	SO2AE	\$ 2.50	\$ 12.84	Line/Mo	\$ 2.50
Series 200 Paging Notification/Alt. ID	SO2AR	\$ 2.50	\$ 2.00	Line/Mo	\$ 2.50
Series 100 Paging Notification/Alt. ID	SO2AR	\$ 2.50	\$ 2.00	Line/Mo	\$ 2.50
Series 50 Paging Notification/Alt. ID	SO2AQ	\$ 2.50	\$ 2.00	Line/Mo	\$ 2.50
Port Fees Series 200-Optional Voice Mail configuration where customer purchases Voice Mail ports and their own network. 4 hours of storage is included with each voice mail port. Minimum 4 ports per location if purchased as port-based voice mail	VZZPF	\$2,000/site for VM & Packaged Call Router in Shared application	See Packaged port pricing table below	Port/Mo	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Port Fees Series 200 only: 1-600	VZZP1	\$ -	\$ 195.00	Port/Mo	N/A
Port Fees Series 200 only: 601-700	VZZP2	\$ -	\$ 190.00	Port/Mo	N/A
Port Fees Series 200 only: 701-850	VZZP3	\$ -	\$ 185.00	Port/Mo	N/A
Port Fees Series 200 only: Over 850	VZZP4	\$ -	\$ 180.00	Port/Mo	N/A

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

6.1.3.2.3 Service Identifier: Carrier DS1 Service

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
DS1 Service Intra Lata	TMECS	\$ 899.00	\$ 85.00	Channel Term	N/A
DS1 Service Inter Lata	1LNV9	\$ 899.00	\$ 85.00	Channel Term	N/A
DS1 Service Inter State	1LNV9	\$ 899.00	\$ 85.00	Channel Term	N/A
Variable Mileage for Dedicated Transport Services (Excludes Frame Relay and ATM) Intra Lata	1L58X	N/A	\$ 10.04	per mile	N/A
Variable Mileage for Dedicated Transport Services (Excludes Frame Relay and ATM) Inter Lata	1LNVX	N/A	\$ 2.25	per mile	N/A
Variable Mileage for Dedicated Transport Services (Excludes Frame Relay and ATM) Inter State	1LNVX	N/A	\$ 1.80	per mile	N/A
Customer Network Reconfiguration	DFOCO	N/A	\$ 2.40	Monthly	N/A
Expedite Option	EODXP	\$ 400.00	N/A	Circuit	N/A
DS1 to Voice Multiplexing	MQ1	\$ -	\$ 308.17	per arrangement	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Network Connection Service for Emergency Networks 2 X T-1, 3MB	NCEN3M	\$ 300.00	\$ 150.00	Per Termination	N/A
Network Connection Service for Emergency Networks 4 X T-1, 6MB	NCEN6M	\$ 300.00	\$ 275.00	Per Termination	N/A
Network Connection Service for Emergency Networks 8 X T-1, 12MB	NCEN12M	\$ 300.00	\$ 614.00	Per Termination	N/A

Customer Premises Equipment (CPE) and Services

AT&T offers a variety of CPE and pre-implementation, implementation and post-implementation services for CPE in support of all WAN access services.

See Required CPE and Other Equipment for descriptions of additional equipment and services offered.

6.1.3.2.6 Service Identifier: Multi Protocol Label Switching (MPLS) Services

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
AVPN Port and Access Service Bundle					
AVPN DS0 Port/Access - 56 Kbps	17972	\$ 500.00	\$ 156.00	Port + Access	\$ 500.00
AVPN DS1 Port/Access - 128 Kbps	17974	\$ 500.00	\$ 326.98	Port + Access	\$ 500.00
AVPN DS1 Port/Access - 256 Kbps	17976	\$ 500.00	\$ 351.88	Port + Access	\$ 500.00
AVPN DS1 Port/Access - 384 Kbps	17978	\$ 500.00	\$ 383.54	Port + Access	\$ 500.00
AVPN DS1 Port/Access - 512 Kbps	17980	\$ 500.00	\$ 412.20	Port + Access	\$ 500.00
AVPN DS1 Port/Access - 640 Kbps	17982	\$ 500.00	\$ 419.40	Port + Access	\$ 500.00
AVPN DS1 Port/Access - 768 Kbps	17984	\$ 500.00	\$ 405.11	Port + Access	\$ 500.00
AVPN DS1 Port/Access - 1024 Kbps	17985	\$ 500.00	\$ 414.46	Port + Access	\$ 500.00
AVPN DS1 Port/Access - 1.544 Mbps	17986	\$ 500.00	\$ 419.40	Port + Access	\$ 500.00
AVPN NxDS1 Port/Access 3.088 Mbps	17990	\$ 500.00	\$ 869.20	Port + Access	\$ 500.00
AVPN NxDS1 Port/Access 4.632 Mbps	17992	\$ 500.00	\$ 1,292.40	Port + Access	\$ 500.00
AVPN DS3 Port/Access 5 Mbps	17995	\$ 500.00	\$ 1,333.20	Port + Access	\$ 500.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
AVPN NxDS1 Port/Access 6.176 Mbps	17994	\$ 500.00	\$ 1,625.20	Port + Access	\$ 500.00
AVPN NxDS1 Port/Access 7.720 Mbps	17996	\$ 500.00	\$ 1,878.20	Port + Access	\$ 500.00
AVPN NxDS1 Port/Access 9.264 Mbps	17998	\$ 500.00	\$ 2,174.60	Port + Access	\$ 500.00
AVPN DS3 Port/Access 10 Mbps	17999	\$ 500.00	\$ 2,249.16	Port + Access	\$ 500.00
AVPN NxDS1 Port/Access 12.352 Mbps	18003	\$ 500.00	\$ 2,435.00	Port + Access	\$ 500.00
AVPN DS3 Port/Access 15 Mbps	18005	\$ 500.00	\$ 2,520.10	Port + Access	\$ 500.00
AVPN DS3 Port/Access 20 Mbps	18007	\$ 500.00	\$ 2,675.30	Port + Access	\$ 500.00
AVPN DS3 Port/Access 25 Mbps	18008	\$ 500.00	\$ 2,965.50	Port + Access	\$ 500.00
AVPN DS3 Port/Access 30 Mbps	18009	\$ 500.00	\$ 3,160.05	Port + Access	\$ 500.00
AVPN DS3 Port/Access 45 Mbps	18013	\$ 500.00	\$ 3,403.50	Port + Access	\$ 500.00
AVPN Port Only					
AVPN DS1 Port – 128 Kbps	17974P	\$ 500.00	\$ 241.98	Port	\$ 500.00
AVPN DS1 Port - 256 Kbps	17976P	\$ 500.00	\$ 266.88	Port	\$ 500.00
AVPN DS1 Port - 384 Kbps	17978P	\$ 500.00	\$ 298.54	Port	\$ 500.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
AVPN DS1 Port - 512 Kbps	17980P	\$ 500.00	\$ 327.20	Port	\$ 500.00
AVPN DS1 Port - 640 Kbps	17982P	\$ 500.00	\$ 334.40	Port	\$ 500.00
AVPN DS1 Port - 768 Kbps	17984P	\$ 500.00	\$ 320.11	Port	\$ 500.00
AVPN DS1 Port - 1024 Kbps	17985P	\$ 500.00	\$ 329.46	Port	\$ 500.00
AVPN DS1 Port - 1,544 Mbps	17986P	\$ 500.00	\$ 334.40	Port	\$ 500.00
AVPN NxDS1 Port - 3,088 Mbps	17990P	\$ 500.00	\$ 699.20	Port	\$ 500.00
AVPN NxDS1 Port - 4,632 Mbps	17992P	\$ 500.00	\$ 1,037.40	Port	\$ 500.00
AVPN NxDS1 Port - 6,176 Mbps	17994P	\$ 500.00	\$ 1,285.20	Port	\$ 500.00
AVPN NxDS1 Port - 7,720 Mbps	17996P	\$ 500.00	\$ 1,453.20	Port	\$ 500.00
AVPN NxDS1 Port 9,264 Mbps	17998P	\$ 500.00	\$ 1,664.60	Port	\$ 500.00
AVPN DS3 Port - 10 Mbps	17999P	\$ 500.00	\$ 1,259.16	Port	\$ 500.00
AVPN NxDS1 Port - 12,352 Mbps	18003P	\$ 500.00	\$ 1,755.00	Port	\$ 500.00
AVPN DS3 Port - 15 Mbps	18005P	\$ 500.00	\$ 1,530.10	Port	\$ 500.00
AVPN DS3 Port - 20 Mbps	18007P	\$ 500.00	\$ 1,685.30	Port	\$ 500.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
AVPN – DS3 Port - 25 Mbps	18008P	\$ 500.00	\$ 1,975.50	Port	\$ 500.00
AVPN DS3 Port - 30 Mbps	18009P	\$ 500.00	\$ 2,170.05	Port	\$ 500.00
AVPN DS3 Port - 45 Mbps	18013P	\$ 500.00	\$ 2,413.50	Port	\$ 500.00
AVPN OC3 Port - 50 Mbps	18010	\$ 500.00	\$ 2,783.20	Port	\$ 500.00
AVPN OC3 Port - 75 Mbps	18011	\$ 500.00	\$ 3,901.80	Port	\$ 500.00
AVPN OC3 Port - 100 Mbps	18014	\$ 500.00	\$ 4,787.30	Port	\$ 500.00
AVPN OC3 Port - 155 Mbps	18015	\$ 500.00	\$ 6,390.30	Port	\$ 500.00
AVPN OC12 Port - 200 Mbps	18016	\$ 500.00	\$ 8,717.10	Port	\$ 500.00
AVPN OC12 Port - 300 Mbps	18017	\$ 500.00	\$ 10,684.10	Port	\$ 500.00
AVPN OC12 Port - 400 Mbps	18018	\$ 500.00	\$ 12,650.40	Port	\$ 500.00
AVPN OC12 Port - 622 Mbps	18021	\$ 500.00	\$ 16,972.20	Port	\$ 500.00
AVPN Gigabit Ethernet Port 1 Mbps	19616	\$ 500.00	\$ 271.32	Port	\$ 500.00
AVPN Gigabit Ethernet Port 2 Mbps	19617	\$ 500.00	\$ 343.00	Port	\$ 500.00
AVPN Gigabit Ethernet Port 3 Mbps	19618	\$ 500.00	\$ 413.42	Port	\$ 500.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
AVPN Gigabit Ethernet Port 4 Mbps	19619	\$ 500.00	\$ 482.44	Port	\$ 500.00
AVPN Gigabit Ethernet Port 5 Mbps	17995	\$ 500.00	\$ 600.06	Port	\$ 500.00
AVPN Gigabit Ethernet Port 6 Mbps	19620	\$ 500.00	\$ 637.00	Port	\$ 500.00
AVPN Gigabit Ethernet Port 7 Mbps	19621	\$ 500.00	\$ 686.00	Port	\$ 500.00
AVPN Gigabit Ethernet Port 8 Mbps	19622	\$ 500.00	\$ 742.00	Port	\$ 500.00
AVPN Gigabit Ethernet Port 9 Mbps	19623	\$ 500.00	\$ 798.00	Port	\$ 500.00
AVPN Gigabit Ethernet Port 10Mbps	17999	\$ 500.00	\$ 839.44	Port	\$ 500.00
AVPN Gigabit Ethernet Port 20Mbps	18007	\$ 500.00	\$ 1,241.80	Port	\$ 500.00
AVPN Gigabit Ethernet Port 30Mbps	18009	\$ 500.00	\$ 1,787.10	Port	\$ 500.00
AVPN Gigabit Ethernet Port 40 Mbps	19624	\$ 500.00	\$ 2,156.00	Port	\$ 500.00
AVPN Gigabit Ethernet Port 50Mbps	18010	\$ 500.00	\$ 2,783.20	Port	\$ 500.00
AVPN Gigabit Ethernet Port 60 Mbps	19625	\$ 500.00	\$ 3,230.64	Port	\$ 500.00
AVPN Gigabit Ethernet Port 70 Mbps	19626	\$ 500.00	\$ 3,678.08	Port	\$ 500.00
AVPN Gigabit Ethernet Port 80 Mbps	19627	\$ 500.00	\$ 4,078.90	Port	\$ 500.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
AVPN Gigabit Ethernet Port 90 Mbps	19628	\$ 500.00	\$ 4,433.10	Port	\$ 500.00
AVPN Gigabit Ethernet Port 100Mbps	18014	\$ 500.00	\$ 4,787.30	Port	\$ 500.00
AVPN Gigabit Ethernet Port 150 Mbps	19629	\$ 500.00	\$ 6,244.56	Port	\$ 500.00
AVPN Gigabit Ethernet Port 200Mbps	18016	\$ 500.00	\$ 8,717.10	Port	\$ 500.00
AVPN Gigabit Ethernet Port 300Mbps	18017	\$ 500.00	\$ 10,684.10	Port	\$ 500.00
AVPN Gigabit Ethernet Port 400Mbps	18018	\$ 500.00	\$ 12,650.40	Port	\$ 500.00
AVPN Gigabit Ethernet Port 500Mbps	18019	\$ 500.00	\$ 14,616.70	Port	\$ 500.00
AVPN Gigabit Ethernet Port 600Mbps	18020	\$ 500.00	\$ 16,580.90	Port	\$ 500.00
AVPN Gigabit Ethernet Port 700Mbps	18022	\$ 500.00	\$ 21,436.80	Port	\$ 500.00
AVPN Gigabit Ethernet Port 800Mbps	18023	\$ 500.00	\$ 23,403.10	Port	\$ 500.00
AVPN Gigabit Ethernet Port 900Mbps	18024	\$ 500.00	\$ 25,467.40	Port	\$ 500.00
AVPN Gigabit Ethernet Port 1000Mbps	18025	\$ 500.00	\$ 27,514.90	Port	\$ 500.00
AVPN VLAN					
AVPN VLAN (Ethernet) 5Mbps	AVVVL5	ICB	ICB	Port	ICB

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
AVPN VLAN (Ethernet) 10Mbps	AVVVL10	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 20Mbps	AVVVL20	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 30Mbps	AVVVL30	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 50Mbps	AVVVL50	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 100Mbps	AVVVL100	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 200Mbps	AVVVL200	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 300Mbps	AVVVL300	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 400Mbps	AVVVL400	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 500Mbps	AVVVL500	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 600Mbps	AVVVL600	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 700Mbps	AVVVL700	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 800Mbps	AVVVL800	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 900Mbps	AVVVL900	ICB	ICB	Port	ICB
AVPN VLAN (Ethernet) 1000Mbps	AVVVL1000	ICB	ICB	Port	ICB

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
AVPN Service Diversity					
MPLS Port SDO - 56 Kbps	18032	\$ 500.00	\$ 2.24	Port	\$ 100.00
MPLS Port SDO - 64Kbps	18033	\$ 500.00	\$ 3.08	Port	\$ 100.00
MPLS Port SDO - 128 Kbps	18034	\$ 500.00	\$ 4.62	Port	\$ 100.00
MPLS Port SDO - 192 Kbps	18035	\$ 500.00	\$ 5.88	Port	\$ 100.00
MPLS Port SDO - 256 Kbps	18036	\$ 500.00	\$ 7.84	Port	\$ 100.00
MPLS Port SDO - 320 Kbps	18037	\$ 500.00	\$ 8.68	Port	\$ 100.00
MPLS Port SDO - 384 Kbps	18038	\$ 500.00	\$ 9.52	Port	\$ 100.00
MPLS Port SDO - 448 Kbps	18039	\$ 500.00	\$ 10.50	Port	\$ 100.00
MPLS Port SDO - 512 Kbps	18040	\$ 500.00	\$ 11.48	Port	\$ 100.00
MPLS Port SDO - 576 Kbps	18041	\$ 500.00	\$ 11.90	Port	\$ 100.00
MPLS Port SDO - 640 Kbps	18042	\$ 500.00	\$ 12.32	Port	\$ 100.00
MPLS Port SDO - 704 Kbps	18043	\$ 500.00	\$ 12.74	Port	\$ 100.00
MPLS Port SDO - 768 Kbps	18044	\$ 500.00	\$ 13.16	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
MPLS Port SDO - 1024 Kbps	18045	\$ 500.00	\$ 13.30	Port	\$ 100.00
MPLS Port SDO - 1.544 Mbps	18046	\$ 500.00	\$ 13.44	Port	\$ 100.00
MPLS Port SDO - 3.088 Mbps	18050	\$ 500.00	\$ 21.28	Port	\$ 100.00
MPLS Port SDO - 4.632 Mbps	18052	\$ 500.00	\$ 28.00	Port	\$ 100.00
MPLS Port SDO - 5 Mbps	18055	\$ 500.00	\$ 30.10	Port	\$ 100.00
MPLS Port SDO - 6.176 Mbps	18054	\$ 500.00	\$ 32.20	Port	\$ 100.00
MPLS Port SDO - 7.720 Mbps	18056	\$ 500.00	\$ 36.40	Port	\$ 100.00
MPLS Port SDO - 9.264 Mbps	18058	\$ 500.00	\$ 40.18	Port	\$ 100.00
MPLS Port SDO - 10 Mbps	18059	\$ 500.00	\$ 42.00	Port	\$ 100.00
MPLS Port SDO - 10.808 Mbps	18061	\$ 500.00	\$ 43.82	Port	\$ 100.00
MPLS Port SDO - 12.352 Mbps	18063	\$ 500.00	\$ 47.32	Port	\$ 100.00
MPLS Port SDO - 15 Mbps	18065	\$ 500.00	\$ 48.72	Port	\$ 100.00
MPLS Port SDO - 20 Mbps	18067	\$ 500.00	\$ 62.16	Port	\$ 100.00
MPLS Port SDO - 25 Mbps	18068	\$ 500.00	\$ 78.86	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
MPLS Port SDO - 30 Mbps	18069	\$ 500.00	\$ 89.32	Port	\$ 100.00
MPLS Port SDO - 45 Mbps	18073	\$ 500.00	\$ 112.70	Port	\$ 100.00
MPLS Port SDO - 155 Mbps	18075	\$ 500.00	\$ 319.48	Port	\$ 100.00
AVPN POP Diversity					
MPLS Port POP Diversity - 56 Kbps	18093	\$ 1,000.00	\$ 4.62	Port	\$ 100.00
MPLS Port POP Diversity - 64 Kbps	18094	\$ 1,000.00	\$ 6.02	Port	\$ 100.00
MPLS Port POP Diversity - 128 Kbps	18095	\$ 1,000.00	\$ 9.10	Port	\$ 100.00
MPLS Port POP Diversity - 192 Kbps	18096	\$ 1,000.00	\$ 11.76	Port	\$ 100.00
MPLS Port POP Diversity - 256 Kbps	18097	\$ 1,000.00	\$ 15.54	Port	\$ 100.00
MPLS Port POP Diversity - 320 Kbps	18098	\$ 1,000.00	\$ 17.22	Port	\$ 100.00
MPLS Port POP Diversity - 384 Kbps	18099	\$ 1,000.00	\$ 19.04	Port	\$ 100.00
MPLS Port POP Diversity - 448 Kbps	18100	\$ 1,000.00	\$ 21.00	Port	\$ 100.00
MPLS Port POP Diversity - 512 Kbps	18101	\$ 1,000.00	\$ 22.96	Port	\$ 100.00
MPLS Port POP Diversity - 576 Kbps	18102	\$ 1,000.00	\$ 23.80	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
MPLS Port POP Diversity - 640 Kbps	18103	\$ 1,000.00	\$ 24.64	Port	\$ 100.00
MPLS Port POP Diversity - 704 Kbps	18104	\$ 1,000.00	\$ 25.48	Port	\$ 100.00
MPLS Port POP Diversity - 768 Kbps	18105	\$ 1,000.00	\$ 26.32	Port	\$ 100.00
MPLS Port POP Diversity - 1024 Kbps	18106	\$ 1,000.00	\$ 26.60	Port	\$ 100.00
MPLS Port POP Diversity - 1.544 Mbps	18107	\$ 1,000.00	\$ 26.88	Port	\$ 100.00
MPLS Port POP Diversity - 3.088 Mbps	18111	\$ 1,000.00	\$ 42.56	Port	\$ 100.00
MPLS Port POP Diversity - 4.632 Mbps	18113	\$ 1,000.00	\$ 55.86	Port	\$ 100.00
MPLS Port POP Diversity - 5 Mbps	18116	\$ 1,000.00	\$ 60.20	Port	\$ 100.00
MPLS Port POP Diversity - 6.176 Mbps	18115	\$ 1,000.00	\$ 64.26	Port	\$ 100.00
MPLS Port POP Diversity - 7.720 Mbps	18117	\$ 1,000.00	\$ 72.66	Port	\$ 100.00
MPLS Port POP Diversity - 9.264 Mbps	18119	\$ 1,000.00	\$ 80.36	Port	\$ 100.00
MPLS Port POP Diversity - 10 Mbps	18120	\$ 1,000.00	\$ 84.00	Port	\$ 100.00
MPLS Port POP Diversity - 10.808 Mbps	18122	\$ 1,000.00	\$ 87.50	Port	\$ 100.00
MPLS Port POP Diversity - 12.352 Mbps	18124	\$ 1,000.00	\$ 94.50	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
MPLS Port POP Diversity - 15 Mbps	18126	\$ 1,000.00	\$ 97.44	Port	\$ 100.00
MPLS Port POP Diversity - 20 Mbps	18128	\$ 1,000.00	\$ 124.18	Port	\$ 100.00
MPLS Port POP Diversity - 25 Mbps	18129	\$ 1,000.00	\$ 153.72	Port	\$ 100.00
MPLS Port POP Diversity - 30 Mbps	18130	\$ 1,000.00	\$ 178.78	Port	\$ 100.00
MPLS Port POP Diversity - 45 Mbps	18134	\$ 1,000.00	\$ 225.26	Port	\$ 100.00
MPLS Port POP Diversity - 155 Mbps	18136	\$ 1,000.00	\$ 639.10	Port	\$ 100.00
AVPN Layer 2 PVCs					
MPLS PVC 4K	18152	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 8K	18153	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 16K	18154	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 32K	18155	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 48K	18156	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 56K	18157	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 64K	18158	\$ 25.00	\$ -	PVC	\$ 25.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
MPLS PVC 128K	18159	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 192K	18160	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 256K	18161	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 320K	18162	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 384K	18163	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 448K	18164	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 512K	18165	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 576K	18166	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 640K	18167	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 704K	18168	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 768K	18169	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 832K	18170	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 896K	18171	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 960K	18172	\$ 25.00	\$ -	PVC	\$ 25.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
MPLS PVC 1024K	18173	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 1536K	18174	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 2M	18175	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 3M	18176	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 4M	18177	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 5M	18178	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 6M	18179	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 7M	18180	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 8M	18181	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 9M	18182	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 10M	18183	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 15M	18184	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 20M	18185	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 25M	18186	\$ 25.00	\$ -	PVC	\$ 25.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
MPLS PVC 30M	18187	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 35M	18188	\$ 25.00	\$ -	PVC	\$ 25.00
MPLS PVC 40M	18189	\$ 25.00	\$ -	PVC	\$ 25.00
AVPN Class of Service					
CoS Package Multimedia High Svc - 56 Kbps	18193	\$ 100.00	\$ 9.10	Port	\$ 100.00
CoS Package Multimedia High Svc - 64 Kbps	18194	\$ 100.00	\$ 12.04	Port	\$ 100.00
CoS Package Multimedia High Svc - 128 Kbps	18195	\$ 100.00	\$ 18.34	Port	\$ 100.00
CoS Package Multimedia High Svc - 192 Kbps	18196	\$ 100.00	\$ 23.38	Port	\$ 100.00
CoS Package Multimedia High Svc - 256 Kbps	18197	\$ 100.00	\$ 31.08	Port	\$ 100.00
CoS Package Multimedia High Svc - 320 Kbps	18198	\$ 100.00	\$ 34.58	Port	\$ 100.00
CoS Package Multimedia High Svc - 384 Kbps	18199	\$ 100.00	\$ 37.94	Port	\$ 100.00
CoS Package Multimedia High Svc - 448 Kbps	18200	\$ 100.00	\$ 41.86	Port	\$ 100.00
CoS Package Multimedia High Svc - 512 Kbps	18201	\$ 100.00	\$ 45.78	Port	\$ 100.00
CoS Package Multimedia High Svc - 576 Kbps	18202	\$ 100.00	\$ 47.60	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
CoS Package Multimedia High Svc - 640 Kbps	18203	\$ 100.00	\$ 49.28	Port	\$ 100.00
CoS Package Multimedia High Svc - 704 Kbps	18204	\$ 100.00	\$ 50.96	Port	\$ 100.00
CoS Package Multimedia High Svc - 768 Kbps	18205	\$ 100.00	\$ 52.78	Port	\$ 100.00
CoS Package Multimedia High Svc - 1024 Kbps	18206	\$ 100.00	\$ 53.20	Port	\$ 100.00
CoS Package Multimedia High Svc - 1.544Mbps	18207	\$ 100.00	\$ 53.76	Port	\$ 100.00
CoS Package Multimedia High Svc - 3.088 Mbps	18211	\$ 100.00	\$ 85.12	Port	\$ 100.00
CoS Package Multimedia High Svc - 4.632Mbps	18213	\$ 100.00	\$ 111.72	Port	\$ 100.00
CoS Package Multimedia High Svc - 5 Mbps	18216	\$ 100.00	\$ 120.26	Port	\$ 100.00
CoS Package Multimedia High Svc - 6.176 Mbps	18215	\$ 100.00	\$ 128.52	Port	\$ 100.00
CoS Package Multimedia High Svc - 7.720Mbps	18217	\$ 100.00	\$ 145.32	Port	\$ 100.00
CoS Package Multimedia High Svc - 9.246 Mbps	18219	\$ 100.00	\$ 160.72	Port	\$ 100.00
CoS Package Multimedia High Svc - 10 Mbps	18220	\$ 100.00	\$ 167.86	Port	\$ 100.00
CoS Package Multimedia High Svc-10.808 Mbps	18222	\$ 100.00	\$ 175.00	Port	\$ 100.00
CoS Package Multimedia High Svc-12.352 Mbps	18224	\$ 100.00	\$ 189.00	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
CoS Package Multimedia High Svc - 15 Mbps	18226	\$ 100.00	\$ 194.74	Port	\$ 100.00
CoS Package Multimedia High Svc - 20 Mbps	18228	\$ 100.00	\$ 248.36	Port	\$ 100.00
CoS Package Multimedia High Svc - 25 Mbps	18229	\$ 100.00	\$ 307.30	Port	\$ 100.00
CoS Package Multimedia High Svc - 30 Mbps	18230	\$ 100.00	\$ 357.42	Port	\$ 100.00
CoS Package Multimedia High Svc - 45 Mbps	18234	\$ 100.00	\$ 450.52	Port	\$ 100.00
CoS Package Multimedia High Svc - 50 Mbps	18231	\$ 100.00	\$ 556.64	Port	\$ 100.00
CoS Package Multimedia High Svc - 75 Mbps	18232	\$ 100.00	\$ 780.36	Port	\$ 100.00
CoS Package Multimedia High Svc-100 Mbps	18235	\$ 100.00	\$ 957.46	Port	\$ 100.00
CoS Package Multimedia High Svc - 155 Mbps	18236	\$ 100.00	\$ 1,278.06	Port	\$ 100.00
CoS Package Multimedia High Svc - 200 Mbps	18237	\$ 100.00	\$ 1,743.42	Port	\$ 100.00
CoS Package Multimedia High Svc - 300 Mbps	18238	\$ 100.00	\$ 2,136.82	Port	\$ 100.00
CoS Package Multimedia High Svc - 400 Mbps	18239	\$ 100.00	\$ 2,530.08	Port	\$ 100.00
CoS Package Multimedia High Svc - 500 Mbps	18240	\$ 100.00	\$ 2,923.34	Port	\$ 100.00
CoS Package Multimedia High Svc - 600 Mbps	18241	\$ 100.00	\$ 3,316.18	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
COS Package Multimedia High Svc - 622 Mbps	18242	\$ 100.00	\$ 3,394.44	Port	\$ 100.00
COS Package Multimedia High Svc - 700 Mbps	18243	\$ 100.00	\$ 4,287.36	Port	\$ 100.00
COS Package Multimedia High Svc - 800 Mbps	18244	\$ 100.00	\$ 4,680.62	Port	\$ 100.00
COS Package Multimedia High Svc - 900 Mbps	18245	\$ 100.00	\$ 5,093.48	Port	\$ 100.00
COS Package Multimedia High Svc - 1000 Mbps	18246	\$ 100.00	\$ 5,502.98	Port	\$ 100.00
COS Package Multimedia Standard Svc- 56 Kbps	18251	\$ 100.00	\$ 9.10	Port	\$ 100.00
COS Package Multimedia Standard Svc - 64 Kbps	18252	\$ 100.00	\$ 12.04	Port	\$ 100.00
COS Package Multimedia Standard Svc - 128 Kbps	18253	\$ 100.00	\$ 18.34	Port	\$ 100.00
COS Package Multimedia Standard Svc - 192 Kbps	18254	\$ 100.00	\$ 23.38	Port	\$ 100.00
COS Package Multimedia Standard Svc-256 Kbps	18255	\$ 100.00	\$ 31.08	Port	\$ 100.00
COS Package Multimedia Standard Svc-320 Kbps	18256	\$ 100.00	\$ 34.58	Port	\$ 100.00
COS Package Multimedia Standard Svc - 384 Kbps	18257	\$ 100.00	\$ 37.94	Port	\$ 100.00
COS Package Multimedia Standard Svc - 448 Kbps	18258	\$ 100.00	\$ 41.86	Port	\$ 100.00
COS Package Multimedia Standard Svc - 512 Kbps	18259	\$ 100.00	\$ 45.78	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
CoS Package Multimedia Standard Svc - 576 Kbps	18260	\$ 100.00	\$ 47.60	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 640 Kbps	18261	\$ 100.00	\$ 49.28	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 704 Kbps	18262	\$ 100.00	\$ 50.96	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 768 Kbps	18263	\$ 100.00	\$ 52.78	Port	\$ 100.00
CoS Package Multimedia Standard Svc-1024 Kbps	18264	\$ 100.00	\$ 53.20	Port	\$ 100.00
CoS Package Multimedia Standard Svc-1.544Mbps	18265	\$ 100.00	\$ 53.76	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 3.088 Mbps	18269	\$ 100.00	\$ 85.12	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 4.632Mbps	18271	\$ 100.00	\$ 111.72	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 5 Mbps	18274	\$ 100.00	\$ 120.26	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 6.176 Mbps	18273	\$ 100.00	\$ 128.52	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 7.720Mbps	18275	\$ 100.00	\$ 145.32	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 9.246 Mbps	18277	\$ 100.00	\$ 160.72	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 10 Mbps	18278	\$ 100.00	\$ 167.86	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 10.808M	18280	\$ 100.00	\$ 175.00	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
CoS Package Multimedia Standard Svc - 12.352M	18282	\$ 100.00	\$ 189.00	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 15 Mbps	18284	\$ 100.00	\$ 194.74	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 20 Mbps	18286	\$ 100.00	\$ 248.36	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 25 Mbps	18287	\$ 100.00	\$ 307.30	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 30 Mbps	18288	\$ 100.00	\$ 357.42	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 45 Mbps	18292	\$ 100.00	\$ 450.52	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 50 Mbps	18289	\$ 100.00	\$ 556.64	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 75 Mbps	18290	\$ 100.00	\$ 780.36	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 100 Mbps	18293	\$ 100.00	\$ 957.46	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 155 Mbps	18294	\$ 100.00	\$ 1,278.06	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 200 Mbps	18295	\$ 100.00	\$ 1,743.42	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 300 Mbps	18296	\$ 100.00	\$ 2,136.82	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 400 Mbps	18297	\$ 100.00	\$ 2,530.08	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 500 Mbps	18298	\$ 100.00	\$ 2,923.34	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
CoS Package Multimedia Standard Svc - 600 Mbps	18299	\$ 100.00	\$ 3,316.18	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 622 Mbps	18300	\$ 100.00	\$ 3,394.44	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 700 Mbps	18301	\$ 100.00	\$ 4,287.36	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 800 Mbps	18302	\$ 100.00	\$ 4,680.62	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 900 Mbps	18303	\$ 100.00	\$ 5,093.48	Port	\$ 100.00
CoS Package Multimedia Standard Svc - 1000 Mbps	18304	\$ 100.00	\$ 5,502.98	Port	\$ 100.00
CoS Package Critical Data Svc - 56 Kbps	18309	\$ 100.00	\$ 4.62	Port	\$ 100.00
CoS Package Critical Data Svc - 64 Kbps	18310	\$ 100.00	\$ 6.02	Port	\$ 100.00
CoS Package Critical Data Svc - 128 Kbps	18311	\$ 100.00	\$ 9.10	Port	\$ 100.00
CoS Package Critical Data Svc - 192 Kbps	18312	\$ 100.00	\$ 11.76	Port	\$ 100.00
CoS Package Critical Data Svc - 256 Kbps	18313	\$ 100.00	\$ 15.54	Port	\$ 100.00
CoS Package Critical Data Svc - 320 Kbps	18314	\$ 100.00	\$ 17.22	Port	\$ 100.00
CoS Package Critical Data Svc - 384 Kbps	18315	\$ 100.00	\$ 19.04	Port	\$ 100.00
CoS Package Critical Data Svc - 448 Kbps	18316	\$ 100.00	\$ 21.00	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
CoS Package Critical Data Svc - 512 Kbps	18317	\$ 100.00	\$ 22.96	Port	\$ 100.00
CoS Package Critical Data Svc - 576 Kbps	18318	\$ 100.00	\$ 23.80	Port	\$ 100.00
CoS Package Critical Data Svc - 640 Kbps	18319	\$ 100.00	\$ 24.64	Port	\$ 100.00
CoS Package Critical Data Svc - 704 Kbps	18320	\$ 100.00	\$ 25.48	Port	\$ 100.00
CoS Package Critical Data Svc - 768 Kbps	18321	\$ 100.00	\$ 26.32	Port	\$ 100.00
CoS Package Critical Data Svc - 1024 Kbps	18322	\$ 100.00	\$ 26.60	Port	\$ 100.00
CoS Package Critical Data Svc - 1.544Mbps	18323	\$ 100.00	\$ 26.88	Port	\$ 100.00
CoS Package Critical Data Svc - 3.088 Mbps	18327	\$ 100.00	\$ 42.56	Port	\$ 100.00
CoS Package Critical Data Svc - 4.632Mbps	18329	\$ 100.00	\$ 55.86	Port	\$ 100.00
CoS Package Critical Data Svc - 5 Mbps	18332	\$ 100.00	\$ 60.20	Port	\$ 100.00
CoS Package Critical Data Svc - 6.176 Mbps	18331	\$ 100.00	\$ 64.26	Port	\$ 100.00
CoS Package Critical Data Svc - 7.720Mbps	18333	\$ 100.00	\$ 72.66	Port	\$ 100.00
CoS Package Critical Data Svc - 9.246 Mbps	18335	\$ 100.00	\$ 80.36	Port	\$ 100.00
CoS Package Critical Data Svc - 10 Mbps	18336	\$ 100.00	\$ 84.00	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
CoS Package Critical Data Svc - 10.808 Mbps	18338	\$ 100.00	\$ 87.50	Port	\$ 100.00
CoS Package Critical Data Svc - 12.352 Mbps	18340	\$ 100.00	\$ 94.50	Port	\$ 100.00
CoS Package Critical Data Svc - 15 Mbps	18342	\$ 100.00	\$ 97.44	Port	\$ 100.00
CoS Package Critical Data Svc - 20 Mbps	18344	\$ 100.00	\$ 124.18	Port	\$ 100.00
CoS Package Critical Data Svc - 25 Mbps	18345	\$ 100.00	\$ 153.72	Port	\$ 100.00
CoS Package Critical Data Svc - 30 Mbps	18346	\$ 100.00	\$ 178.78	Port	\$ 100.00
CoS Package Critical Data Svc - 45 Mbps	18350	\$ 100.00	\$ 225.26	Port	\$ 100.00
CoS Package Critical Data Svc - 50 Mbps	18347	\$ 100.00	\$ 278.32	Port	\$ 100.00
CoS Package Critical Data Svc - 75 Mbps	18348	\$ 100.00	\$ 390.18	Port	\$ 100.00
CoS Package Critical Data Svc - 100 Mbps	18351	\$ 100.00	\$ 478.80	Port	\$ 100.00
CoS Package Critical Data Svc - 155 Mbps	18352	\$ 100.00	\$ 639.10	Port	\$ 100.00
CoS Package Critical Data Svc - 200 Mbps	18353	\$ 100.00	\$ 871.78	Port	\$ 100.00
CoS Package Critical Data Svc - 300 Mbps	18354	\$ 100.00	\$ 1,068.48	Port	\$ 100.00
CoS Package Critical Data Svc - 400 Mbps	18355	\$ 100.00	\$ 1,265.04	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
CoS Package Critical Data Svc - 500 Mbps	18356	\$ 100.00	\$ 1,461.74	Port	\$ 100.00
CoS Package Critical Data Svc - 600 Mbps	18357	\$ 100.00	\$ 1,658.16	Port	\$ 100.00
CoS Package Critical Data Svc - 622 Mbps	18358	\$ 100.00	\$ 1,697.22	Port	\$ 100.00
CoS Package Critical Data Svc - 700 Mbps	18359	\$ 100.00	\$ 2,143.68	Port	\$ 100.00
CoS Package Critical Data Svc - 800 Mbps	18360	\$ 100.00	\$ 2,340.38	Port	\$ 100.00
CoS Package Critical Data Svc - 900 Mbps	18361	\$ 100.00	\$ 2,546.74	Port	\$ 100.00
CoS Package Critical Data Svc - 1000 Mbps	18362	\$ 100.00	\$ 2,751.56	Port	\$ 100.00
CoS Package Business Data Svc - 56 Kbps	18367	\$ 100.00	\$ 4.62	Port	\$ 100.00
CoS Package Business Data Svc - 64 Kbps	18368	\$ 100.00	\$ 6.02	Port	\$ 100.00
CoS Package Business Data Svc - 128 Kbps	18369	\$ 100.00	\$ 9.10	Port	\$ 100.00
CoS Package Business Data Svc - 192 Kbps	18370	\$ 100.00	\$ 11.76	Port	\$ 100.00
CoS Package Business Data Svc - 256 Kbps	18371	\$ 100.00	\$ 15.54	Port	\$ 100.00
CoS Package Business Data Svc - 320 Kbps	18372	\$ 100.00	\$ 17.22	Port	\$ 100.00
CoS Package Business Data Svc - 384 Kbps	18373	\$ 100.00	\$ 19.04	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
CoS Package Business Data Svc - 448 Kbps	18374	\$ 100.00	\$ 21.00	Port	\$ 100.00
CoS Package Business Data Svc - 512 Kbps	18375	\$ 100.00	\$ 22.96	Port	\$ 100.00
CoS Package Business Data Svc - 576 Kbps	18376	\$ 100.00	\$ 23.80	Port	\$ 100.00
CoS Package Business Data Svc - 640 Kbps	18377	\$ 100.00	\$ 24.64	Port	\$ 100.00
CoS Package Business Data Svc - 704 Kbps	18378	\$ 100.00	\$ 25.48	Port	\$ 100.00
CoS Package Business Data Svc - 768 Kbps	18379	\$ 100.00	\$ 26.32	Port	\$ 100.00
CoS Package Business Data Svc - 1024 Kbps	18380	\$ 100.00	\$ 26.60	Port	\$ 100.00
CoS Package Business Data Svc - 1.544Mbps	18381	\$ 100.00	\$ 26.88	Port	\$ 100.00
CoS Package Business Data Svc - 3.088 Mbps	18385	\$ 100.00	\$ 42.56	Port	\$ 100.00
CoS Package Business Data Svc - 4.632Mbps	18387	\$ 100.00	\$ 55.86	Port	\$ 100.00
CoS Package Business Data Svc - 5 Mbps	18390	\$ 100.00	\$ 60.20	Port	\$ 100.00
CoS Package Business Data Svc - 6.176 Mbps	18389	\$ 100.00	\$ 64.26	Port	\$ 100.00
CoS Package Business Data Svc - 7.720Mbps	18391	\$ 100.00	\$ 72.66	Port	\$ 100.00
CoS Package Business Data Svc - 9.246 Mbps	18393	\$ 100.00	\$ 80.36	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
CoS Package Business Data Svc - 10 Mbps	18394	\$ 100.00	\$ 84.00	Port	\$ 100.00
CoS Package Business Data Svc - 10.808 Mbps	18396	\$ 100.00	\$ 87.50	Port	\$ 100.00
CoS Package Business Data Svc - 12.352 Mbps	18398	\$ 100.00	\$ 94.50	Port	\$ 100.00
CoS Package Business Data Svc - 15 Mbps	18400	\$ 100.00	\$ 97.44	Port	\$ 100.00
CoS Package Business Data Svc - 20 Mbps	18402	\$ 100.00	\$ 124.18	Port	\$ 100.00
CoS Package Business Data Svc - 25 Mbps	18403	\$ 100.00	\$ 153.72	Port	\$ 100.00
CoS Package Business Data Svc - 30 Mbps	18404	\$ 100.00	\$ 178.78	Port	\$ 100.00
CoS Package Business Data Svc - 45 Mbps	18408	\$ 100.00	\$ 225.26	Port	\$ 100.00
CoS Package Business Data Svc - 50 Mbps	18405	\$ 100.00	\$ 278.32	Port	\$ 100.00
CoS Package Business Data Svc - 75 Mbps	18406	\$ 100.00	\$ 390.18	Port	\$ 100.00
CoS Package Business Data Svc - 100 Mbps	18409	\$ 100.00	\$ 478.80	Port	\$ 100.00
CoS Package Business Data Svc - 155 Mbps	18410	\$ 100.00	\$ 639.10	Port	\$ 100.00
CoS Package Business Data Svc - 200 Mbps	18411	\$ 100.00	\$ 871.78	Port	\$ 100.00
CoS Package Business Data Svc - 300 Mbps	18412	\$ 100.00	\$ 1,068.48	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
CoS Package Business Data Svc - 400 Mbps	18413	\$ 100.00	\$ 1,265.04	Port	\$ 100.00
CoS Package business Data Svc - 500 Mbps	18414	\$ 100.00	\$ 1,461.74	Port	\$ 100.00
CoS Package business Data Svc - 600 Mbps	18415	\$ 100.00	\$ 1,658.16	Port	\$ 100.00
CoS Package business Data Svc - 622 Mbps	18416	\$ 100.00	\$ 1,697.22	Port	\$ 100.00
CoS Package business Data Svc - 700 Mbps	18417	\$ 100.00	\$ 2,143.68	Port	\$ 100.00
CoS Package business Data Svc - 800 Mbps	18418	\$ 100.00	\$ 2,340.38	Port	\$ 100.00
CoS Package business Data Svc - 900 Mbps	18419	\$ 100.00	\$ 2,546.74	Port	\$ 100.00
CoS Package business Data Svc - 1000 Mbps	18420	\$ 100.00	\$ 2,751.56	Port	\$ 100.00
AVPN Unilink					
MPLS Unilink Charge - 56 Kbps	18428	\$ 100.00	\$ 4.62	Port	\$ 100.00
MPLS Unilink Charge - 64 Kbps	18429	\$ 100.00	\$ 6.02	Port	\$ 100.00
MPLS Unilink Charge - 128 Kbps	18430	\$ 100.00	\$ 9.10	Port	\$ 100.00
MPLS Unilink Charge - 192 Kbps	18431	\$ 100.00	\$ 11.76	Port	\$ 100.00
MPLS Unilink Charge - 256 Kbps	18432	\$ 100.00	\$ 15.54	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
MPLS Unilink Charge - 320 Kbps	18433	\$ 100.00	\$ 17.22	Port	\$ 100.00
MPLS Unilink Charge - 384 Kbps	18434	\$ 100.00	\$ 19.04	Port	\$ 100.00
MPLS Unilink Charge - 448 Kbps	18435	\$ 100.00	\$ 21.00	Port	\$ 100.00
MPLS Unilink Charge - 512 Kbps	18436	\$ 100.00	\$ 22.96	Port	\$ 100.00
MPLS Unilink Charge - 576 Kbps	18437	\$ 100.00	\$ 23.80	Port	\$ 100.00
MPLS Unilink Charge - 640 Kbps	18438	\$ 100.00	\$ 24.64	Port	\$ 100.00
MPLS Unilink Charge - 704 Kbps	18439	\$ 100.00	\$ 25.48	Port	\$ 100.00
MPLS Unilink Charge - 768 Kbps	18440	\$ 100.00	\$ 26.32	Port	\$ 100.00
MPLS Unilink Charge -1024 Kbps	18441	\$ 100.00	\$ 26.60	Port	\$ 100.00
MPLS Unilink Charge - 1.544 Mbps	18442	\$ 100.00	\$ 26.88	Port	\$ 100.00
MPLS Unilink Charge - 3.088 Mbps	18446	\$ 100.00	\$ 42.56	Port	\$ 100.00
MPLS Unilink Charge - 4.632 Mbps	18448	\$ 100.00	\$ 55.86	Port	\$ 100.00
MPLS Unilink Charge - 5 Mbps	18451	\$ 100.00	\$ 60.20	Port	\$ 100.00
MPLS Unilink Charge - 6.176 Mbps	18450	\$ 100.00	\$ 64.26	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
MPLS Unilink Charge - 7.720 Mbps	18452	\$ 100.00	\$ 72.66	Port	\$ 100.00
MPLS Unilink Charge - 9.264 Mbps	18454	\$ 100.00	\$ 80.36	Port	\$ 100.00
MPLS Unilink Charge - 10 Mbps	18455	\$ 100.00	\$ 84.00	Port	\$ 100.00
MPLS Unilink Charge - 10.808 Mbps	18457	\$ 100.00	\$ 87.50	Port	\$ 100.00
MPLS Unilink Charge - 12.352 Mbps	18459	\$ 100.00	\$ 94.50	Port	\$ 100.00
MPLS Unilink Charge - 15 Mbps	18461	\$ 100.00	\$ 97.44	Port	\$ 100.00
MPLS Unilink Charge - 20 Mbps	18463	\$ 100.00	\$ 124.18	Port	\$ 100.00
MPLS Unilink Charge - 25 Mbps	18464	\$ 100.00	\$ 153.72	Port	\$ 100.00
MPLS Unilink Charge - 30 Mbps	18465	\$ 100.00	\$ 178.78	Port	\$ 100.00
MPLS Unilink Charge - 45 Mbps	18469	\$ 100.00	\$ 225.26	Port	\$ 100.00
MPLS Unilink Charge - 50 Mbps	18466	\$ 100.00	\$ 278.32	Port	\$ 100.00
MPLS Unilink Charge - 75 Mbps	18467	\$ 100.00	\$ 390.18	Port	\$ 100.00
MPLS Unilink Charge - 100 Mbps	18470	\$ 100.00	\$ 478.80	Port	\$ 100.00
MPLS Unilink Charge - 155 Mbps	18471	\$ 100.00	\$ 639.10	Port	\$ 100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
MPLS Unilink Charge - 200 Mbps	18472	\$ 100.00	\$ 871.78	Port	\$ 100.00
MPLS Unilink Charge - 300 Mbps	18473	\$ 100.00	\$ 1,068.48	Port	\$ 100.00
MPLS Unilink Charge - 400 Mbps	18474	\$ 100.00	\$ 1,265.04	Port	\$ 100.00
MPLS Unilink Charge - 622 Mbps	18477	\$ 100.00	\$ 1,697.22	Port	\$ 100.00

AVPN Managed Router Features and Options

*** Note: Non-Recurring Charge applies per physical dispatch.

Feature Name	Identifier	Non-Recurring Charge ***	Recurring Charge	Unit of measure	Change Charge
AVPN Managed Router (AT&T Owned)					
AVPN Managed Router (AT&T Owned) – Basic	18495	\$ 1,500.00	\$ 324.80	Router	\$ 1,500.00
AVPN Managed Router (AT&T Owned) – Small	18496	\$ 1,500.00	\$ 409.85	Router	\$ 1,500.00
AVPN Managed Router (AT&T Owned) – Medium	18497	\$ 1,500.00	\$ 460.52	Router	\$ 1,500.00
AVPN Managed Router (AT&T Owned) – Large	18498	\$ 1,500.00	\$ 928.33	Router	\$ 1,500.00
AVPN Managed Router (AT&T Owned) – XLarge	18499	\$ 1,500.00	\$ 1,087.80	Router	\$ 1,500.00
AVPN Managed Router (AT&T Owned) – XLarge +	18500	\$ 1,500.00	\$ 1,940.65	Router	\$ 1,500.00
Lost Equipment Charge for	N/A	Residual Value	N/A	N/A	N/A

Feature Name	Identifier	Non-Recurring Charge *** of Lost CPE	Recurring Charge	Unit of measure	Change Charge
AT&T Owned CPE					
Customer-Owned/AT&T-Managed Option					
AVPN Managed Router (Customer Owned) – Basic	18522	\$ 1,500.00	\$ 243.60	Router	\$ 1,500.00
AVPN Managed Router (Customer Owned) – Small	18523	\$ 1,500.00	\$ 308.00	Router	\$ 1,500.00
AVPN Managed Router (Customer Owned) – Medium	18524	\$ 1,500.00	\$ 366.85	Router	\$ 1,500.00
AVPN Managed Router (Customer Owned) – Large	18525	\$ 1,500.00	\$ 769.60	Router	\$ 1,500.00
AVPN Managed Router (Customer Owned) – XLarge	18526	\$ 1,500.00	\$ 925.00	Router	\$ 1,500.00
AVPN Managed Router (Customer Owned) – XLarge +	18527	\$ 1,500.00	\$ 1,628.00	Router	\$ 1,500.00
AVPN Managed Internal CSU (AT&T Owned)					
AVPN Managed Internal CSU (AT&T Owned) – 56Kbps	18487	\$ 1,500.00	\$ 44.80	CSU	\$ 1,500.00
AVPN Managed Internal CSU (AT&T Owned) – T1/E1	18488	\$ 1,500.00	\$ 52.80	CSU	\$ 1,500.00
AVPN Managed Internal CSU (AT&T Owned) – T3/E3 FR	18489	\$ 1,500.00	\$ 112.00	CSU	\$ 1,500.00
AVPN Managed Internal CSU (AT&T Owned) –	19925	\$ 1,500.00	\$ 32.00	CSU	\$ 1,500.00

Feature Name	Identifier	Non-Recurring Charge ***	Recurring Charge	Unit of measure	Change Charge
NXT1/NXE1 ATM					
AVPN Managed Internal CSU (AT&T Owned) - NXT1/NXE1 PPP	19926	\$ 1,500.00	\$ 44.80	CSU	\$ 1,500.00
AVPN Managed Internal CSU (AT&T Owned) - T3/E3 ATM	19927	\$ 1,500.00	\$ 25.60	CSU	\$ 1,500.00
AVPN Managed Internal CSU (AT&T Owned) - T3/E3 PPP	19928	\$ 1,500.00	\$ 112.00	CSU	\$ 1,500.00
AVPN Managed Internal CSU (Customer Owned)					
AVPN Managed Internal CSU (Customer Owned) - 56Kbps	21924	\$ 1,500.00	\$ 36.48	CSU	\$ 1,500.00
AVPN Managed Internal CSU (Customer Owned) - T1	21924	\$ 1,500.00	\$ 36.48	CSU	\$ 1,500.00
AVPN Managed Internal CSU (Customer Owned) - T3 FR	21919	\$ 1,500.00	\$ 51.84	CSU	\$ 1,500.00
AVPN Managed Internal CSU (Customer Owned) - NXT1/NXE1 ATM	21918	\$ 1,500.00	\$ 36.48	CSU	\$ 1,500.00
AT&T Owned and Managed External CSU					
AVPN Managed External CSU - 56 Kbps	19932	\$ 1,500.00	\$ 211.20	CSU	\$ 1,500.00
AVPN Managed External CSU - T1	19933	\$ 1,500.00	\$ 211.20	CSU	\$ 1,500.00
AVPN Managed External CSU - NXT1/NXE1 PPP	19935	\$ 1,500.00	\$ 736.00	CSU	\$ 1,500.00

Feature Name	Identifier	Non-Recurring Charge ***	Recurring Charge	Unit of measure	Change Charge
AVPN Managed External CSU T3 FR	19937	\$ 1,500.00	\$ 1,376.00	CSU	\$ 1,500.00
AVPN Managed External CSU T3/E3 ATM	19936	\$ 1,500.00	\$ 1,376.00	CSU	\$ 1,500.00
AVPN Managed External CSU T3/E3 FR	19938	\$ 1,500.00	\$ 1,376.00	CSU	\$ 1,500.00
Reports					
AVPN Managed Enhanced Reports	19947	\$ 1,500.00	\$ 48.00	Per External CSU	\$ 1,500.00
AVPN Managed (AT&T Owned) Additional Router Features:					
AVPN Managed (AT&T Owned) (AT&T Owned) Router - Additional Protocol Support	18502	\$ 1,500.00	\$ 38.40	Protocol	\$ 1,500.00
AVPN Managed (AT&T Owned) Router - Additional Serial Port	18517	\$ 1,500.00	\$ 34.88	Port	\$ 1,500.00
AVPN Managed (AT&T Owned) Router - Additional LAN Port	18518	\$ 1,500.00	\$ 144.00	Port	\$ 1,500.00
AVPN Managed (AT&T Owned) Router - Additional Memory up to XL	18516	\$ 1,500.00	\$ 184.00	Memory Upgrade	\$ 1,500.00
AVPN Managed (AT&T Owned) Router - ISDN Backup BRI	19728	\$ 1,500.00	\$ 41.60	Port	\$ 1,500.00
AVPN Managed (AT&T Owned) Router-ISDN Backup PRI	19729	\$ 1,500.00	\$ 192.00	Port	\$ 1,500.00

Feature Name	Identifier	Non-Recurring Charge ***	Recurring Charge	Unit of measure	Change Charge
AVPN Managed (Customer Owned) Additional Router Features:					
AVPN Managed (Customer Owned) Router - Additional Protocol Support	21917	\$ 1,500.00	\$ 55.04	Protocol	\$ 1,500.00
AVPN Managed (Customer Owned) Router - Additional Serial Port	21924	\$ 1,500.00	\$ 36.48	Port	\$ 1,500.00
AVPN Managed (Customer Owned) Router - Additional LAN Port	21925	\$ 1,500.00	\$ 40.32	Port	\$ 1,500.00
AVPN Managed (Customer Owned) Router - Additional Memory up to XL	21923	\$ 1,500.00	\$ 46.72	Memory Upgrade	\$ 1,500.00
AVPN Managed (Customer Owned) Router- ISDN Backup BRI	21920	\$ 1,500.00	\$ 36.48	Port	\$ 1,500.00
AVPN Managed (Customer Owned) Router- ISDN Backup PRI	21921	\$ 1,500.00	\$ 36.48	Port	\$ 1,500.00

ANIRA

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
ANIRA -IPSec Hourly Analog	6970	\$ -	\$ 0.49	hourly	\$ -
ANIRA - IPSec Hourly ISDN	6982	\$ -	\$ 0.49	b-chan/hour	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
ANIRA - IPSec Toll-Free	6994	\$ -	\$ 0.49	hourly	\$ -
ANIRA - IPSec Monthly Analog	17563	\$ -	\$ 14.38	monthly	\$ -
ANIRA IPSec - Monthly Excess	17564	\$ -	\$ 1.00	hourly	\$ -
ANIRA - Third Party Access	16940	\$ -	\$ 4.00	user/month	\$ -
ANIRA - Bandwidth Connection Charge (Type II) 64Kbps	17573	\$ -	\$ 46.80	connection	\$ -
ANIRA - Bandwidth Connection Charge (Type II) 128Kbps	17574	\$ -	\$ 84.48	connection	\$ -
ANIRA - Bandwidth Connection Charge (Type II) 192Kbps	17575	\$ -	\$ 121.80	connection	\$ -
ANIRA - Bandwidth Connection Charge (Type II) 256Kbps	17576	\$ -	\$ 157.68	connection	\$ -
ANIRA - Bandwidth Connection Charge (Type II) 320Kbps	17577	\$ -	\$ 198.00	connection	\$ -
ANIRA - Bandwidth Connection Charge (Type II) 384Kbps	17578	\$ -	\$ 235.40	connection	\$ -
ANIRA - Bandwidth Connection Charge (Type II) 448Kbps	17579	\$ -	\$ 269.64	connection	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
ANIRA – Bandwidth Connection Charge (Type II) 512Kbps	17580	\$ -	\$ 302.40	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 576Kbps	17581	\$ -	\$ 317.72	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 640Kbps	17582	\$ -	\$ 333.12	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 704Kbps	17583	\$ -	\$ 344.96	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 768Kbps	17584	\$ -	\$ 355.00	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 832Kbps	17585	\$ -	\$ 362.10	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 896Kbps	17586	\$ -	\$ 370.24	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 960Kbps	17587	\$ -	\$ 379.48	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 1024Kbps	17588	\$ -	\$ 394.90	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 1536Kbps	17589	\$ -	\$ 557.70	connection	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
ANIRA – Bandwidth Connection Charge (Type II) 2Mbps	17590	\$ -	\$ 686.40	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 3Mbps	17591	\$ -	\$ 723.80	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 4Mbps	17592	\$ -	\$ 965.80	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 5Mbps	17593	\$ -	\$ 1,206.70	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 6Mbps	17594	\$ -	\$ 1,447.60	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 7Mbps	17595	\$ -	\$ 1,688.50	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 8Mbps	17596	\$ -	\$ 1,929.40	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 9Mbps	17597	\$ -	\$ 2,170.30	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 10Mbps	17598	\$ -	\$ 2,411.20	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 15Mbps	17599	\$ -	\$ 3,481.50	connection	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
ANIRA – Bandwidth Connection Charge (Type II) 20Mbps	17600	\$ -	\$ 4,640.90	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 25Mbps	17601	\$ -	\$ 5,801.40	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 30Mbps	17602	\$ -	\$ 6,957.50	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 35Mbps	17603	\$ -	\$ 8,121.30	connection	\$ -
ANIRA – Bandwidth Connection Charge (Type II) 40Mbps	17604	\$ -	\$ 9,281.80	connection	\$ -
ANIRA - Managed Broadband Multi-User Service 144Kbps	17644	\$ 600.00	\$ 170.96	monthly	\$ 300.00
ANIRA - Managed Broadband Multi-User Service 192Kbps	17645	\$ 600.00	\$ 170.96	monthly	\$ 300.00
ANIRA - Managed Broadband Multi-User Service 384Kbps	17646	\$ 600.00	\$ 191.96	monthly	\$ 300.00
ANIRA - Managed Broadband Multi-User Service 768Kbps	17648	\$ 600.00	\$ 247.96	monthly	\$ 300.00
ANIRA - Managed Broadband Multi-User Service 1.1Mbps	17649	\$ 600.00	\$ 175.48	monthly	\$ 300.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
ANIRA - Managed Broadband Multi-User Service 1.5Mbps	17650	\$ 600.00	\$ 197.98	monthly	\$ 300.00
ANIRA -Managed Broadband Single User Service (ADSL and IDSL) 768/128Kbps	17650a	\$ 300.00	\$ 55.96	monthly	\$ 150.00
ANIRA -Managed Broadband Single User Service (ADSL and IDSL) 1.5M/384Kbps	17650b	\$ 300.00	\$ 51.96	monthly	\$ 150.00
ANIRA -Managed Broadband Single User Service (ADSL and IDSL)144/144Kbps	17643	\$ 600.00	\$ 111.96	monthly	\$ 300.00
Managed Broadband Multi-User VPN Device	17650c	\$ -	\$ 36.90	monthly	\$ -
ANIRA - Extended Access and WI-FI/Wired Ethernet	15172		\$ 5.95	hourly	\$ -
ANIRA – WiFi Access	17164		\$ 6.25	hourly	\$ -

Managed Security Service – Network Based Firewall (NBFW)

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Service Level					
1	20423	N/A		Per firewall	N/A
2	20424	N/A		Per firewall	N/A
3	20425	N/A		Per firewall	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
4	20426	N/A	\$ 1,610.00	Per firewall	N/A
5	20427	N/A	\$ 3,010.00	Per firewall	N/A
Bandwidth (San Jose SDC) -- may also be used for Additional SecNets					
1.55 Mbps	20490	N/A	\$ 420.00	Per connection	N/A
2 Mbps	20491	N/A	\$ 490.00	Per connection	N/A
3 Mbps	20492	N/A	\$ 805.00	Per connection	N/A
4 Mbps	20493	N/A	\$ 1,015.00	Per connection	N/A
5 Mbps	20494	N/A	\$ 1,260.00	Per connection	N/A
6 Mbps	20495	N/A	\$ 1,470.00	Per connection	N/A
7 Mbps	20496	N/A	\$ 1,680.00	Per connection	N/A
8 Mbps	20497	N/A	\$ 1,925.00	Per connection	N/A
9 Mbps	20498	N/A	\$ 2,135.00	Per connection	N/A
10 Mbps	20499	N/A	\$ 2,345.00	Per connection	N/A
15 Mbps	20500	N/A	\$ 2,695.00	Per connection	N/A
20 Mbps	20501	N/A	\$ 3,255.00	Per connection	N/A
25 Mbps	20502	N/A	\$ 4,060.00	Per connection	N/A
30 Mbps	20503	N/A	\$ 4,830.00	Per connection	N/A
35 Mbps	20504	N/A	\$ 5,635.00	Per connection	N/A
40 Mbps	20505	N/A	\$ 6,405.00	Per connection	N/A
45 Mbps	20506	N/A	\$ 7,210.00	Per connection	N/A
50 Mbps	20507	N/A	\$ 7,980.00	Per connection	N/A
60 Mbps	20508	N/A	\$ 9,555.00	Per connection	N/A
75 Mbps	20509	N/A	\$ 11,935.00	Per connection	N/A
80 Mbps	20510	N/A	\$ 12,705.00	Per connection	N/A
90 Mbps	20511	N/A	\$ 14,280.00	Per connection	N/A
100 Mbps	20512	N/A	\$ 15,855.00	Per connection	N/A
125 Mbps	20513	N/A	\$ 19,810.00	Per connection	N/A
135 Mbps	20514	N/A	\$ 21,385.00	Per connection	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Above 135 Mbps		ICB	ICB	Per connection	
URL Filtering					
100 Users	20766	N/A	\$ 105.00	Per firewall	N/A
500 Users	20767	N/A	\$ 420.00	Per firewall	N/A
1000 Users	20768	N/A	\$ 665.00	Per firewall	N/A
3000 Users	20769	N/A	\$ 1,575.00	Per firewall	N/A
5000+ Users	20770	N/A	\$ 2,415.00	Per firewall	N/A
IDS/IPS					
Active IDS/IPS - Basic	20782	N/A	\$ 245.00	Per firewall	N/A
Active IDS/IPS - Advanced	20784	N/A	\$ 350.00	Per firewall	N/A
NOTE: The Bandwidth items below for Mesa SDC and Secaucus SDC apply to the following features:					
<ul style="list-style-type: none"> • Additional SDC Egress (for Multiple Outbound Access Point); • Additional Site Egress and Ingress; and • Additional Secure Networks (SecNets) 					
Bandwidth (Mesa SDC)					
1.55 Mbps	20465	N/A	\$ 420.00	Per connection	N/A
2 Mbps	20466	N/A	\$ 490.00	Per connection	N/A
3 Mbps	20467	N/A	\$ 805.00	Per connection	N/A
4 Mbps	20468	N/A	\$ 1,015.00	Per connection	N/A
5 Mbps	20469	N/A	\$ 1,260.00	Per connection	N/A
6 Mbps	20470	N/A	\$ 1,470.00	Per connection	N/A
7 Mbps	20471	N/A	\$ 1,680.00	Per connection	N/A
8 Mbps	20472	N/A	\$ 1,925.00	Per connection	N/A
9 Mbps	20473	N/A	\$ 2,135.00	Per connection	N/A
10 Mbps	20474	N/A	\$ 2,345.00	Per connection	N/A
15 Mbps	20475	N/A	\$ 2,695.00	Per connection	N/A
20 Mbps	20476	N/A	\$ 3,255.00	Per connection	N/A
25 Mbps	20477	N/A	\$ 4,060.00	Per connection	N/A
30 Mbps	20478	N/A	\$ 4,830.00	Per connection	N/A
35 Mbps	20479	N/A	\$ 5,635.00	Per connection	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
40 Mbps	20480	N/A	\$ 6,405.00	Per connection	N/A
45 Mbps	20481	N/A	\$ 7,210.00	Per connection	N/A
50 Mbps	20482	N/A	\$ 7,980.00	Per connection	N/A
60 Mbps	20483	N/A	\$ 9,555.00	Per connection	N/A
75 Mbps	20484	N/A	\$ 11,935.00	Per connection	N/A
80 Mbps	20485	N/A	\$ 12,705.00	Per connection	N/A
90 Mbps	20486	N/A	\$ 14,280.00	Per connection	N/A
100 Mbps	20487	N/A	\$ 15,855.00	Per connection	N/A
125 Mbps	20488	N/A	\$ 19,810.00	Per connection	N/A
135 Mbps	20489	N/A	\$ 21,385.00	Per connection	N/A
Above 135 Mbps		ICB	ICB	Per connection	
Bandwidth (Secaucus SDC)					
1.55 Mbps	20440	N/A	\$ 420.00	Per connection	N/A
2 Mbps	20441	N/A	\$ 490.00	Per connection	N/A
3 Mbps	20442	N/A	\$ 805.00	Per connection	N/A
4 Mbps	20443	N/A	\$ 1,015.00	Per connection	N/A
5 Mbps	20444	N/A	\$ 1,260.00	Per connection	N/A
6 Mbps	20445	N/A	\$ 1,470.00	Per connection	N/A
7 Mbps	20446	N/A	\$ 1,680.00	Per connection	N/A
8 Mbps	20447	N/A	\$ 1,925.00	Per connection	N/A
9 Mbps	20448	N/A	\$ 2,135.00	Per connection	N/A
10 Mbps	20449	N/A	\$ 2,345.00	Per connection	N/A
15 Mbps	20450	N/A	\$ 2,695.00	Per connection	N/A
20 Mbps	20451	N/A	\$ 3,255.00	Per connection	N/A
25 Mbps	20452	N/A	\$ 4,060.00	Per connection	N/A
30 Mbps	20453	N/A	\$ 4,830.00	Per connection	N/A
35 Mbps	20454	N/A	\$ 5,635.00	Per connection	N/A
40 Mbps	20455	N/A	\$ 6,405.00	Per connection	N/A
45 Mbps	20456	N/A	\$ 7,210.00	Per connection	N/A
50 Mbps	20457	N/A	\$ 7,980.00	Per connection	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
60 Mbps	20458	N/A	\$ 9,555.00	Per connection	N/A
75 Mbps	20459	N/A	\$ 11,935.00	Per connection	N/A
80 Mbps	20460	N/A	\$ 12,705.00	Per connection	N/A
90 Mbps	20461	N/A	\$ 14,280.00	Per connection	N/A
100 Mbps	20462	N/A	\$ 15,855.00	Per connection	N/A
125 Mbps	20463	N/A	\$ 19,810.00	Per connection	N/A
135 Mbps	20464	N/A	\$ 21,385.00	Per connection	N/A
Above 135 Mbps		ICB	ICB	Per connection	
Application Filtering	20791	N/A	\$ 262.50	Per firewall	N/A
Advanced Logging	20786	N/A	\$ 70.00	Per firewall	N/A
Additional Firewall Rules – Each block of 5 – up to 10 blocks	20777	N/A	\$ 140.00	Per firewall	N/A
Additional MACDs (Two MACDs per package)	20779	N/A	\$ 70.00	Per package	N/A
Additional Public IP Addresses					
Block of 4 (Up to 32 Blocks)	20773	N/A	\$ 35.00	Block of 4	N/A
Block of 256 (Up to 10 Class C's (/24))	20775	N/A	\$ 875.00	Block of 256	N/A
Cross Connect					
Cross Connect – under 100 Mbps	20794	N/A	\$ 175.00	Per connection	N/A
Cross Connect – equal to or over 100 Mbps	20796	N/A	\$ 350.00	Per connection	N/A
Site Fail-Over					
1.55 Mbps	20741	N/A	\$ 385.00	Per connection	N/A
2 Mbps	20742	N/A	\$ 455.00	Per connection	N/A
3 Mbps	20743	N/A	\$ 595.00	Per connection	N/A
4 Mbps	20744	N/A	\$ 735.00	Per connection	N/A
5 Mbps	20745	N/A	\$ 910.00	Per connection	N/A
6 Mbps	20746	N/A	\$ 1,050.00	Per connection	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
7 Mbps	20747	N/A	\$ 1,190.00	Per connection	N/A
8 Mbps	20748	N/A	\$ 1,365.00	Per connection	N/A
9 Mbps	20749	N/A	\$ 1,505.00	Per connection	N/A
10 Mbps	20750	N/A	\$ 1,645.00	Per connection	N/A
15 Mbps	20751	N/A	\$ 2,415.00	Per connection	N/A
20 Mbps	20752	N/A	\$ 3,185.00	Per connection	N/A
25 Mbps	20753	N/A	\$ 3,955.00	Per connection	N/A
30 Mbps	20754	N/A	\$ 4,690.00	Per connection	N/A
35 Mbps	20755	N/A	\$ 5,460.00	Per connection	N/A
40 Mbps	20756	N/A	\$ 6,230.00	Per connection	N/A
45 Mbps	20757	N/A	\$ 6,965.00	Per connection	N/A
50 Mbps	20758	N/A	\$ 7,735.00	Per connection	N/A
60 Mbps	20759	N/A	\$ 9,275.00	Per connection	N/A
75 Mbps	20760	N/A	\$ 11,550.00	Per connection	N/A
80 Mbps	20761	N/A	\$ 12,320.00	Per connection	N/A
90 Mbps	20762	N/A	\$ 13,825.00	Per connection	N/A
100 Mbps	20763	N/A	\$ 15,330.00	Per connection	N/A
125 Mbps	20764	N/A	\$ 19,145.00	Per connection	N/A
135 Mbps	20765	N/A	\$ 20,685.00	Per connection	N/A
Above 135 Mbps		ICB	ICB	Per connection	

See Required CPE and Other Equipment for descriptions of additional equipment and service offered.

6.1.5.2.1 Service Identifier: Emergency Restoration – Fiber Loop

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Emergency Restoration Service	SCFL-ERS	ICB	ICB	monthly per Statement of Work	N/A
Engineer/Inspector Labor - Overtime Rate	OPLO-E	N/A	\$ 192.70	per hour	N/A
Engineer/Inspector Labor - Regular Rate	OPLR-E	N/A	\$ 128.50	per hour	N/A
Technician/Fiber Splicer Labor - Overtime Rate	OPLO-T	N/A	\$ 191.40	per hour	N/A
Technician/Fiber Splicer - Regular Rate	SCFL-ERSL-FS.	N/A	\$ 127.60	hr	N/A
Outside Plant Construction Labor - Overtime Rate	OPLO-L	N/A	\$ 168.80	per hour	N/A
Outside Plant Construction Labor - Regular Rate	SCFL-ERSL-L	N/A	\$ 112.60	hr	N/A
Heavy Equipment Labor - Overtime Rate	OPLO-O	N/A	\$ 192.70	per hour	N/A
Heavy Equipment Operator Labor – Regular Rate	SCFL-ERSL-HEO	N/A	\$ 128.50	hr	N/A
Emergency Restoration Repair Equipment (Combined Rate)	SCFL-ERSE-E	N/A	\$ 68.70	per hour	N/A
Emergency Restoration Repair Material Markup	SCFL-ERS-M	N/A	Materials + 10% markup		N/A
36 strand 62.5/125 um cable	SCFL-ERS-36-62.5	\$ 5.50	N/A	foot	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
36 strand single mode cable	SCFL-ERSC-36-62.5-SM	\$ 1.80	N/A	foot	N/A
6 strand 50/125 um cable	SCFL-ERSC-6-50	\$ 120.00	N/A	foot	N/A
Fiber splice trays & consumables	SCFL-ERS-C	\$ 314.20	N/A	each	N/A
Backhoe	SCFL-ERSE-EBH	N/A	\$ 41.00	hr	N/A
Compressor & Jack Hammer	SCFL-ERSE-ECJH	N/A	\$ 27.70	hr	N/A

6.1.6 Service Identifier: Required CPE and Other Equipment

- AT&T will set the equipment price as a discount off current Manufacturer's Suggested Retail Price (MSRP) or current promotional price, whichever is less.
- This MSRP List is kept up-to-date and maintained by each individual Manufacturer.
- CALNET 2 customers should call their Account Representative to request a copy of current MSRP list price and/or copy of current list of promotional offers from the Manufacturer.

Exclusive Voice Sets and Voice/Data Equipment

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Aastra Basic Telephone Set	M9110	\$ 49.00	N/A	each	N/A
Aastra Enhanced Telephone Set	M5008	\$ 107.00	N/A	each	N/A
Aastra EBS M5216	M5216	\$ 275.00	\$ -	ea	\$ -
Aastra EBS M5316	M5316	\$ 275.00	\$ -	ea	\$ -
Aastra EBS M522	M522	\$ 80.00	\$ -	ea	\$ -
Aastra EBS M522 support stand	M522A	\$ 7.00	\$ -	ea	\$ -
Fujitsu SRS9924	SRS9924	\$ 260.00	\$ -	ea	\$ -
Tone Commander 6210 ISDN	6210I	\$ 198.00	\$ -	ea	\$ -
Tone Commander 6220 ISDN	6220I	\$ 246.24	\$ -	ea	\$ -
Aastra EBS M5208 Series	M5208	28% off mfg list	N/A	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Aastra EBS Double Support Stand Series	EBSDSS	28% off mfg list	N/A	each	N/A
Aastra AC Power Supply Adapter Series	ACPS	28% off mfg list	N/A	each	N/A
Aastra Key Caps (Package of 14 Caps)	KC14	28% off mfg list	N/A	each	N/A
Aastra Meridian 9216 Series	M9216	28% off mfg list	N/A	each	N/A
Aastra Meridian M9316 CW Series	M9316	28% off mfg list	N/A	each	N/A
Aastra Meridian 9417 CW Series	M9417	28% off mfg list	N/A	each	N/A
Telematrix SP550 Series	TSP550	10% off mfg list	N/A	each	N/A
Telematrix SP750 Series	TSP750	10% off mfg list	N/A	each	N/A
SBC 4300 Series (branded)	SBC4300	30% off mfg list	N/A	each	N/A
Polycom Soundstation 2 Series without Expandable MICS	PS2WEX2M	28% off mfg list	N/A	each	N/A
Polycom Soundstation 2 Series capable to expand to 2 MICS	PS2EX2M	28% off mfg list	N/A	each	N/A
Polycom Soundstation 2 Expandable Microphones Series	PS2EXMC	28% off mfg list	N/A	each	N/A
Plantronics CT-10 900 MHZ 1-Line Cordless & Headset Series	CT900SL	28% off mfg list	N/A	each	N/A
Plantronics CS-10 900 MHZ 1-Line Cordless Headset and	CT900SML	28% off mfg list	N/A	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Amplifier Series					
Plantronics HL-10 Handset Lifter for CS-10 Cordless Series	PLHL10	28% off mfg list	N/A	each	N/A
Plantronics S10 Headset and Amplifier Combination Series	PLS10	28% off mfg list	N/A	each	N/A
Plantronics M12 Modular Headset Adapter Series	PLM12	28% off mfg list	N/A	each	N/A
Plantronics Mirage Over the Ear noise cancelling Headset – H41 Series	MRH41	28% off mfg list	N/A	each	N/A
Plantronics Encore Monaural H91 Headset Series	EH91	28% off mfg list	N/A	each	N/A
Plantronics Encore Binaural Headset - H101N Series	EH101N	28% off mfg list	N/A	each	N/A
Plantronics TriStar In-Ear Headset H81 Series	PLH81	28% off mfg list	N/A	each	N/A
Plantronics DUOSet Headset H41N Series	PLH41N	28% off mfg list	N/A	each	N/A
Aastra Meridian 14 Foot Line Cord	M14C	28% off mfg list	N/A	each	N/A
Aastra Meridian 25 Foot Line Cord	M25C	28% off mfg list	N/A	each	N/A
Tone Commander NT1U-220TC Series	NT220TC	28% off mfg list	N/A	each	N/A
Tone Commander Stand Alone Power Supply Series	SAPSS	28% off mfg list	N/A	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Tone Commander U Interface Power Supply Series	UIPSS	28% off mfg list	N/A	each	N/A
Tone Commander NT1-200 Battery Backup Series	NT200BB	28% off mfg list	N/A	each	N/A
Tone Commander NT1-220 Rack Series	NT220RS	28% off mfg list	N/A	each	N/A
Tone Commander 6030 Add-On Module Series	TC6030	28% off mfg list	N/A	each	N/A
Tone Commander NT1U-223TC ISDN Line Card Series	TC223LC	28% off mfg list	N/A	each	N/A
Tone Commander NT1-296 Rack Series	NT296	28% off mfg list	N/A	each	N/A

Voice DNA Phone Equipment

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Polycom 301	P301	\$ 120.00	\$ -	ea	\$ -
Polycom 601	P601	\$ 232.00	\$ -	ea	\$ -
Cisco 7905G	C7905G	\$ 102.00	\$ -	ea	\$ -
Cisco 7960G	C7960G	\$ 212.00	\$ -	ea	\$ -
Cisco 7912G	C7912G	\$ 189.00	\$ -	ea	\$ -
Cisco 7940G	C7940G	\$ 154.00	\$ -	ea	\$ -
Nortel LG-Nortel LIP6812	N6812	\$ 200.00	\$ -	ea	\$ -
Nortel LG-Nortel LIP6830	N6830	\$ 260.00	\$ -	ea	\$ -
Polycom 600	P600	\$ 240.00	\$ -	ea	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Polycom 601 Exp Module	P601XM	\$ 180.00	\$ -	ea	\$ -
Polycom 4000	P4000	\$ 660.00	\$ -	ea	\$ -
CounterPath eyeBeam	EBSP	\$ 30.00	\$ -	ea	\$ -
Cisco VG224	CVG224	\$ 9,570.00	\$ -	ea	\$ -
Cisco ATA186	CATA186	\$ 87.00	\$ -	ea	\$ -
Citel Handset Gateway	CTHG	\$ 3,199.00	\$ -	ea	\$ -

Exclusive Managed Frame CPE

Devices

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Fluke Networks DS0 equipment – 56/64K CSU/DSU ASE	V01635	\$ 2,984.00	N/A	each	N/A
Fluke Networks DS1 equipment – T1 CSU/DSU ASE	V01639	\$ 3,163.00	N/A	each	N/A
Fluke Networks DS3 equipment – HSS1 DS3 ASE	V01879	\$ 11,574.00	N/A	each	N/A
Fluke Networks 01806	V01806	45% off mfg list	N/A	each	N/A
Fluke Networks 01834	V01834	45% off mfg list	N/A	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Fluke Networks 01879P – DS3 Inline Probe ASE	VO1879P	45% off mfg list	N/A	each	N/A
Fluke Networks 01653	V01653	45% off mfg list	N/A	each	N/A
Fluke Networks 01638	V01638	45% off mfg list	N/A	each	N/A
Fluke Networks 01890	V01890	45% off mfg list	N/A	each	N/A
Fluke Networks 01900	V01900	45% off mfg list	N/A	each	N/A
Fluke Networks 01899	V01899	45% off mfg list	N/A	each	N/A
Fluke Networks 01881	V01881	45% off mfg list	N/A	each	N/A
Fluke Networks 01659	V01659	45% off mfg list	N/A	each	N/A
Fluke Networks 01882	V01882	45% off mfg list	N/A	each	N/A
Fluke Networks 01660	V01660	45% off mfg list	N/A	each	N/A

Software Packages

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Fluke Networks 01653S	V01653S	45% off mfg list	N/A	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Fluke Networks 01817	V01817	45% off mfg list	N/A	each	N/A
Fluke Networks 01654	V01654	45% off mfg list	N/A	each	N/A
Fluke Networks 01843	V01843	45% off mfg list	N/A	each	N/A
Fluke Networks 01844	V01844	45% off mfg list	N/A	each	N/A
Fluke Networks 01849	V01849	45% off mfg list	N/A	each	N/A
Fluke Networks 01921	V01921	45% off mfg list	N/A	each	N/A
Fluke Networks 01922	V01922	45% off mfg list	N/A	each	N/A
Fluke Networks 01923	V01923	45% off mfg list	N/A	each	N/A

OTHER EQUIPMENT AND SERVICES

AT&T offers a variety of CPE and pre-implementation, implementation and post implementation service for CPE in support of all WAN access services.

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Switches					
Cisco 3560 Series	WANC356X	41% off Mfg List	\$ -	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Cisco 3560 Series Maintenance	WANC356XM	\$ -	15% off Mfg List	each	N/A
Cisco 3750 Series	WANC375X	41% off Mfg List	\$ -	each	N/A
Cisco 3750 Series Maintenance	WANC375XM	\$ -	15% off Mfg List	each	N/A
Cisco 4500 Series	WANC45XX	41% off Mfg List	\$ -	each	N/A
Cisco 4500 Series Maintenance	WANC45XXM	\$ -	15% off Mfg List	each	N/A
Cisco 6500 Series	WANC65XX	41% off Mfg List	\$ -	each	N/A
Cisco 6500 Series Maintenance	WANC65XXM	\$ -	15% off Mfg List	each	N/A
Cisco 1900 Series	WANC19XX	41% off Mfg List	\$ -	each	N/A
Cisco 1900 Series Maintenance	WANC19XXM	\$ -	15% off Mfg List	each	N/A
Cisco 2900 Series	WANC29XX	41% off Mfg List	\$ -	each	N/A
Cisco 2900 Series Maintenance	WANC29XXM	\$ -	15% off Mfg List	each	N/A
Cisco 3500 XL Series	WANC35XX-XL	41% off Mfg List	\$ -	each	N/A
Cisco 3500 XL Series Maintenance	WANC35XX-XLM	\$ -	15% off Mfg List	each	N/A
Cisco 3550 Series	WANC3550	41% off Mfg List	\$ -	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Cisco 3550 Series Maintenance	WANC3550M	\$ -	15% off Mfg List	each	N/A
Cisco 4900 Series	WANC49XX	41% off Mfg List	\$ -	each	N/A
Cisco 4900 Series Maintenance	WANC49XXM	\$ -	15% off Mfg List	each	N/A
Cisco 5000 Series	WANC50XX	41% off Mfg List	\$ -	each	N/A
Cisco 5000 Series Maintenance	WANC50XXM	\$ -	15% off Mfg List	each	N/A
Cisco Express 500 Series	WANCEX5XX	41% off Mfg List	\$ -	each	N/A
Cisco Express 500 Series Maintenance	WANCEX5XXM	\$ -	15% off Mfg List	each	N/A
Cisco ME 2400 Series	WANCME24XX	41% off Mfg List	\$ -	each	N/A
Cisco ME 2400 Series Maintenance	WANCME24XXM	\$ -	15% off Mfg List	each	N/A
Cisco ME 3400 Series	WANCME34XX	41% off Mfg List	\$ -	each	N/A
Cisco ME 3400 Series Maintenance	WANCME34XXM	\$ -	15% off Mfg List	each	N/A
Cisco ME 6500 Series	WANCME65XX	41% off Mfg List	\$ -	each	N/A
Cisco ME 6500 Series Maintenance	WANCME65XXM	\$ -	15% off Mfg List	each	N/A
Routers					

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Cisco 800 Series	WANC8XX	41% off Mfg List	\$ -	each	N/A
Cisco 800 Series Maintenance	WANC8XXM	\$ -	15% off Mfg List	each	N/A
Cisco 1800 Series	WANC18XX	41% off Mfg List	\$ -	each	N/A
Cisco 1800 Series Maintenance	WANC18XXM	\$ -	15% off Mfg List	each	N/A
Cisco 2800 Series	WANC28XX	41% off Mfg List	\$ -	each	N/A
Cisco 2800 Series Maintenance	WANC28XXM	\$ -	15% off Mfg List	each	N/A
Cisco 3800 Series	WANC38XX	41% off Mfg List	\$ -	each	N/A
Cisco 3800 Series Maintenance	WANC38XXM	\$ -	15% off Mfg List	each	N/A
Cisco 7200 Series	WANC72XX	41% off Mfg List	\$ -	each	N/A
Cisco 7200 Series Maintenance	WANC72XXM	\$ -	15% off Mfg List	each	N/A
Cisco 7600 Series	WANC76XX	41% off Mfg List	\$ -	each	N/A
Cisco 7600 Series Maintenance	WANC76XXM	\$ -	15% off Mfg List	each	N/A
Optical Routers and Multiplexers					
Cisco ONS Series	WANC15454	41% off Mfg List	\$ -	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Cisco ONS Series Maintenance	WANC15454M	\$ -	15% off Mfg List	each	N/A
Cisco XR 12000	WANCXR1200	41% off Mfg List	\$ -	each	N/A
Cisco XR 12000 Maintenance	WANCXR12000M	\$ -	15% off Mfg List	each	N/A
AdTran MX M13 Family	WANAMX	35% off Mfg List	\$ -	each	N/A
AdTran MX M13 Maintenance	WANAMXM	\$ -	5% off Mfg List	each	N/A
Security Firewalls and Appliances					
Cisco PIX 500 Series	WANC5XX	41% off Mfg List	\$ -	each	N/A
Cisco PIX 500 Series Maintenance	WANC5XXM	\$ -	15% off Mfg List	each	N/A
Cisco ASA 5500 Series	WANCASA	41% off Mfg List	\$ -	each	N/A
Cisco ASA 5500 Series Maintenance	WANCASAM	\$ -	15% off Mfg List	each	N/A
Cisco IPS 4200 Series	WANCIPS	41% off Mfg List	\$ -	each	N/A
Cisco IPS 4200 Series Maintenance	WANCIPSM	\$ -	15% off Mfg List	each	N/A
Mirage IPS Family Note: This Product is no longer available. Existing customers will continue to be supported.	WANMDSX	20% off Mfg List	\$ -	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Mirage IPS Family Maintenance Note: This Product is no longer available. Existing customers will continue to be supported.	WANMIDSXM	\$ -	5% off Mfg List	each	N/A
Cisco Clean Access Series - Security	WANCNAC	41% off Mfg List	\$ -	each	N/A
Cisco Clean Access Series Maintenance	WANCNACM	\$ -	15% off Mfg List	each	N/A
Cisco Secure Access Control Server Series	WANCACS	41% off Mfg List	\$ -	each	N/A
Cisco Secure Access Control Server Series Maintenance	WANCACSM	\$ -	15% off Mfg List	each	N/A
Concentrators					
Cisco VPN 3000 Series Security	WANCVPN3000	41% off Mfg List	\$ -	each	N/A
Cisco VPN 3000 Series Security Maintenance	WANCVPN3000M	\$ -	15% off Mfg List	each	N/A
Controllers and Wireless Access Points					
Cisco Wireless LAN Controllers Series	CWLANCS	38% off Mfg List	\$ -	each	N/A
Cisco Wireless LAN Controllers Series Maintenance	CWLANCSM	\$ -	10% off Mfg List	each	N/A
Cisco 4400 Series Wireless LAN Controllers Series	CWLAN4400	38% off Mfg List	\$ -	each	N/A
Cisco 4400 Wireless LAN Controllers Series Maintenance	CWLAN4400M	\$ -	10% off Mfg List	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Cisco Aironet 1000 Series	CWAP1000	38% off Mfg List	\$ -	each	N/A
Cisco Aironet 1000 Series Maintenance	CWAP1000M	\$ -	10% off Mfg List	each	N/A
Cisco Aironet 1100 Series	CWAP1100	38% off Mfg List	\$ -	each	N/A
Cisco Aironet 1100 Series Maintenance	CWAP1100M	\$ -	10% off Mfg List	each	N/A
Cisco Aironet 1200 Series	CWAP1200	38% off Mfg List	\$ -	each	N/A
Cisco Aironet 1200 Series Maintenance	CWAP1200M	\$ -	10% off Mfg List	each	N/A
Video Equipment					
Cisco Content Delivery Network Series	VCDNS	38% off Mfg List	\$ -	each	N/A
Cisco Content Delivery Network Series Maintenance	VCDNSM	\$ -	10% off Mfg List	each	N/A
Cisco TelePresence TCS 3000 Series	VCTPTCS3000	38% off Mfg List	\$ -	each	N/A
Cisco TelePresence TCS 3000 Series Maintenance	VCTPTCS3000M	\$ -	10% off Mfg List	each	N/A
Cisco TelePresence TCS 1000 Series	VCTPTCS1000	38% off Mfg List	\$ -	each	N/A
Cisco TelePresence TCS 1000 Series Maintenance	VCTPTCS1000M	\$ -	10% off Mfg List	each	N/A
Cisco TelePresence Manager 1.x	VCTPMGR	38% off Mfg List	\$ -	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Cisco TelePresence Manager 1.x Maintenance	VCTPMGRM	\$ -	10% off Mfg List	each	N/A
Cisco TelePresence Multipoint Switch Series	VCTPMLPTS	38% off Mfg List	\$ -	each	N/A
Cisco TelePresence Multipoint Switch Series Maintenance	VCTPMLPTSM	\$ -	10% off Mfg List	each	N/A
WAN Access Management Product Solutions					
Fluke Networks Uptime	WANVNU	45% off Mfg List	\$ -	each	N/A
Fluke Networks Uptime Maintenance	WANVNUM	\$ -	5% off Mfg List	each	N/A
Fluke Networks IP InSight	WANVNI	45% off Mfg List	\$ -	each	N/A
Fluke Networks IP InSight Maintenance	WANVNI	\$ -	5% off Mfg List	each	N/A
Fluke Networks ASE	WANVNA	45% off Mfg List	\$ -	each	N/A
Fluke Networks ASE Maintenance	WANVNAM	\$ -	5% off Mfg List	each	N/A
Juniper Networks WX-xxx Family	WANJWXXX	33% off Mfg List	\$ -	each	N/A
Juniper Networks WX-xxx Family Maintenance	WANJWXXXM	\$ -	5% off Mfg List	each	N/A
Other Equipment to Support WAN Access					
AdTran DSU/CSU Series	WANADSU	35% off Mfg List	\$ -	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
AdTran DSU/CSU Series Maintenance	WANADSUM	\$ -	5% off Mfg List	each	N/A
APC UPS Family	WANAUPS	15% off Mfg List	\$ -	each	N/A
APC UPS Maintenance	WANAUPSM	\$ -	5% off Mfg List	each	N/A
APC Racks and Cabinets	WANARCK	15% off Mfg List	\$ -	each	N/A
APC NetBotz Appliances for the MPOE and Wiring Closets	WANANBZ	15% off Mfg List	\$ -	each	N/A
APC NetBotz Maintenance	WANANBZM	\$ -	5% off Mfg List	each	N/A
Kentrox DataSMART DSU/CSUs	WANKDSU	35% off Mfg List	\$ -	each	N/A
Kentrox DataSMART DSU/CSUs Maintenance	WANKDSUM	\$ -	5% off Mfg List	each	N/A
TrippLite Smart Line-Interactive Rack-Tower UPS 500VA	UPS500VA	15% off Mfg List	\$ -	each	N/A
TrippLite Smart Line-Interactive UPS 750VA to 1000VA	UPS750-1000VA	20% off Mfg List	\$ -	each	N/A
TrippLite Smart Line-Interactive UPS 1500VA - 5000VA	UPS1500-5000VA	25% off Mfg List	\$ -	each	N/A
TrippLite Line-Interactive Tower UPS w/ USB 500-750VA	UPSLIT500-750VA	15% off Mfg List	\$ -	each	N/A
TrippLite Line-Interactive Tower UPS 700 - 750VA	UPSLIT700-750VA	20% off Mfg List	\$ -	each	N/A
TrippLite Line-Interactive Tower UPS 1050 - 1500VA	UPSLIT1050-1500VA	20% off Mfg List	\$ -	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
TrippLite Line-Interactive Tower UPS 2200 - 3000VA	UPSLIT2200-3000VA	25% off Mfg List	\$ -	each	N/A
TrippLite Line-Interactive LCD UPS 1000VA - 1500VA	UPSLIT1000-1500VA	20% off Mfg List	\$ -	each	N/A
TrippLite Double Conversion Online UPS 750 - 1500VA	UPSSO750-1500VA	25% off Mfg List	\$ -	each	N/A
TrippLite Double Conversion Online UPS 2200VA	UPSSO2200VA	25% off Mfg List	\$ -	each	N/A
TrippLite Double Conversion Online UPS 3000VA	UPSSO3000VA	30% off Mfg List	\$ -	each	N/A
TrippLite Double Conversion UPS 5000VA	UPSSO5000VA	25% off Mfg List	\$ -	each	N/A
TrippLite Double Conversion UPS 6KVA - 10KVA	UPSSP6-10KVA	30% off Mfg List	\$ -	each	N/A
TrippLite Double Conversion UPS - 750 - 1000VA	UPSSOT750-1000VA	25% off Mfg List	\$ -	each	N/A
TrippLite Double Conversion UPS 2200 - 3000VA	UPSSOT2200-3000VA	25% off Mfg List	\$ -	each	N/A
TrippLite 20KVA - 30KVA	UPS3P20-30KVA	25% off Mfg List	\$ -	each	N/A
TrippLite Non-expandable Battery Packs	NEBP	30% off Mfg List	\$ -	each	N/A
TrippLite Expandable Battery Packs	EXBP	20% off Mfg List	\$ -	each	N/A
TrippLite SNMP Cards	SNMPUPS	25% off Mfg List	\$ -	each	N/A
TrippLite Environmental Cards	EMC	30% off Mfg List	\$ -	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
TrippLite UPS PDU Accessory Items	UPSPDU	30% off Mfg List	\$ -	each	N/A
TrippLite Mounting gear, stands, wall-mounts	UPSMG	25% off Mfg List	\$ -	each	N/A
TrippLite Isolation Transformers	UPSIT	40% off Mfg List	\$ -	each	N/A
TrippLite 4 Post and enclosed Racks	UPSR4P	20% off Mfg List	\$ -	each	N/A
TrippLite 2-Post Racks	UPSR2P	15% off Mfg List	\$ -	each	N/A
TrippLite 20KVA Startup	UPS3SU20KVA	15% off Mfg List	\$ -	each	N/A
TrippLite 30KVA Startup	UPS3SU30KVA	15% off Mfg List	\$ -	each	N/A

Customer Premises Equipment (CPE) Services

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Pre-Implementation Services					
Title: Network Consultant I	WANSSNC1N	\$	\$ 150.00	hourly	N/A
Title: Network Consultant II	WANSSNC2N	\$	\$ 200.00	hourly	N/A
Title: Senior Consultant	WANSSSCN	\$	\$ 250.00	hourly	N/A
Title: Principal Architect	WANSSPAN	\$	\$ 350.00	hourly	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Implementation Services					
Implementation Staging	WANST	10% of list price of chassis or system	\$ -	each	N/A
Title: Field Tech I - normal hours	WANIMFT1N	\$	\$ 100.00	hourly	N/A
Title: Field Tech I - outside normal hours	WANIMFT1O	\$	\$ 150.00	hourly	N/A
Title: Field Tech II - normal hours	WANIMFT2N	\$	\$ 125.00	hourly	N/A
Title: Field Tech II - outside normal hours	WANIMFT2O	\$	\$ 190.00	hourly	N/A
Title: Network Consultant I - normal hours	WANIMNC1N	\$	\$ 150.00	hourly	N/A
Title: Network Consultant I - outside normal hours	WANIMNC1O	\$	\$ 225.00	hourly	N/A
Title: Network Consultant II - normal hours	WANIMNC2N	\$	\$ 200.00	hourly	N/A
Title: Network Consultant II - outside normal hours	WANIMNC2O	\$	\$ 300.00	hourly	N/A
Title: Project Manager - normal hours	WANPMN	\$	\$ 150.00	hourly	N/A
Title: Project Manager - outside normal hours	WANPMO	\$	\$ 225.00	hourly	N/A
Title: Project Coordinator - normal hours	WANPCN	\$	\$ 100.00	hourly	N/A
Title: Project Coordinator - outside normal hours	WANPCO	\$	\$ 150.00	hourly	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Post Implementation Services					
Post Implementation Branded Maintenance	WANBM	\$ -	For the approved CPE, the pricing is the same as our pricing for manufacturer's maintenance	each	N/A
Post Implementation Network Management					
One Time Set-up - CPE except Cisco	WANNMOA	\$ 150.00	\$ -	each	N/A
One Time Set-up Cisco	WANNMOO	\$ 850.00	\$ -	each	N/A
Basic level PremierSERV Category A	WANNMBRA	\$ -	\$ 70.00	each	N/A
Basic level PremierSERV Category B	WANNMBRB	\$ -	\$ 25.00	each	N/A
Essential Level Category A devices	WANNMERA	\$ -	\$ 100.00	each	N/A
Essential Level Category B devices	WANNMERB	\$ -	\$ 40.00	each	N/A
Essential Level Category C devices	WANNMERC	\$ -	\$ 25.00	each	N/A
Complete Level	WANNMCRA	\$ -	\$ 125.00	each	N/A
MAC Pack	WANNMMAC	\$ 1,485.00	\$ -	each	N/A
AT&T PremierSERV Network Management WAN View (PNM Wan View					

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
PNM WAN View – One Time Charge	WANPNWO	\$ 500.00	\$ -	per partition	N/A
PNM WAN View 1 to 24 ASEs	WANPNWSR0010 24	\$ -	\$ 30.00	each	N/A
PNM WAN View 25 to 49 ASEs	WANPNWSR0250 49	\$ -	\$ 27.50	each	N/A
PNM WAN View 50 to 74 ASEs	WANPNWSR0500 74	\$ -	\$ 25.00	each	N/A
PNM WAN View 75 to 99 ASEs	WANPNWSR0750 99	\$ -	\$ 22.50	each	N/A
PNM WAN View 100 to 149 ASEs	WANPNWSR1001 49	\$ -	\$ 20.00	each	N/A
PNM WAN View 150 to 199 ASEs	WANPNWSR1501 99	\$ -	\$ 17.50	each	N/A
PNM WAN View 200 or greater ASEs	WANPNWSR2009 99	\$ -	\$ 15.00	each	N/A
PNM WAN View Platform Applicable Client (PAC) 1	WANPNWPR0101	\$ -	\$ 150.00	each	N/A
PNM WAN View Platform Applicable Client (PAC) 2 to 5	WANPNWPR0205	\$ -	\$ 100.00	each	N/A
PNM WAN View Platform Applicable Client (PAC) 6 to 10	WANPNWPR0610	\$ -	\$ 75.00	each	N/A
PNM WAN View Platform Applicable Client (PAC) 11 to 15	WANPNWPR1115	\$ -	\$ 50.00	each	N/A
PNM WAN View Platform Applicable Client (PAC) 16 to 30	WANPNWPR1630	\$ -	\$ 40.00	each	N/A
PNM WAN View – Monthly Recurring for Application Integrity Feature and other Add-on Features	WANPNWAR	\$ -	\$ 3.00	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
AT&T Managed Security Services					
Managed Intrusion Detection Service					
Install for IPS	WANSMIO	\$ 1,000.00	\$ -	per network	N/A
IPS - 1 to 4 probes	WANSMIR001004	\$ -	\$ 2,300.00	each	N/A
IPS 5 to 14 probes	WANSMIR005014	\$ -	\$ 1,500.00	each	N/A
IPS- 15 to 29 probes	WANSMIR015029	\$ -	\$ 1,058.05	each	N/A
IPS 30 to 59 probes	WANSMIR030059	\$ -	\$ 995.82	each	N/A
IPS 60 to 89 probes	WANSMIR060089	\$ -	\$ 933.58	each	N/A
IPS - 90 to 134 probes	WANSMIR009134	\$ -	\$ 871.34	each	N/A
IPS - 135 to 179 probes	WANSMIR135179	\$ -	\$ 858.89	each	N/A
IPS 180 or greater probes	WANSMIR180999	\$ -	\$ 849.89	each	N/A
Managed Firewall Service – Premises Based					
Installation for Firewall Administration	WANSMFO	\$ 500.00	\$ -	per network	N/A
Firewall Administration 1 to 4 firewalls	WANSMFR0104	\$ -	\$ 775.00	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Firewall Administration 5 to 9 firewalls	WANSMFR0509	\$ -	\$ 735.84	each	N/A
Administration 10 to 19 firewalls	WANSMFR1019	\$ -	\$ 692.55	each	N/A
Firewall Administration 20 to 29 firewalls	WANSMFR2029	\$ -	\$ 649.27	each	N/A
Firewall Administration 30 to 44 firewalls	WANSMFR3044	\$ -	\$ 605.98	each	N/A
Firewall Administration 45 or greater firewalls	WANSMFR4599	\$ -	\$ 597.33	each	N/A
Management Kit					
One Time for Management Kit	WANSMKO	\$ 2,500.00	\$ -	each	N/A
Note: The Mirage Product features below are no longer available. Existing customers will continue to be supported.					
One Time for Mirage	WANSMMO	\$ 500.00	\$ -	per network	N/A
Mirage 1 to 4 probes	WANSMMR0104	\$ -	\$ 500.00	each	N/A
Mirage 5 to 9 probes	WANSMMR0509	\$ -	\$ 475.00	each	N/A
Mirage 10 to 19 probes	WANSMMR1019	\$ -	\$ 451.25	each	N/A
Mirage 20 to 29 probes	WANSMMR2029	\$ -	\$ 428.69	each	N/A
Mirage 30 to 44 probes	WANSMMR3044	\$ -	\$ 407.25	each	N/A
Mirage 45 to 59 probes	WANSMMR4559	\$ -	\$ 386.89	each	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Mirage 60 to 74 probes	WANSMMR6074	\$ -	\$ 367.55	each	N/A
Mirage 75 to 89 probes	WANSMMR7589	\$ -	\$ 349.17	each	N/A
Mirage 90 or greater probes	WANSMMR9099	\$ -	\$ 331.71	each	N/A

Shipping not included except on Cisco equipment; ground shipping is included at no additional charge for Cisco equipment
Taxes not included.

6.1.7 Service Identifier: Managed Internet Service (MIS)

Three service types are available:

- AT&T MIS with AT&T Managed Router and
- AT&T MIS with Customer Managed Router
- AT&T Dedicated Internet Access (DIA) with Customer Managed Router.

Under each AT&T MIS service type, 4 types of port billing services are available:

- Flat Rate Port Only,
- Hi Cap Flex Port Only,
- Bundled Fast Ethernet and
- Burstable Port Only.

All new Internet access services will be provisioned with AT&T MIS.

AT&T Dedicated Internet Access (DIA) with Customer Managed Router Service is being grandfathered. Existing AT&T DIA Ports may be upgraded subject to bandwidth availability. Ethernet Access is not available for DIA upgrade.

The Customer Managed Flat Rate Port pricing for AT&T MIS below applies to DIA ports, as available.

Note: Charges apply for On-Site (Managed Router Service), no charge for Tele-Install.

MIS Installation Table

Port Speed	Tele-Install	On-Site
56 Kbps - 1.5 Kbps	N/C	\$ 999.00*
NxT1 (3.0 Mbps - 6.0 Mbps)	N/C	\$ 999.00*
Tiered/Full T3	N/C	\$ 5000.00 *
OC-X	N/C	\$ 10000.00 *
Ethernet Access	N/C	\$ 10000.00 *

* - ICB pricing is available.

FLAT RATE INTERNET PORT

The Customer Managed Flat Rate Port pricing for AT&T MIS below applies to DIA ports, as available.

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
AT&T MIS @ 56Kbps	5323	N/C	\$ 72.20	Port
AT&T MIS @ 128Kbps	5324	N/C	\$ 85.50	Port
AT&T MIS @ 256Kbps	5325	N/C	\$ 106.40	Port
AT&T MIS @ 384Kbps	5326	N/C	\$ 127.30	Port
AT&T MIS @ 512Kbps	5327	N/C	\$ 148.20	Port
AT&T MIS @ 768Kbps	5328	N/C	\$ 155.80	Port
AT&T MIS @ 1024 Kbps	5700	N/C	\$ 161.50	Port
AT&T MIS @ 1.544 Mbps (T1)	5701	N/C	\$ 178.60	Port
AT&T MIS @ 2Mbps	5329	N/C	\$ 147.50	Port
AT&T MIS @ 3 Mbps	5702	N/C	\$ 212.50	Port
AT&T MIS @ 3 Mbps NxT1	5702	N/C	\$ 212.50	Port
AT&T MIS @ 4Mbps	5330	N/C	\$ 268.75	Port
AT&T MIS @ 4.5Mbps	5331	N/C	\$ 275.00	Port
AT&T MIS @ 5Mbps	5332	N/C	\$ 281.25	Port
AT&T MIS @ 6Mbps	5333	N/C	\$ 312.50	Port
AT&T MIS @ 6Mbps NxT1	5333	N/C	\$ 312.50	Port
AT&T MIS @ 7Mbps	5334	N/C	\$ 353.75	Port
AT&T MIS @ 7.5 Mbps	5382	N/C	\$ 370.00	Port
AT&T MIS @ 8Mbps	5335	N/C	\$ 391.25	Port
AT&T MIS @ 9Mbps	5336	N/C	\$ 428.75	Port
AT&T MIS @ 9Mbps NxT1	5336	N/C	\$ 428.75	Port
AT&T MIS @ 10 Mbps	5703	N/C	\$ 460.00	Port
AT&T MIS @ 10.5 Mbps	5383	N/C	\$ 478.75	Port
AT&T MIS @ 12 Mbps	5384	N/C	\$ 547.50	Port
AT&T MIS @ 15 Mbps	5704	N/C	\$ 616.25	Port
AT&T MIS @ 20 Mbps	5705	N/C	\$ 772.50	Port
AT&T MIS @ 25 Mbps	5706	N/C	\$ 931.25	Port
AT&T MIS @ 30 Mbps	5707	N/C	\$ 1,087.50	Port

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
AT&T MIS @ 35 Mbps	5708	N/C	\$ 1,247.50	Port
AT&T MIS @ 40 Mbps	5709	N/C	\$ 1,403.75	Port
AT&T MIS @ 45 Mbps (T3)	5710	N/C	\$ 1,562.50	Port
AT&T MIS @ 60Mbps (OC3)	5338	N/C	\$ 1,956.25	Port
AT&T MIS @ 155 Mbps (OC3)	5712	N/C	\$ 4,450.00	Port
AT&T MIS @ 622 Mbps (OC12)	6528	N/C	\$12,675.00	Port
AT&T MIS @ 2.45 Gbps (OC48)	6837	N/C	\$49,000.00	Port

FLAT RATE INTERNET PORT WITH ROUTER

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
AT&T MIS w/Mgd Router @ 56Kbps	5348	See Above	\$ 98.80	Port
AT&T MIS w/Mgd Router @ 128Kbps	5349	See Above	\$ 112.10	Port
AT&T MIS w/Mgd Router @ 256Kbps	5350	See Above	\$ 133.00	Port
AT&T MIS w/Mgd Router @ 384Kbps	5351	See Above	\$ 153.90	Port
AT&T MIS w/Mgd Router @ 512Kbps	5352	See Above	\$ 174.80	Port
AT&T MIS w/Mgd Router @ 768Kbps	5353	See Above	\$ 182.40	Port
AT&T MIS w/Mgd Router @ 1024 Kbps	5713	See Above	\$ 188.10	Port

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
AT&T MIS w/Mgd Router @ 1.544 Mbps (T1)	5714	See Above	\$ 205.20	Port
AT&T MIS w/Mgd Router @ 2Mbps	5354	See Above	\$ 221.25	Port
AT&T MIS w/Mgd Router @ 3Mbps	5355	See Above	\$ 286.25	Port
AT&T MIS w/Mgd Router @ 3Mbps Nxt1	5355	See Above	\$ 286.25	Port
AT&T MIS w/Mgd Router @ 4Mbps	5356	See Above	\$ 342.50	Port
AT&T MIS w/Mgd Router @ 4.5Mbps	5357	See Above	\$ 348.75	Port
AT&T MIS w/Mgd Router @ 5Mbps	5358	See Above	\$ 355.00	Port
AT&T MIS w/Mgd Router @ 6Mbps	5359	See Above	\$ 386.25	Port
AT&T MIS w/Mgd Router @ 6Mbps Nxt1	5359	See Above	\$ 386.25	Port
AT&T MIS w/Mgd Router @ 7Mbps	5360	See Above	\$ 573.75	Port
AT&T MIS w/Mgd Router @ 7.5 Mbps	5385	See Above	\$ 590.00	Port
AT&T MIS w/Mgd Router @ 8Mbps	5361	See Above	\$ 611.25	Port
AT&T MIS w/Mgd Router @ 9Mbps	5362	See Above	\$ 648.75	Port
AT&T MIS w/Mgd Router @ 9Mbps Nxt1	5362	See Above	\$ 648.75	Port
AT&T MIS w/Mgd Router @ 10Mbps	5363	See Above	\$ 680.00	Port
AT&T MIS w/Mgd Router @ 10.5 Mbps	5386	See Above	\$ 698.75	Port
AT&T MIS w/Mgd Router @ 12 Mbps	5387	See Above	\$ 767.50	Port

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
AT&T MIS w/Mgd Router @ 15Mbps	5364	See Above	\$ 836.25	Port
AT&T MIS w/Mgd Router @ 20Mbps	5365	See Above	\$ 992.50	Port
AT&T MIS w/Mgd Router @ 25Mbps	5366	See Above	\$ 1,151.25	Port
AT&T MIS w/Mgd Router @ 30Mbps	5367	See Above	\$ 1,307.50	Port
AT&T MIS w/Mgd Router @ 35Mbps	5368	See Above	\$ 1,467.50	Port
AT&T MIS w/Mgd Router @ 40Mbps	5369	See Above	\$ 1,623.75	Port
AT&T MIS w/Mgd Router @ 45Mbps	5370	See Above	\$ 1,782.50	Port
AT&T MIS w/Mgd Router @ 60Mbps	5374	See Above	\$ 2,251.25	Port
AT&T MIS w/Mgd Router @ 155 Mbps (OC3)	5716	See Above	\$ 4,745.00	Port
AT&T MIS w/Mgd Router @ 622 Mbps (OC12)	6529	See Above	\$13,126.25	Port
AT&T MIS w/Mgd Router @ 2.45 Gbps (OC48)	6840	See Above	\$49,763.75	Port

HI CAP FLEX T3 - PRIVATE LINE, ATM (ASYNCHRONOUS TRANSFER MODE)

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS HiCap T3 2 Mbps	7400	N/C	\$ 236.00	Port	248.50	Per Mbps
MIS HiCap T3 3 Mbps	7401	N/C	\$ 340.00	Port	238.00	Per Mbps
MIS HiCap T3 4 Mbps	7402	N/C	\$ 430.00	Port	227.50	Per Mbps
MIS HiCap T3 5 Mbps	7403	N/C	\$ 450.00	Port	189.00	Per Mbps
MIS HiCap T3 6 Mbps	7404	N/C	\$ 500.00	Port	175.00	Per Mbps
MIS HiCap T3 7 Mbps	7405	N/C	\$ 566.00	Port	171.50	Per Mbps
MIS HiCap T3 8 Mbps	7406	N/C	\$ 626.00	Port	164.50	Per Mbps
MIS HiCap T3 9 Mbps	7407	N/C	\$ 686.00	Port	161.00	Per Mbps
MIS HiCap T3 10 Mbps	7408	N/C	\$ 736.00	Port	157.50	Per Mbps
MIS HiCap T3 15 Mbps	7409	N/C	\$ 986.00	Port	140.00	Per Mbps
MIS HiCap T3 20 Mbps	7410	N/C	\$ 1,236.00	Port	133.00	Per Mbps
MIS HiCap T3 25 Mbps	7411	N/C	\$ 1,490.00	Port	126.00	Per Mbps
MIS HiCap T3 30 Mbps	7412	N/C	\$ 1,740.00	Port	122.50	Per Mbps
MIS HiCap T3 35 Mbps	7413	N/C	\$ 1,996.00	Port	122.50	Per Mbps
MIS HiCap T3 40 Mbps	7414	N/C	\$ 2,246.00	Port	119.00	Per Mbps
MIS HiCap T3 45 Mbps	7415	N/C	\$ 2,500.00	Port	N/A	Per Mbps

HI CAP FLEX T3 - PRIVATE LINE, ATM (ASYNCHRONOUS TRANSFER MODE) with Managed Router

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS HiCap T3 w/Mgd Rtr 2 Mbps	7420	See Above	\$ 354.00	Port	248.50	Per Mbps
MIS HiCap T3 w/Mgd Rtr 3 Mbps	7421	See Above	\$ 458.00	Port	238.00	Per Mbps
MIS HiCap T3 w/Mgd Rtr 4 Mbps	7422	See Above	\$ 548.00	Port	227.50	Per Mbps
MIS HiCap T3 w/Mgd Rtr 5 Mbps	7423	See Above	\$ 568.00	Port	189.00	Per Mbps
MIS HiCap T3 w/Mgd Rtr 6 Mbps	7424	See Above	\$ 618.00	Port	175.00	Per Mbps

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS HiCap T3 w/Mgd Rtr 7 Mbps	7425	See Above	\$ 918.00	Port	171.50	Per Mbps
MIS HiCap T3 w/Mgd Rtr 8 Mbps	7426	See Above	\$ 978.00	Port	164.50	Per Mbps
MIS HiCap T3 w/Mgd Rtr 9 Mbps	7427	See Above	\$ 1,038.00	Port	161.00	Per Mbps
MIS HiCap T3 w/Mgd Rtr 10 Mbps	7428	See Above	\$ 1,088.00	Port	157.50	Per Mbps
MIS HiCap T3 w/Mgd Rtr 15 Mbps	7429	See Above	\$ 1,338.00	Port	140.00	Per Mbps
MIS HiCap T3 w/Mgd Rtr 20 Mbps	7430	See Above	\$ 1,588.00	Port	133.00	Per Mbps
MIS HiCap T3 w/Mgd Rtr 25 Mbps	7431	See Above	\$ 1,842.00	Port	126.00	Per Mbps
MIS HiCap T3 w/Mgd Rtr 30 Mbps	7432	See Above	\$ 2,092.00	Port	122.50	Per Mbps
MIS HiCap T3 w/Mgd Rtr 35 Mbps	7433	See Above	\$ 2,348.00	Port	122.50	Per Mbps
MIS HiCap T3 w/Mgd Rtr 40 Mbps	7434	See Above	\$ 2,598.00	Port	119.00	Per Mbps
MIS HiCap T3 w/Mgd Rtr 45 Mbps	7435	See Above	\$ 2,852.00	Port	N/A	Per Mbps

HI CAP FLEX OC3 - PRIVATE LINE

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
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Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS HiCap OC3 35 Mbps	8050	N/C	\$ 1,996.00	Port	122.50	Per Mbps
MIS HiCap OC3 40 Mbps	8051	N/C	\$ 2,246.00	Port	119.00	Per Mbps
MIS HiCap OC3 45 Mbps	8052	N/C	\$ 2,500.00	Port	119.00	Per Mbps
MIS HiCap OC3 60 Mbps	8053	N/C	\$ 3,130.00	Port	112.00	Per Mbps
MIS HiCap OC3 70 Mbps	8054	N/C	\$ 3,550.00	Port	108.50	Per Mbps
MIS HiCap OC3 80 Mbps	8055	N/C	\$ 3,970.00	Port	105.00	Per Mbps
MIS HiCap OC3 90 Mbps	8056	N/C	\$ 4,390.00	Port	105.00	Per Mbps
MIS HiCap OC3 100 Mbps	8057	N/C	\$ 4,810.00	Port	101.50	Per Mbps
MIS HiCap OC3 120 Mbps	8058	N/C	\$ 5,650.00	Port	101.50	Per Mbps
MIS HiCap OC3 144 Mbps	8059	N/C	\$ 6,490.00	Port	98.00	Per Mbps
MIS HiCap OC3 155 Mbps	8060	N/C	\$ 7,120.00	Port	N/A	Per Mbps

HI CAP FLEX OC3 - PRIVATE LINE with Managed Router

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS HiCap OC3 w/Mgd Rtr 35 Mbps	8070	See Above	\$ 2,348.00	Port	122.50	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 40 Mbps	8071	See Above	\$ 2,598.00	Port	119.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 45 Mbps	8072	See Above	\$ 2,852.00	Port	119.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 60 Mbps	8073	See Above	\$ 3,602.00	Port	112.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 70 Mbps	8074	See Above	\$ 4,022.00	Port	108.50	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 80 Mbps	8075	See Above	\$ 4,442.00	Port	105.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 90 Mbps	8076	See Above	\$ 4,862.00	Port	105.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 100 Mbps	8077	See Above	\$ 5,282.00	Port	101.50	Per Mbps

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS HiCap OC3 w/Mgd Rtr 120 Mbps	8078	See Above	\$ 6,122.00	Port	101.50	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 144 Mbps	8079	See Above	\$ 6,962.00	Port	98.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 155 Mbps	8080	See Above	\$ 7,592.00	Port	N/A	Per Mbps

HI CAP FLEX OC12 - PRIVATE LINE

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS HiCap OC12 70 Mbps	7500	N/C	\$ 3,550.00	Port	\$ 108.50	Per Mbps
MIS HiCap OC12 80 Mbps	7501	N/C	\$ 3,970.00	Port	\$ 105.00	Per Mbps
MIS HiCap OC12 90 Mbps	7502	N/C	\$ 4,390.00	Port	\$ 105.00	Per Mbps
MIS HiCap OC12 100 Mbps	7503	N/C	\$ 4,810.00	Port	\$ 101.50	Per Mbps
MIS HiCap OC12 120 Mbps	7504	N/C	\$ 5,650.00	Port	\$ 101.50	Per Mbps
MIS HiCap OC12 144 Mbps	7505	N/C	\$ 6,490.00	Port	\$ 98.00	Per Mbps
MIS HiCap OC12 155 Mbps	7506	N/C	\$ 7,120.00	Port	\$ 98.00	Per Mbps
MIS HiCap OC12 200 Mbps	7507	N/C	\$ 8,390.00	Port	\$ 91.00	Per Mbps
MIS HiCap OC12 250 Mbps	7508	N/C	\$ 9,806.00	Port	\$ 84.00	Per Mbps
MIS HiCap OC12 300 Mbps	7509	N/C	\$11,220.00	Port	\$ 80.50	Per Mbps
MIS HiCap OC12 350 Mbps	7510	N/C	\$12,640.00	Port	\$ 77.00	Per Mbps
MIS HiCap OC12 400 Mbps	7511	N/C	\$14,056.00	Port	\$ 77.00	Per Mbps
MIS HiCap OC12 450 Mbps	7512	N/C	\$15,470.00	Port	\$ 73.50	Per Mbps
MIS HiCap OC12 500 Mbps	7513	N/C	\$16,886.00	Port	\$ 73.50	Per Mbps
MIS HiCap OC12 550 Mbps	7514	N/C	\$18,300.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC12 600 Mbps	7515	N/C	\$19,716.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC12 622 Mbps	7516	N/C	\$20,280.00	Port	N/A	Per Mbps

HI CAP FLEX OC12 - PRIVATE LINE - with Managed Router

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS HiCap OC3 w/Mgd Rtr 70 Mbps	7525	See Above	\$ 4,022.00	Port	\$ 108.50	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 80 Mbps	7526	See Above	\$ 4,442.00	Port	\$ 105.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 90 Mbps	7527	See Above	\$ 4,862.00	Port	\$ 105.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 100 Mbps	7528	See Above	\$ 5,282.00	Port	\$ 101.50	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 120 Mbps	7529	See Above	\$ 6,122.00	Port	\$ 101.50	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 144 Mbps	7530	See Above	\$ 6,962.00	Port	\$ 98.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 155 Mbps	7531	See Above	\$ 7,592.00	Port	\$ 98.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 200 Mbps	7532	See Above	\$ 9,112.00	Port	\$ 91.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 250 Mbps	7533	See Above	\$10,528.00	Port	\$ 84.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 300 Mbps	7534	See Above	\$11,942.00	Port	\$ 80.50	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 350 Mbps	7535	See Above	\$13,362.00	Port	\$ 77.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 400 Mbps	7536	See Above	\$14,778.00	Port	\$ 77.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 450 Mbps	7537	See Above	\$16,192.00	Port	\$ 73.50	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 500 Mbps	7538	See Above	\$17,608.00	Port	\$ 73.50	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 550 Mbps	7539	See Above	\$19,022.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 600 Mbps	7540	See Above	\$20,438.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC3 w/Mgd Rtr 622 Mbps	7541	See Above	\$21,002.00	Port	N/A	Per Mbps

HI CAP FLEX OC48 - PRIVATE LINE

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS HiCap OC48 600 Mbps	7450	N/C	\$19,716.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 622 Mbps	7451	N/C	\$20,280.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 700 Mbps	7452	N/C	\$22,546.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 800 Mbps	7453	N/C	\$25,376.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 1250 Mbps	7454	N/C	\$40,500.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 1550 Mbps	7455	N/C	\$50,000.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 1850 Mbps	7456	N/C	\$59,500.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 2150 Mbps ¹	7457	N/C	\$69,000.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 2450 Mbps ¹	7458	N/C	\$78,400.00	Port	N/A	N/A

¹Due a technical limitation with the Cisco Gigabit Router cards, actual speed of the service is limited to 1.9 Gbps. Therefore, 1850 Mbps should be the highest "Minimum Bandwidth Commitment" offered to customers at this time.

HI CAP FLEX OC48 – PRIVATE LINE – With Managed Router

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS HiCap OC48 600 Mbps	7470	See Above	\$20,438.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 622 Mbps	7471	See Above	\$21,002.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 700 Mbps	7472	See Above	\$23,268.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 800 Mbps	7473	See Above	\$26,098.00	Port	\$ 70.00	Per Mbps

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS HiCap OC48 1250 Mbps	7474	See Above	\$41,722.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 1550 Mbps	7475	See Above	\$51,222.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 1850 Mbps	7476	See Above	\$60,722.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 2150 Mbps ¹	7477	See Above	\$70,222.00	Port	\$ 70.00	Per Mbps
MIS HiCap OC48 2450 Mbps ¹	7478	See Above	\$79,622.00	Port	N/A	N/A

¹Due a technical limitation with the Cisco Gigabit Router cards, actual speed of the service is limited to 1.9 Gbps. Therefore, 1850 Mbps should be the highest "Minimum Bandwidth Commitment" offered to customers at this time.

BUNDLED FAST ETHERNET 100 Mbps

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS Bundled 100 Ethernet 2 Mbps	8301	\$2,000.00	\$ 1,359.00	Port + Access	\$ 248.50	Per Mbps
MIS Bundled 100 Ethernet 3 Mbps	8302	\$2,000.00	\$ 1,463.00	Port + Access	\$ 238.00	Per Mbps
MIS Bundled 100 Ethernet 4 Mbps	8303	\$2,000.00	\$ 1,553.00	Port+ Access	\$ 227.50	Per Mbps
MIS Bundled 100 Ethernet 5 Mbps	8304	\$2,000.00	\$ 1,573.00	Port+ Access	\$ 189.00	Per Mbps
MIS Bundled 100 Ethernet 6 Mbps	8305	\$2,000.00	\$ 1,816.00	Port+ Access	\$ 175.00	Per Mbps
MIS Bundled 100 Ethernet 7 Mbps	8306	\$2,000.00	\$ 1,882.00	Port+ Access	\$ 171.50	Per Mbps

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS Bundled 100 Ethernet 8 Mbps	8307	\$2,000.00	\$ 1,942.00	Port+ Access	\$ 164.50	Per Mbps
MIS Bundled 100 Ethernet 9 Mbps	8308	\$2,000.00	\$ 2,002.00	Port+ Access	\$ 161.00	Per Mbps
MIS Bundled 100 Ethernet 10 Mbps	8309	\$2,000.00	\$ 2,052.00	Port+ Access	\$ 157.50	Per Mbps
MIS Bundled 100 Ethernet 15 Mbps	8310	\$2,000.00	\$ 2,558.00	Port+ Access	\$ 140.00	Per Mbps
MIS Bundled 100 Ethernet 20 Mbps	8311	\$2,000.00	\$ 2,808.00	Port+ Access	\$ 133.00	Per Mbps
MIS Bundled 100 Ethernet 25 Mbps	8312	\$2,000.00	\$ 3,311.00	Port+ Access	\$ 126.00	Per Mbps
MIS Bundled 100 Ethernet 30 Mbps	8313	\$2,000.00	\$ 3,561.00	Port+ Access	\$ 122.50	Per Mbps
MIS Bundled 100 Ethernet 35 Mbps	8314	\$2,000.00	\$ 3,817.00	Port+ Access	\$ 122.50	Per Mbps
MIS Bundled 100 Ethernet 40 Mbps	8315	\$2,000.00	\$ 4,067.00	Port+ Access	\$ 119.00	Per Mbps
MIS Bundled 100 Ethernet 45 Mbps	8316	\$2,000.00	\$ 4,321.00	Port+ Access	\$ 119.00	Per Mbps
MIS Bundled 100 Ethernet 60 Mbps	8317	\$2,000.00	\$ 5,633.00	Port+ Access	\$ 112.00	Per Mbps
MIS Bundled 100 Ethernet 70 Mbps ²	8318	\$2,000.00	\$ 6,053.00	Port+ Access	\$ 108.50	Per Mbps
MIS Bundled 100 Ethernet 80 Mbps ²	8319	\$2,000.00	\$ 6,473.00	Port+ Access	\$ 105.00	Per Mbps
MIS Bundled 100 Ethernet 90 Mbps ²	8320	\$2,000.00	\$ 6,893.00	Port+ Access	\$ 105.00	Per Mbps
MIS Bundled 100 Ethernet 100 Mbps ²	8321	\$2,000.00	\$ 7,313.00	Port+ Access	N/A	Per Mbps

²Only available where Multi-Service Edge (MSE) Routers are deployed and requires MIS Offer approval.

BUNDLED FAST ETHERNET 100 Mbps – with Managed Router

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
On-Site Install Charges apply - see MIS Install Table above.						
MIS Bundled 100 Enet w/Mgd Rtr 2 Mbps	8323	\$2,000.00	\$ 1,477.00	Port+ Access	\$ 248.50	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 3 Mbps	8324	\$2,000.00	\$ 1,581.00	Port+ Access	\$ 238.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 4 Mbps	8325	\$2,000.00	\$ 1,671.00	Port+ Access	\$ 227.50	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 5 Mbps	8326	\$2,000.00	\$ 1,691.00	Port+ Access	\$ 189.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 6 Mbps	8327	\$2,000.00	\$ 1,934.00	Port+ Access	\$ 175.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 7 Mbps	8328	\$2,000.00	\$ 2,234.00	Port+ Access	\$ 171.50	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 8 Mbps	8329	\$2,000.00	\$ 2,294.00	Port+ Access	\$ 164.50	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 9 Mbps	8330	\$2,000.00	\$ 2,354.00	Port+ Access	\$ 161.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 10 Mbps	8331	\$2,000.00	\$ 2,404.00	Port+ Access	\$ 157.50	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 15 Mbps	8332	\$2,000.00	\$ 2,910.00	Port+ Access	\$ 140.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 20 Mbps	8333	\$2,000.00	\$ 3,160.00	Port+ Access	\$ 133.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 25 Mbps	8334	\$2,000.00	\$ 3,663.00	Port+ Access	\$ 126.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 30 Mbps	8335	\$2,000.00	\$ 3,913.00	Port+ Access	\$ 122.50	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 35 Mbps	8336	\$2,000.00	\$ 4,169.00	Port+ Access	\$ 122.50	Per Mbps

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS Bundled 100 Enet w/Mgd Rtr 40 Mbps	8337	\$2,000.00	\$ 4,419.00	Port+ Access	\$ 119.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 45 Mbps	8338	\$2,000.00	\$ 4,673.00	Port+ Access	\$ 119.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 60 Mbps	8339	\$2,000.00	\$ 6,105.00	Port+ Access	\$ 112.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 70 Mbps ²	8340	\$2,000.00	\$ 6,525.00	Port+ Access	\$ 108.50	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 80 Mbps ²	8341	\$2,000.00	\$ 6,945.00	Port+ Access	\$ 105.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 90 Mbps ²	8342	\$2,000.00	\$ 7,365.00	Port+ Access	\$ 105.00	Per Mbps
MIS Bundled 100 Enet w/Mgd Rtr 100 Mbps ²	8343	\$2,000.00	\$ 7,785.00	Port+ Access	N/A	Per Mbps

²Only available where Multi-Service Edge (MSE) Routers are deployed and requires MIS Offer approval.

³Access Bandwidth must be set to Maximum Burst. Requires final engineering approval--special construction charges may apply.

Bundled GIGABIT ETHERNET 1000 Mbps

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS Bundled Gigabit Ethernet 70 Mbps	8318	\$3,000.00	\$ 6,053.00	Port + Access	\$ 108.50	Per Mbps
MIS Bundled Gigabit Ethernet 80 Mbps	8319	\$3,000.00	\$ 6,473.00	Port + Access	\$ 105.00	Per Mbps

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS Bundled Gigabit Ethernet 90 Mbps	8320	\$3,000.00	\$ 6,893.00	Port + Access	\$ 105.00	Per Mbps
MIS Bundled Gigabit Ethernet 100 Mbps	8345	\$3,000.00	\$ 7,313.00	Port + Access	\$ 101.50	Per Mbps
MIS Bundled Gigabit Ethernet 120 Mbps	8346	\$3,000.00	\$ 9,327.00	Port + Access	\$ 101.50	Per Mbps
MIS Bundled Gigabit Ethernet 144 Mbps	8347	\$3,000.00	\$ 10,167.00	Port + Access	\$ 98.00	Per Mbps
MIS Bundled Gigabit Ethernet 155 Mbps	8348	\$3,000.00	\$ 10,797.00	Port + Access	\$ 98.00	Per Mbps
MIS Bundled Gigabit Ethernet 200 Mbps	8349	\$3,000.00	\$ 12,067.00	Port + Access	\$ 91.00	Per Mbps
MIS Bundled Gigabit Ethernet 250 Mbps	8350	\$3,000.00	\$ 13,483.00	Port + Access	\$ 84.00	Per Mbps
MIS Bundled Gigabit Ethernet 300 Mbps	8351	\$3,000.00	\$16,334.00	Port + Access	\$ 80.50	Per Mbps
MIS Bundled Gigabit Ethernet 350 Mbps	8352	\$3,000.00	\$17,754.00	Port + Access	\$ 77.00	Per Mbps
MIS Bundled Gigabit Ethernet 400 Mbps	8353	\$3,000.00	\$19,170.00	Port + Access	\$ 77.00	Per Mbps
MIS Bundled Gigabit Ethernet 450 Mbps	8354	\$3,000.00	\$20,584.00	Port + Access	\$ 73.50	Per Mbps
MIS Bundled Gigabit Ethernet 500 Mbps	8355	\$3,000.00	\$22,000.00	Port + Access	\$ 73.50	Per Mbps
MIS Bundled Gigabit Ethernet 550 Mbps	8356	\$3,000.00	\$25,040.00	Port + Access	\$ 70.00	Per Mbps
MIS Bundled Gigabit Ethernet 600 Mbps	8357	\$3,000.00	\$26,456.00	Port + Access	\$ 70.00	Per Mbps
MIS Bundled Gigabit Ethernet 622 Mbps	8358	\$3,000.00	\$27,020.00	Port + Access	\$ 70.00	Per Mbps
MIS Bundled Gigabit Ethernet 700 Mbps	8359	\$3,000.00	\$29,286.00	Port + Access	\$ 70.00	Per Mbps

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS Bundled Gigabit Ethernet 800 Mbps ⁴	8360	\$3,000.00	\$32,116.00	Port + Access	\$ 70.00	Per Mbps
MIS Bundled Gigabit Ethernet 900 Mbps ⁴	8361	\$3,000.00	\$35,090.00	Port + Access	\$ 70.00	Per Mbps
MIS Bundled Gigabit Ethernet 1000 Mbps ⁴	8362	\$3,000.00	\$38,040.00	Port + Access	N/A	Per Mbps

⁴Requires MIS Offer Approval before quoting Loop or Port - Not available in all locations.

Bundled GIGABIT ETHERNET 1000 Mbps - with Managed Router

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
On-Site Install Charges apply - see MIS Install Table above.						
MIS Bundled Gigabit Ethernet w/Mgd Rtr 70 Mbps	8340	\$3,000.00	\$ 6,525.00	Port + Access	\$ 108.50	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 80 Mbps	8341	\$3,000.00	\$ 6,945.00	Port + Access	\$ 105.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 90 Mbps	8342	\$3,000.00	\$ 7,365.00	Port + Access	\$ 105.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 100 Mbps	8364	\$3,000.00	\$ 7,785.00	Port + Access	\$ 101.50	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 120 Mbps	8365	\$3,000.00	\$ 9,799.00	Port + Access	\$ 101.50	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 144 Mbps	8366	\$3,000.00	\$ 10,639.00	Port + Access	\$ 98.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 155 Mbps	8367	\$3,000.00	\$ 11,269.00	Port + Access	\$ 98.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 200 Mbps	8368	\$3,000.00	\$ 12,789.00	Port + Access	\$ 91.00	Per Mbps

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure	Incremental Usage Recurring Rate	Unit of Measure
MIS Bundled Gigabit Ethernet w/Mgd Rtr 250 Mbps	8369	\$3,000.00	\$14,205.00	Port + Access	\$ 84.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 300 Mbps	8370	\$3,000.00	\$17,056.00	Port + Access	\$ 80.50	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 350 Mbps	8371	\$3,000.00	\$18,476.00	Port + Access	\$ 77.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 400 Mbps	8372	\$3,000.00	\$19,892.00	Port + Access	\$ 77.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 450 Mbps	8373	\$3,000.00	\$21,306.00	Port + Access	\$ 73.50	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 500 Mbps	8374	\$3,000.00	\$22,722.00	Port + Access	\$ 73.50	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 550 Mbps	8375	\$3,000.00	\$25,762.00	Port + Access	\$ 70.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 600 Mbps	8376	\$3,000.00	\$27,178.00	Port + Access	\$ 70.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 622 Mbps	8377	\$3,000.00	\$27,742.00	Port + Access	\$ 70.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 700 Mbps	8378	\$3,000.00	\$30,008.00	Port + Access	\$ 70.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 800 Mbps ⁴	8379	\$3,000.00	\$32,838.00	Port + Access	\$ 70.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 900 Mbps ⁴	8380	\$3,000.00	\$36,312.00	Port + Access	\$ 70.00	Per Mbps
MIS Bundled Gigabit Ethernet w/Mgd Rtr 1000 Mbps ⁴	8381	\$3,000.00	\$39,262.00	Port + Access	N/A	Per Mbps

⁴Requires MIS Offer Approval before quoting Loop or Port - Not available in all locations.

BURSTABLE T1 - PRIVATE LINE, FRAME RELAY

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable T1 Up to 128 Kbps	7301	N/C	\$ 148.50	Port
MIS Burstable T1 128.01 to 256 Kbps		N/C	\$ 187.00	Port
MIS Burstable T1 256.01 to 384 Kbps		N/C	\$ 222.75	Port
MIS Burstable T1 384.01 to 512 Kbps		N/C	\$ 258.50	Port
MIS Burstable T1 512.01 to full T1		N/C	\$ 310.75	Port

BURSTABLE T1 - PRIVATE LINE, FRAME RELAY - with Managed Router

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable T1 w/Mgd Rtr Up to 128 Kbps	7302	See Above	\$ 187.00	Port
MIS Burstable T1 w/Mgd Rtr 128.01 to 256 Kbps		See Above	\$ 225.50	Port
MIS Burstable T1 w/Mgd Rtr 256.01 to 384 Kbps		See Above	\$ 261.25	Port
MIS Burstable T1 w/Mgd Rtr 384.01 to 512 Kbps		See Above	\$ 297.00	Port
MIS Burstable T1 w/Mgd Rtr 512.01 to full T1		See Above	\$ 349.25	Port

BURSTABLE T3 - PRIVATE LINE, ATM

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable T3 Up to 6 Mbps	7303	N/C	\$ 606.00	Port
MIS Burstable T3 6.01 to 7.5 Mbps		N/C	\$ 716.00	Port
MIS Burstable T3 7.51 to 9.0 Mbps		N/C	\$ 826.00	Port
MIS Burstable T3 9.01 to 10.5 Mbps		N/C	\$ 916.00	Port
MIS Burstable T3 10.51 to 12.0 Mbps		N/C	\$ 1,006.00	Port
MIS Burstable T3 12.01 to 13.5 Mbps		N/C	\$ 1,096.00	Port
MIS Burstable T3 13.51 to 15.0 Mbps		N/C	\$ 1,186.00	Port
MIS Burstable T3 15.01 to 16.5 Mbps		N/C	\$ 1,260.00	Port
MIS Burstable T3 16.51 to 18.0 Mbps		N/C	\$ 1,336.00	Port
MIS Burstable T3 18.01 to 19.5 Mbps		N/C	\$ 1,410.00	Port
MIS Burstable T3 19.51 to 21.0 Mbps		N/C	\$ 1,486.00	Port
MIS Burstable T3 21.01 to 45.0 Mbps		N/C	\$ 3,006.00	Port

BURSTABLE T3 - PRIVATE LINE, ATM - with Managed Router

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable T3 w/Mgd Router Up to 6 Mbps	7304	See Above	\$ 724.00	Port

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable T3 w/Mgd Router 6.01 to 7.5 Mbps		See Above	\$ 1,068.00	Port
MIS Burstable T3 w/Mgd Router 7.51 to 9.0 Mbps		See Above	\$ 1,178.00	Port
MIS Burstable T3 w/Mgd Router 9.01 to 10.5 Mbps		See Above	\$ 1,268.00	Port
MIS Burstable T3 w/Mgd Router 10.51 to 12.0 Mbps		See Above	\$ 1,358.00	Port
MIS Burstable T3 w/Mgd Router 12.01 to 13.5 Mbps		See Above	\$ 1,448.00	Port
MIS Burstable T3 w/Mgd Router 13.51 to 15.0 Mbps		See Above	\$ 1,538.00	Port
MIS Burstable T3 w/Mgd Router 15.01 to 16.5 Mbps		See Above	\$ 1,612.00	Port
MIS Burstable T3 w/Mgd Router 16.51 to 18.0 Mbps		See Above	\$ 1,688.00	Port
MIS Burstable T3 w/Mgd Router 18.01 to 19.5 Mbps		See Above	\$ 1,762.00	Port
MIS Burstable T3 w/Mgd Router 19.51 to 21.0 Mbps		See Above	\$ 1,838.00	Port
MIS Burstable T3 w/Mgd Router 21.01 to 45.0 Mbps		See Above	\$ 3,358.00	Port

BURSTABLE OC3 - PRIVATE LINE

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable OC3 Up to 35 Mbps	7305	N/C	\$ 2,396.00	Port
MIS Burstable OC3 35.01 to 45 Mbps		N/C	\$ 3,006.00	Port

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable OC3 45.01 to 55 Mbps		N/C	\$ 3,506.00	Port
MIS Burstable OC3 55.01 to 65 Mbps		N/C	\$ 4,010.00	Port
MIS Burstable OC3 65.01 to 75 Mbps		N/C	\$ 4,516.00	Port
MIS Burstable OC3 75.01 to 85 Mbps		N/C	\$ 5,020.00	Port
MIS Burstable OC3 85.01 to 100 Mbps		N/C	\$ 5,776.00	Port
MIS Burstable OC3 100.01 to 125 Mbps		N/C	\$ 7,036.00	Port
MIS Burstable OC3 125.01 to 155 Mbps		N/C	\$ 8,546.00	Port

BURSTABLE OC3 - PRIVATE LINE - with Managed Router

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable OC3 w/Mgd Router Up to 35 Mbps	7306	See Above	\$ 2,748.00	Port
MIS Burstable OC3 w/Mgd Router 35.01 to 45 Mbps		See Above	\$ 3,358.00	Port
MIS Burstable OC3 w/Mgd Router 45.01 to 55 Mbps		See Above	\$ 3,978.00	Port
MIS Burstable OC3 w/Mgd Router 55.01 to 65 Mbps		See Above	\$ 4,482.00	Port
MIS Burstable OC3 w/Mgd Router 65.01 to 75 Mbps		See Above	\$ 4,988.00	Port
MIS Burstable OC3 w/Mgd Router 75.01 to 85 Mbps		See Above	\$ 5,492.00	Port

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable OC3 w/Mgd Router 85.01 to 100 Mbps		See Above	\$ 6,248.00	Port
MIS Burstable OC3 w/Mgd Router 100.01 to 125 Mbps		See Above	\$ 7,508.00	Port
MIS Burstable OC3 w/Mgd Router 125.01 to 155 Mbps		See Above	\$ 9,018.00	Port

BURSTABLE OC-12- PRIVATE LINE

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable OC12 Up to 75 Mbps	7307	N/C	\$ 4,516.00	Port
MIS Burstable OC12 75.01 to 150 Mbps		N/C	\$ 7,500.00	Port
MIS Burstable OC12 150.01 to 225 Mbps		N/C	\$10,486.00	Port
MIS Burstable OC12 225.01 to 300 Mbps		N/C	\$13,466.00	Port
MIS Burstable OC12 300.01 to 375 Mbps		N/C	\$16,016.00	Port
MIS Burstable OC12 375.01 to 450 Mbps		N/C	\$18,566.00	Port

MIS Burstable OC12 525.01 to 622 Mbps	N/C	\$24,340.00	Port
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BURSTABLE OC-12- PRIVATE LINE - with Managed Router

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable OC12 w/Mgd Router Up to 75 Mbps	7308	See Above	\$ 4,988.00	Port
MIS Burstable OC12 w/Mgd Router 75.01 to 150 Mbps		See Above	\$ 7,972.00	Port
MIS Burstable OC12 w/Mgd Router 150.01 to 225 Mbps		See Above	\$10,958.00	Port
MIS Burstable OC12 w/Mgd Router 225.01 to 300 Mbps		See Above	\$14,188.00	Port
MIS Burstable OC12 w/Mgd Router 300.01 to 375 Mbps		See Above	\$16,738.00	Port
MIS Burstable OC12 w/Mgd Router 375.01 to 450 Mbps		See Above	\$19,288.00	Port
MIS Burstable OC12 w/Mgd Router 450.01 to 525 Mbps		See Above	\$21,808.00	Port
MIS Burstable OC12 w/Mgd Router 525.01 to 622 Mbps		See Above	\$25,062.00	Port

BURSTABLE OC-48 - PRIVATE LINE

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable OC48 Up to 1250 Mbps	7309	N/C	\$48,600.00	Port
MIS Burstable OC48 1251 to 1350 Mbps		N/C	\$52,390.00	Port

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS Burstable OC48 1351 to 1450 Mbps		N/C	\$56,180.00	Port
MIS Burstable OC48 1451 to 1550 Mbps		N/C	\$59,970.00	Port
MIS Burstable OC48 1551 to 1650 Mbps		N/C	\$63,760.00	Port
MIS Burstable OC48 1651 to 1750 Mbps		N/C	\$67,550.00	Port
MIS Burstable OC48 1751 to 1850 Mbps		N/C	\$71,340.00	Port
MIS Burstable OC48 1851 to 1950 Mbps*		N/C	\$75,130.00	Port
MIS Burstable OC48 1951 to 2050 Mbps*		N/C	\$78,920.00	Port
MIS Burstable OC48 2051 to 2150 Mbps*		N/C	\$82,710.00	Port
MIS Burstable OC48 2151 to 2250 Mbps*		N/C	\$86,500.00	Port
MIS Burstable OC48 2251 to 2350 Mbps*		N/C	\$90,290.00	Port
MIS Burstable OC48 2351 to 2450 Mbps*		N/C	\$94,080.00	Port

BURSTABLE OC-48 - PRIVATE LINE - with Managed Router

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS w/Mgd Router Burstable OC48 Up to 1250 Mbps	7310	See Above	\$49,822.00	Port

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS w/Mgd Router Burstable OC48 1251 to 1350 Mbps		See Above	\$53,612.00	Port
MIS w/Mgd Router Burstable OC48 1351 to 1450 Mbps		See Above	\$57,402.00	Port
MIS w/Mgd Router Burstable OC48 1451 to 1550 Mbps		See Above	\$61,192.00	Port
MIS w/Mgd Router Burstable OC48 1551 to 1650 Mbps		See Above	\$64,982.00	Port
MIS w/Mgd Router Burstable OC48 1651 to 1750 Mbps		See Above	\$68,772.00	Port
MIS w/Mgd Router Burstable OC48 1751 to 1850 Mbps		See Above	\$72,562.00	Port
MIS w/Mgd Router Burstable OC48 1851 to 1950 Mbps*		See Above	\$76,352.00	Port
MIS w/Mgd Router Burstable OC48 1951 to 2050 Mbps*		See Above	\$80,142.00	Port
MIS w/Mgd Router Burstable OC48 2051 to 2150 Mbps*		See Above	\$83,932.00	Port
MIS w/Mgd Router Burstable OC48 2151 to 2250 Mbps*		See Above	\$87,722.00	Port
MIS w/Mgd Router Burstable OC48 2251 to 2350 Mbps*		See Above	\$91,512.00	Port

Feature Description	Identifier	Non-Recurring Charge	Recurring Rate	Unit of Measure
MIS w/Mgd Router Burstable OC48 2351 to 2450 Mbps*		See Above	\$95,302.00	Port

Optional Features – AT&T Secure E-Mail Gateway (SEG)

Feature Name	Non-Recurring Charge	Recurring Charge	Unit of Measure
SEG Advanced			
• Less than 50	\$ 150.00 (Set Up Fee)	\$ 6.00	Per Seat
• 50 – 74	None	\$ 1.58	Per Seat
• 75 – 99	None	\$ 1.40	Per Seat
• 100 – 500	None	\$ 1.25	Per Seat
• 501 – 1000	None	\$ 1.05	Per Seat
• 1001 – and above	None	\$ 1.00	Per Seat
SEG Premium			
• Less than 50	None	\$ 9.00	Per Seat
• 50 – 74	None	\$ 3.06	Per Seat
• 75 – 99	None	\$ 2.77	Per Seat
• 100 – 500	None	\$ 2.66	Per Seat
• 501 – 1000	None	\$ 2.49	Per Seat
• 1001 – 2500	None	\$ 2.39	Per Seat
• 2501 – and above	None	\$ 2.29	Per Seat
Archiving – 1 year			
• Less than 50	\$ 1,800.00 (Set Up Fee)	\$ 4.17	Per Seat
• 50 – 99	None	\$ 2.03	Per Seat
• 100 – 750	None	\$ 1.70	Per Seat
Archiving – 7 years			

Feature Name	Non-Recurring Charge	Recurring Charge	Unit of Measure
• Less than 50	\$ 1,800.00 (Set Up Fee)	\$ 4.17	Per Seat
• 50 – 99	None	\$ 3.34	Per Seat
• 100 – 750	None	\$ 2.80	Per Seat

CALNET 2 – MSA 1 SLA

6.1.11.2.12 Provisioning (M)

Services	Business Days	Provisioning
SONET (Ring and Point-to-Point) AVPN AVPN Managed Router OPT-E-MAN CSME DecaMAN EPLS-WAN FibreMAN MON Ring NBFW ANIRA Secure Email Gateway (SEG)	Contracted Service Project Work – Section 6.1.9	
Specialized Call Routing	Contracted Service Project Work – Section 6.1.9	
Station Cabling	Contracted Service Project Work – Section 6.1.9	
Switched 56	Contracted Service Project Work – Section 6.1.9	
Voice Mail per box	3 Days	

**Secure Email Gateway (SEG)
Customer Network Uptime**

Services	Customer Network Uptime								
<p>Secure Email Gateway (SEG)</p>	<p>Definition</p> <p>Customer Network Uptime is the percentage of time in a calendar month that the AT&T Secure Email Gateway is able to receive and process email and send messages to the customer’s email server</p> <p>Measurement Process</p> <p>Customer Network Uptime (%) = 1 - [(total minutes of customer network outage per month)/(days in month x 24 hours x 60 minutes)] x 100.</p> <p>This SLA is based on a trouble ticket outage durations. The circuit or service is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system. Emergency and planned maintenance, and outages outside of the SEG service, is not included in the network outage time.</p> <p>Objectives and Rights and Remedies:</p> <table border="1" data-bbox="582 1377 1444 1585"> <thead> <tr> <th>Customer Network Uptime - % of Service Availability per Calendar Month</th> <th>Credit</th> </tr> </thead> <tbody> <tr> <td>< 99.999%</td> <td>25% of MRC</td> </tr> <tr> <td>< 99.0%</td> <td>50% of MRC</td> </tr> <tr> <td>< 98.0%</td> <td>100% of MRC</td> </tr> </tbody> </table> <p>End User Escalation Process</p> <p>Call AT&T Global Client Support Center (GCSC) Managed Security Service MSS Operations (1-800-727-2222)</p> <p>DTS/ONS Escalation Process</p>	Customer Network Uptime - % of Service Availability per Calendar Month	Credit	< 99.999%	25% of MRC	< 99.0%	50% of MRC	< 98.0%	100% of MRC
Customer Network Uptime - % of Service Availability per Calendar Month	Credit								
< 99.999%	25% of MRC								
< 99.0%	50% of MRC								
< 98.0%	100% of MRC								

**Secure Email Gateway (SEG)
Latency**

Services	Latency								
<p>Secure Email Gateway (SEG)</p>	<p>Definition</p> <p>Email delivery is defined as the elapsed time from when an email enters the SEG network to when the delivery attempt is first made to the customer’s email servers.</p> <p>Email delivery latency is the average of total email delivery time measured in minutes over a calendar month.</p> <p>Email delivery latency applies only to legitimate business email (non-bulk) delivered to valid email accounts.</p> <p>This SLA shall not apply to:</p> <ul style="list-style-type: none"> • Delivery of email to quarantine or archive • Email in deferral queues • Denial of Service attacks (DoS) • Email loops <p>Measurement Process</p> <p>The Customer is responsible for notifying the Contractor after the end of the month when the service parameter falls above the committed level. The contractor will perform data analysis to determine if the SLA was missed.</p> <p>If the customer believes a performance target, as defined in the SLA terms and conditions, has been missed, please submit your request for SLA review to the technical support team via email to seg-support@att.com</p> <p>Email delivery time for a customer is measured and recorded every 5 minutes, then sorted by elapsed time. The fastest 95% of measurements are used to create the average for the calendar month.</p> <p>Objectives and Rights and Remedies:</p> <table border="1" data-bbox="579 1565 1442 1706"> <thead> <tr> <th>Latency</th> <th>Credit</th> </tr> </thead> <tbody> <tr> <td>Greater than 1 minute</td> <td>25% of MRC</td> </tr> <tr> <td>Greater than 4 minutes</td> <td>50% of MRC</td> </tr> <tr> <td>Greater than 10 minutes</td> <td>100% of MRC</td> </tr> </tbody> </table> <p>End User Escalation Process</p> <p>Call AT&T Global Client Support Center (GCSC) Managed Security Service MSS Operations (1-800-727-2222)</p> <p>DTS/ONS Escalation Process</p>	Latency	Credit	Greater than 1 minute	25% of MRC	Greater than 4 minutes	50% of MRC	Greater than 10 minutes	100% of MRC
Latency	Credit								
Greater than 1 minute	25% of MRC								
Greater than 4 minutes	50% of MRC								
Greater than 10 minutes	100% of MRC								

SLAs for Customer Premises Equipment (CPE) Services

CPE Installation for Managed Projects

Services	Business Days	Implementation
<p>CPE Services: Implementation Staging</p>	<p>Managed Project</p>	<p>Definition Implementation shall be defined as the installation and turn up of new or augmented premises-based CPE systems completed by the Contractor on or before the negotiated due dates.</p> <p>Measurement Process Individual Project Orders: Install scheduled dates are based on the Customer/Contractor negotiated due dates documented on the project plan.</p> <p>Objective Customer / Contractor Negotiated Due Date met per device.</p> <p>Immediate Rights and Remedies Individual CPE Device: 10 percent of Basic Installation fee (Implementation Staging) refunded to Customer for any missed due date for the particular device scheduled to be installed. End-User Escalation Process DTS/STND Escalation Process</p> <p>Monthly Rights and Remedies: N/A</p>

AT&T PremierSERVSM Network Management

Note: This Service will be replaced by Managed Router Service.

Services	Post Implementation – Equipment Monitoring Turn Up – Managed Project
<p>PNM (PremierSERV Network Monitoring) Service - Complete</p>	<p>Definition Acceptance, preparation and delivery to Customer of the Monitoring Welcome Package with contact information, escalation procedures, and terms and conditions. SLA applies only to PNM - Complete Also requires a minimum of 20 devices contracted under the Complete level of PremierSERV Network Management and purchase AT&T PremierSERV Data CPE Support Services Maintenance at the 24x7x4 On-Site level from AT&T DataComm.</p> <p>Measurement Process Time starts after project completion and acceptance as documented in the project plan.</p> <p>Objectives Target is to provide turn-up and acceptance within 45 days after project completion as agreed by Customer/Contractor.</p> <p>Immediate Rights and Remedies 25% of monitoring setup fee will be refunded for missed turn up. End-User Escalation Process DTS/STND Escalation Process</p> <p>Monthly Rights and Remedies N/A</p>

AT&T PremierSERVSM Network Management

Note: This Service will be replaced by Managed Router Service.

Services	Post Implementation – Equipment Monitoring - Notification
<p>PNM (PremierSERV Network Monitoring) Service – Complete</p>	<p>Definition Customer notification, per agreed upon method, regarding level 1 (down) of SNMP Monitored device outage. SLA applies only to PNM - Complete Also requires a minimum of 20 devices contracted under the Complete level of PremierSERV Network Management and purchase AT&T PremierSERV Data CPE Support Services Maintenance at the 24x7x4 On-Site level from AT&T DataComm.</p> <p>Measurement Process For Customer notification of a device failure, elapsed time is calculated by subtracting the trouble ticket submission timestamp from the customer notification timestamp.</p> <p>Objectives 85% of alarms, over 1 month period, within 15 minutes of a major (level 1) alarm.</p> <p>Immediate Rights and Remedies N/A</p> <p>Monthly Rights and Remedies 5% of monthly recurring monitoring charge, for the effected device, paid by customer will be refunded up to the SLA monthly cap. The SLA Monthly Cap for all SLAs for each device is a total accumulative penalty of no more than 25% of the monthly recurring charges during any one month period of the recurring charge paid by the customer for a particular device.</p> <p>End-User Escalation Process</p> <p>DTS/STND Escalation Process</p>

**AT&T Managed Security Services
Managed Intrusion Detection Service**

Services	Post Implementation – Managed Intrusion Detection Service – Suspected Breach
<p>Managed Intrusion Detection Service</p>	<p>Definition Incident Response Notification / Security Event Reporting</p> <p>Measurement Process For Customer notification of network attack or attempted breach under the Managed Intrusion Detection Service, elapsed time is calculated by subtracting the time the security event is validated from the time the customer is notified.</p> <p><i>High Severity Security Alerts:</i> Security threat or breach against critical business/service/systems, as agreed to between AT&T and Customer.</p> <p><i>Medium Severity Security Alerts:</i> May pose severe risks.</p> <p><i>Low Severity Alerts:</i> Do not pose severe risks.</p> <p>Objectives The Customer will be notified by AT&T within 15 minutes of verification of a High Severity network attack or attempted breach.</p> <p>Email notification for High severity alarms, and telephone notification for High, as determined by the Customer specific signature policy.</p> <p><u><i>Only the High Severity Alerts will be manually tracked for SLA rebates.</i></u></p> <p>Immediate Rights and Remedies N/A</p> <p>Monthly Rights and Remedies For High Severity Alerts, failing to meet the SLA objective shall result in a rebate of 5% of the Monthly Recurring Maintenance Charge for the affected device (not to exceed 25% of the Monthly Charge).</p> <p>End-User Escalation Process Call AT&T Global Client Support Center (GCSC) Managed Security Service MSS Operations (1-800-727-2222) DTS/STND Escalation Process.</p>

**AT&T Managed Security Services
Managed Intrusion Detection Service**

Services	Post Implementation – Managed Intrusion Detection Service – Availability
<p>Managed Intrusion Detection Service</p>	<p>Definition Managed Intrusion Detection Service Availability</p> <p>Measurement Process Availability is calculated by multiplying the number of days in the month by twenty-four and dividing the total hours of up-time in the month by the result. Total hours of up-time excludes the necessary time to receive repair or replacement parts and to make failed device ready for restoration.</p> <p>Objectives Managed Intrusion Detection service will be provided 24x7, with 99% up-time. The availability guarantee includes all security management servers and their associated devices and applications. Force Majeure events and occurrences are excluded. The 99% availability guarantee excludes any time that is accumulated while hardware replacement, software upgrade, or repair or other maintenance is being performed by the manufacturer of the item in question.</p> <p>Immediate Rights and Remedies N/A</p> <p>Monthly Rights and Remedies Failing to meet the SLA objective shall result in a rebate of 5% of the Monthly Recurring Maintenance Charge for the affected device (not to exceed 25% of the Monthly Charge).</p> <p>End-User Escalation Process Call AT&T GCSC Call AT&T Global Client Support Center (GCSC) Managed Security Service MSS Operations (1-800-727-2222) DTS/STND Escalation Process</p>

AT&T Managed Security Services

Managed Firewall Service – Premises Based

The following Service Level Agreement is only applicable if the following customer requirements are met. If for any reason, these requirements are not in place, then any customer credits, rights, and remedies will not apply.

- Co-management of the premises based firewall device is not in place. The device must be managed and monitored ONLY by the AT&T GCSC Managed Security Operations Center.
- A customer-provided dedicated POTS line must be connected to the AT&T-provided out of band (OOB) device at all times.
- Logical Move, Add, Change, Delete (MACD) orders are placed via the AT&T Business Direct portal
- Logical Move, Add, Change, Delete (MACD) expedite orders are (1) placed via the AT&T Business Direct portal, and (2) followed up with a phone call to the AT&T GCSC Managed Security Operations Center.

Services	Post Implementation – Managed Firewall – Availability
<p>Managed Firewall – Premises Based</p>	<p>Definition Managed Firewall – Premises Based Availability</p> <p>Measurement Process Availability is calculated by multiplying the number of days in the month by twenty-four and dividing the total hours of up-time in the month by the result. Total hours of up-time excludes the necessary time to receive repair or replacement parts and to make failed device ready for restoration.</p> <p>Objectives Managed Firewall - Premises Based Service will be provided 24x7, with 99% availability.</p> <p>The availability guarantee includes all security management servers and their associated devices and applications. Force Majeure events and occurrences are excluded. The 99% availability guarantee excludes any time that is accumulated while hardware replacement, software upgrade, or repair or other maintenance is being performed by the manufacturer of the item in question.</p> <p>Immediate Rights and Remedies N/A</p> <p>Monthly Rights and Remedies Failing to meet the SLA objective shall result in a rebate of 5% of the Monthly Recurring Maintenance Charge for the affected device (not to exceed 25% of the Monthly Charge).</p> <p>End-User Escalation Process Call AT&T Global Client Support Center (GCSC) Managed Security Service MSS Operations (1-800-727-2222)</p> <p>DTS/STND Escalation Process</p>

**Managed Security Services –
Managed Firewall – Premises Based**

Services	Post Implementation – Firewall Management –Changes
<p>Managed Firewall – Premises Based</p>	<p>Definition</p> <p>Change Management - MACD</p> <p>Requests for simple routine and high priority Policy Changes will be accepted 24x7x365.</p> <p>Measurement Process</p> <p>The elapsed time is calculated by subtracting the time the request is received by Customer (ticket timestamp) from the time the Policy Change is initiated.</p> <p>High Priority Changes (Severity 4 Trouble Tickets) are most often used for Moves, Adds, Changes, and Deletes (MACDs). Severity 4 tickets are also generated when AT&T needs additional specific information about a Customer Trouble.</p> <p>Objectives</p> <p>High priority requests for Policy Changes will be initiated within two hours of receiving the request.</p> <p>Simple routine requests will be initiated within eight hours of receiving the request.</p> <p>Any change request requiring lab testing will be negotiated on a case-by-case basis</p> <p>Immediate Rights and Remedies</p> <p>N/A</p> <p>Monthly Rights and Remedies</p> <p>Failing to meet the SLA objective shall result in a rebate of 5% of the Monthly Recurring Maintenance Charge for the affected device (not to exceed 25% of the Monthly Charge).</p> <p>End-User Escalation Process</p> <p>Call AT&T Global Client Support Center (GCSC) Managed Security Service MSS Operations (1-800-727-2222)</p> <p>DTS/STND Escalation Process</p>

Customer Premises Equipment (CPE) Services – Branded Maintenance - Time to Repair

Services	Post Implementation Branded Maintenance –Time to Repair
<p>Post Implementation Branded Maintenance:</p> <ul style="list-style-type: none"> - Cisco 	<p>Definition</p> <p>Time to repair is the elapsed time between dispatch and service restoral date and time.</p> <p>This SLA requires AT&T 24x7x4 Premium Branded Maintenance.</p> <p>Measurement Process</p> <p>Duration is calculated by subtracting the Restoral Date and Time from Dispatch Date and Time.</p> <p>Dispatch and Restoral Date and Time shall be documented in the Contractor’s E-Maintenance system.</p> <p>Drive time and distance will be calculated using standard mapping tools such as MapQuest.</p> <p>For end users located beyond 50 miles of the nearest metro area* city centre, an additional 4 hours will be allowed.</p> <p>Metro Areas: San Francisco, Los Angeles, San Diego, Fresno, Sacramento, Stockton.</p> <p>Objectives</p> <p>90% of repairs within 10 hours of dispatch for CPE related repairs.</p> <p>Immediate Rights and Remedies</p> <p>N/A</p> <p>Monthly Rights and Remedies</p> <p>Failing to meet the SLA objective shall result in a rebate of 10% of the Monthly Recurring Maintenance Charge for the affected device (not to exceed 25% of the Monthly Charge).</p> <p>End-User Escalation Process</p> <p>DTS/STND Escalation Process</p>

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