

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

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

103

Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-20 (DTS 06E1390)	13
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:

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

From: Department of General Services
To: California Technology Agency

All references to Department of General Services (DGS) are hereby deleted within this contract and superseded by California Technology Agency, Office of Telecommunications Procurement, 3101 Gold Camp Dr., Rancho Cordova, CA 95670.

Continued on the next page.

This Agreement is effective November 1, 2012, or upon California Technology Agency approval, whichever is later.

All other terms and conditions of the original agreement shall remain the same.

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

CONTRACTOR		CALIFORNIA TECHNOLOGY AGENCY Use Only 
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)		
SBC Global Services, Inc. dba AT&T Global Services		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
	10-12-12	
PRINTED NAME AND TITLE OF PERSON SIGNING		
JOE FOSTER, PROGRAM DIRECTOR		
ADDRESS		
2700 WATT AVE, SACRAMENTO, CA 95821		
AGENCY NAME		
California Technology Agency		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
	10/23/12	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Steve Rushing, Deputy Director, Office of Technology Services - STND		
ADDRESS		
P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810		

Exempt per:

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Continuation

STD 213A Standard Agreement Amendment 5-06-58-20 (DTS 06E1390) 13

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

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

1. 6.1.6 Service Identifier: Required CPE and Other Equipment, Attachment 3 (Service Description) has been modified to include the following:

- Update the sub header titled "Monthly Recurring for Managed Intrusion Detection Service" to include " – MIDS 3", page 38;
- Correct grammatical errors in 3rd paragraph under Monthly Recurring for Managed Intrusion Detection Service – MIDS 3, page 38;
- Add a feature table header MIDS 2 & MIDS 3 Feature Comparison, page 38;
- Add MIDS 2 & MIDS 3 Feature Comparison table & Service Limitations, pages 38-40;
- Update Feature Names, Identifiers and Feature Descriptions for Managed Intrusion Detection Service – MIDS 3, page 40;
- Update Feature Description of One Time Management Kit, page 41;
- Update Notes section following Managed Firewall – Premise Based feature table. Grammar change to reflect "We" as "AT&T" and "State" as "Customer", page 42;
- Add a new header for AT&T Premise Based Security Services, page 42;
- Add a new sub header for AT&T Premises Based Firewall Service – Complete Service with service and feature descriptions, pages 42-43;
- Add a new feature table for AT&T Premises Based Firewall Service (PBFW) – Complete Service, pages 43-48;
- Add a new header for AT&T Network Based Security Services, page 48;
- Add a new sub header for AT&T Web Security Service with feature description, pages 48-49;
- Add a new feature table for AT&T Web Security Service, pages 49-50;
- Add a new sub header for AT&T Internet Protect Service with feature description, page 50;
- Add a new sub header for AT&T Private Intranet Protect Service with feature description, pages 50-51;
- Add a new sub header for AT&T DDoS Protection with feature description, page 51;
- Add a new feature table for AT&T Internet Protect Service, AT&T Private Intranet Protect Service and Distributed Denial of Service (DDoS), pages 51-53;
- Add a new sub header for Security Event and Threat Analysis Service (SETA) with feature description, pages 53-54;
- Add a new sub header and table for SETA Standard Reports, pages 54-57; and
- Add a new feature table for Security Event and Threat Analysis Service (SETA), pages 57-64.

Replace Attachment 3 Section 6.1.6 (1-41) with amended section (1-64).

2. 6.1.6 Service Identifier: Required CPE and Other Equipment, Attachment 4 (Pricing) has been modified to the following:

- Move the note regarding Shipping and Taxes from the last page to page 1;
- Update the sub header titled "Managed Intrusion Detection Service" to include " – MIDS 3", page 21;
- Update Feature Names and Identifiers for Managed Intrusion Detection Service – MIDS 3 features, page 21;
 - Change "Install" to "Setup for IPS";
 - Delete IPS Probes 1-29;
 - Change "30 to 59" to "1 to 59"; and
 - Change "probes" to "zones".
- Add a new sub header with pricing table for AT&T Premise Based Security Services with the following features, pages 23-26;
 - Premises Based Firewall Service (PBFW) – Complete Service;
 - Cisco Configurations;
 - Fortigate Configurations;
 - Checkpoint Configurations;
 - Optional Add-On Features.

- Add a new sub header with pricing tables for AT&T Network Based Security Services with the following features, pages 26-30;
 - AT&T Web Security Service;
 - AT&T Internet Protect Service;
 - AT&T Private Intranet Protect Service;
 - AT&T Distributed Denial of Service (DDoS) Protection; and
 - Security Event & Threat Analysis Service (SETA).

Replace Attachment 4 Section 6.1.6 (1-22) with amended section (1-30).

3. 6.1.11 Service Level Agreement (SLA) – MSA 1 has been modified to include the following changes:

- Add Time to Repair (TTR) Minor – AT&T Premises Based Firewall (PBFW) Complete table (insert Page 6-838);
- Add Monthly Availability – AT&T Web Security Service (WSS) table (insert Page 6-839);
- Add Monthly Availability – AT&T Internet Protect Service and AT&T Private Intranet Protect Service table (insert Page 6-840);
- Add Time to Respond – AT&T Distributed Denial of Service (DDoS) Protection table (insert Page 6-841);
- Add Availability, Notification and Response – Security Event & Threat Analysis Service (SETA) table (insert Page 6-842); and
- Replacement Page 6-843 (Blank Page).

Replace Attachment 4 Section 6.1.11 (Pages 6-838 thru 6-844) with amended section (Pages 6-838 thru 6-843) (6 Pages)

C. Amendment Summary:

- **What is this amendment about?**

This amendment replaces the State Agency's Name on the STD 213A as follows:

From: Department of General Services

To: California Technology Agency

All references to Department of General Services (DGS) are hereby deleted within this contract and superseded by California Technology Agency, Office of Telecommunications Procurement.

Additionally section 6.1.6 – Required CPE and other Equipment and SLA Volume 1, Pages 6-838 thru 6-843 are being updated.

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

The contract is being amended to update enhance services and SLAs.

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

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

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
Aastra - EBS M5216	M5216	<p>need to install the M5008 on the wall if you wish.</p> <p>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.</p>
Aastra - EBS M5316	M5316	<p>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</p>
Aastra - EBS M522 Add-On Module	M522	<p>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.</p>
Aastra - EBS Single Support Stand	M522A	<p>Single support stand to be used with the EBS M522 Add-On Module.</p>
Fujitsu - SRS9924	SRS9924	<p>Speed Dial, 17 Keys, Speakerphone, Large Directory, Add on Module available.</p>
Tone Commander - 6210 ISDN	6210I	<p>Ten multifunction keys, expandable to 40 with the 6030X Expansion Module, Plug & Play: Auto</p>

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	EBSDSS	EBS Double Support Stand
Aastra - AC Power Supply Adapter Series	ACPS	ACPower 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
		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
		<p>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.</p>
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
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 a 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	WANSSCN	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.

Feature Name	Identifier	Feature Description
Firewall		Fortigate CPE, all required licensing and full AT&T management – 10 Mbps Firewall Throughput
SOHO Office for Fortigate Single Firewall	WANSSHF	Managed firewall service monthly recurring fee including single Fortigate CPE, all required licensing and full AT&T management – 5 Mbps Firewall Throughput
Extra Large Office for Fortigate High Availability Firewall	WANELOHAF	Managed firewall service monthly recurring fee including HA Fortigate CPE, all required licensing and full AT&T management – 5 Gbps Firewall Throughput
Large Office for Fortigate High Availability Firewall	WANSLOHAF	Managed firewall service monthly recurring fee including HA Fortigate CPE, all required licensing and full AT&T management – 500 Mbps Firewall Throughput
Medium Office for Fortigate High Availability Firewall	WANSMOHAF	Managed firewall service monthly recurring fee including HA Fortigate CPE, all required licensing and full AT&T management – 100 Mbps Firewall Throughput
<u>Enterprise Office for Fortigate Single Firewall</u>	<u>WANSENOFF</u>	Managed firewall service monthly recurring fee including single Fortigate CPE, all required licensing and full AT&T management – 10 Gbps Firewall Throughput
<u>Enterprise Office for Fortigate High Availability Firewall</u>	<u>WASENOHAF</u>	Managed firewall service monthly recurring fee including HA Fortigate CPE, all required licensing and full AT&T management – 10 Gbps Firewall Throughput
<u>Checkpoint Configurations:</u>		
Large Office – Checkpoint Single Firewall – 50 users	WANSLOFCP-50	Managed firewall service monthly recurring fee including Checkpoint Software, AT&T supplied firewall appliance, all required licensing and full AT&T management – 6 Gbps Firewall Throughput & 50 IP Addresses Behind Firewall
Large Office – Checkpoint Single	<u>WANSLOFCP-100</u>	Managed firewall service monthly recurring fee including Checkpoint

Feature Name	Identifier	Feature Description
Firewall – 100 users		Software, AT&T supplied firewall appliance, all required licensing and full AT&T management – 6 Gbps Firewall Throughput & 100 IP Addresses Behind Firewall
Large Office – Checkpoint Single Firewall – 250 users	<u>WANSLOFCP-250</u>	Managed firewall service monthly recurring fee including Checkpoint Software, AT&T supplied firewall appliance, all required licensing and full AT&T management – 6 Gbps Firewall Throughput & 250 IP Addresses Behind Firewall
Large Office – Checkpoint Single Firewall – Unlimited users	<u>WANSLOFCP-UL</u>	Managed firewall service monthly recurring fee including Checkpoint Software, AT&T supplied firewall appliance, all required licensing and full AT&T management – 6 Gbps Firewall Throughput & Unlimited IP Addresses Behind Firewall.
Medium Office – Checkpoint Single Firewall – 50 users	WANSMOFCP-50	Managed firewall service monthly recurring fee including Checkpoint Software, AT&T supplied firewall appliance, all required licensing and full AT&T management – 3 Gbps Firewall Throughput & 50 IP Addresses Behind Firewall.
Medium Office – Checkpoint Single Firewall – 100 users	WANSMOFCP-100	Managed firewall service monthly recurring fee including Checkpoint Software, AT&T supplied firewall appliance, all required licensing and full AT&T management – 3 Gbps Firewall Throughput & 100 IP Addresses Behind Firewall.
Medium Office – Checkpoint Single Firewall – 250 users	WANSMOFCP-250	Managed firewall service monthly recurring fee including Checkpoint Software, AT&T supplied firewall appliance, all required licensing and full AT&T management – 3 Gbps Firewall Throughput & 250 IP Addresses Behind Firewall.
Medium Office – Checkpoint Single Firewall – Unlimited users	WANSMOFCP-UL	Managed firewall service monthly recurring fee including Checkpoint Software, AT&T supplied firewall appliance, all required licensing and

Feature Name	Identifier	Feature Description
		full AT&T management – 3 Gbps Firewall Throughput & Unlimited IP Addresses Behind Firewall.
Small Office – Checkpoint Single Firewall – 25 users	WANSSOFCP-25	Managed firewall service monthly recurring fee including Checkpoint Software, AT&T supplied firewall appliance, all required licensing and full AT&T management – 248 Mbps Firewall Throughput & 25 IP Addresses Behind Firewall.
Small Office – Checkpoint Single Firewall – 50 users	WANSSOFCP-50	Managed firewall service monthly recurring fee including Checkpoint Software, AT&T supplied firewall appliance, all required licensing and full AT&T management – 248 Mbps Firewall Throughput & 50 IP Addresses Behind Firewall.
Small Office – Checkpoint Single Firewall – 100 users	WANSSOFCP-100	Managed firewall service monthly recurring fee including Checkpoint Software, AT&T supplied firewall appliance, all required licensing and full AT&T management – 248 Mbps Firewall Throughput & 100 IP Addresses Behind Firewall.
Firewall Optional Add-On Features:		
<i>Fortigate optional features for all Firewall Platforms (Single & High Availability)</i>		Additional hourly labor charges will apply to any optional add-on feature added to deployed equipment requiring field engineer site visit. See implementation service description for Network Consultant II (WANIMNC2N and WANIMNC2O) in table above. Applied Portal to Portal from nearest major metro area. (Major Metro Areas: Sacramento, San Francisco, San Jose, Oakland, Greater Los Angeles, San Diego, Fresno, Stockton)
IPS Add-On – MIDS 2	WANSOPTIPSF	IPS Add-On provides the customer with intrusion protection capability to the firewall. See MIDS 3 and MIDS 2 Feature Comparison for

Feature Name	Identifier	Feature Description
		specific features
URL Filtering Add-On	WANSOPTURLF	URL Filtering Add-On provides the customer with basic URL filtering capability. Enables enterprises to build their own Web access policies by selectively blocking access to sites. Enables the customer to allow domain name control within the firewall to block specific sites.
Anti-virus Add-On	WANSOPTAVF	Anti-virus Add-On additional feature which will look for known malicious software and protect against threats.
IPSEC (VPN) Add-On	WANSOPTIPSF	IPSEC (VPN) Add-On allows remote VPN user access to applications behind the firewall.
Additional Port Add-On (DMZ) (2+, First Port is included)	WANSOPTPTF	Additional Port Add-On (DMZ) (2+, First Port is included) to allow additional DMZ to segment the local area network into additional segments.

AT&T Network Based Security Services

AT&T Web Security Service

AT&T Web Security service helps create a protected and productive Internet environment for your organization. The service is designed to keep malware off your organizations network and allow you to control the use of the Web by employing Web Filtering, Web Malware Scanning and Anywhere+ Control features. As a fully managed service, AT&T Web Security Service requires no additional hardware, upfront equipment costs or ongoing system maintenance.

Implementation is completed via conference calls with the customer. AT&T will direct the customer to perform certain software configurations onsite.

Reporting:

A web based portal allows access to drill down reports to enable you to analyze:

- Applications
- Bandwidth
- Blocks
- Browse Time
- Categories
- Groups
- Hosts

- Legal Liability
- Malware
- Security
- Users

In addition to predefined reports, custom reports and analysis through the drill down tool is available to gather specific information regarding web usage.

Portal Access:

AT&T provides a Web based portal to allow administrators to manage control and reporting capabilities with the ability to add additional users with specific access capabilities.

Active Directory Integration:

AT&T Web Security integrates into your active directory service with a Connector Software, provided as part of the service.

Firewall Redirection:

The Proxy Settings are pushed to browsers via an Active Directory GPO, browsers connect through Firewall on port 8080 to the Connector which receives client information and queries the Active Directory Server for Group Information, it then proxies to AWS upstream. The Firewall blocks all other GET requests this provides End User/Group granularity for applying rules and reporting.

Archiving:

Archiving of historical data is 90 days for allowed traffic and 1 year for blocked. Custom reports can be created to export CSV data dumps on a monthly basis for customer archiving of historical periods longer than provided.

Feature Name	Identifier	Feature Description
AT&T Web Security Service		
Bundle Malware Scanning & Web Filtering	WSSBND	Web Filtering enables you to easily create, enforce, and monitor Web usage policies. Web Malware Scanning is designed to help stop Web spyware and viruses at the Internet level before they can infiltrate your network, your roaming and remote employees, and helping to ensure they no longer act as an open bridge into your internal network. Per user fee for a network-based web security service providing Web Filtering – capability for enforcing

Feature Name	Identifier	Feature Description
		Internet user web usage policies, Malware Scanning – user protection against malicious software stopping infections before they infiltrate customer’s network and Anywhere + - above protection for roaming and remote users not directly connected to the Internet via customer’s LAN.

AT&T Internet Protect Service

AT&T Internet Protect® is a security alerting and notification service that offers information regarding identified potential attacks, including viruses, worms and denial of service attacks that are in the early formulation stages. This managed service culls information from the extensive AT&T IP backbone which is one of the largest in the world. It performs examination of over 24 petabytes of daily network data to help identify malicious activity from the Internet which you can use to help predict and prevent malicious traffic from infecting your network. Using the Web-based Information Security Portal, pagers and e-mail, AT&T notifies you of identified critical malicious activity and recommends immediate action.

AT&T Internet Protect® also delivers security information such as top vulnerabilities, recent patch releases and other security “need to-know” facts. In addition to features just mentioned, AT&T customers benefit from additional service options within AT&T Internet Protect® such as DDoS Defense and Private Intranet Protect. AT&T Internet Protect® is a security alerting and notification service that offers information regarding identified potential attacks, including viruses, worms and denial of service attacks that are in the early formulation stages. This managed service culls information from the extensive AT&T IP backbone which is one of the largest in the world. It performs examination of over 24 petabytes of daily network data to help identify malicious activity from the Internet which you can use to help predict and prevent malicious traffic from infecting your network. Using the Web-based Information Security Portal, pagers and e-mail, AT&T notifies you of identified critical malicious activity and recommends immediate action.

AT&T Private Intranet Protect Service

The traffic on your AT&T Virtual Private Network (AVPN) is analyzed for known threats that originate both internal and external to your network. These include traffic misuse, non-conformance to your network security policies, network traffic anomalies that are indicators of possible threats, phishing attacks and other identifiable known threats. Internet Protect Service is required to use. Customer alerts provide information about IP Traffic Anomalies that, in AT&T’s opinion, require immediate action by the AT&T Network teams and by Customer to mitigate or to monitor for possible defensive action. When an Anomaly or an IP Threat spotted by AT&T is virulent enough to potentially cause Customer immediate harm

either through intent or through collateral performance degradation, Customers will be notified of the events via Customer's optioned notification methods (established upon Customer's request at time Customer places its order for Service) including email and text paging services. Alert notifications to email will refer to the Service Portal for more information. AT&T posts alert information to the Service Portal. The Service Portal is actively monitored and managed by AT&T 24 hours x 7 days a week.

AT&T Distributed Denial of Service (DDoS) Protection

DDoS Defense consists of detection and mitigation service components that examine your Netflow data. When the detector identifies a DDoS attack, a notification is sent to both an AT&T operations center and to you with notification of the detected attack. Concurrently, AT&T will also contact you directly by phone. AT&T systems are designed to reroute traffic directed at the identified IP Addresses that are under attack to a network scrubbing facility within the AT&T IP Backbone, where attack traffic will be dropped while allowing valid traffic to pass to your access router. Traffic destined to your other IP Addresses that are not under attack, continues to flow directly to your network. Internet Protect Service is required to use.

Feature Name	Identifier	Feature Description
AT&T Internet Protect Service		
Internet Protect 1-15 User Tokens	AIP15	A security alerting and notification service that offers information regarding identified potential attacks, including viruses, worms and denial of service attacks that are in the early formulation stages. 1-15 User tokens Only 1 user token required per Agency Lost tokens will be replaced at no additional charge.
Internet Protect 16-50 User Tokens	AIP50	A security alerting and notification service that offers information regarding identified potential attacks, including viruses, worms and denial of service attacks that are in the early formulation stages. 16-50 user tokens Only 1 user token required per Agency Lost tokens will be replaced at no additional charge.

Feature Name	Identifier	Feature Description
AT&T Private Intranet Protect Service**		(** Requires Internet Protect Service)
Private Intranet Protect Service 0 – 400 MB**	PIPMNTH-400	The traffic on your AT&T Virtual Private Network (AVPN) is analyzed for known threats that originate both internal and external to your network. Aggregate Customer Router Bandwidth Based (0 – 400 MB) ** Requires Internet Protect Service
Private Intranet Protect Service 401 – 600 MB**	PIPMNTH-600	The traffic on your AT&T Virtual Private Network (AVPN) is analyzed for known threats that originate both internal and external to your network. Aggregate Customer Router Bandwidth Based (401 – 600 MB) ** Requires Internet Protect Service
Private Intranet Protect Service 601 – 1,000 MB**	PIPMNTH-1000	The traffic on your AT&T Virtual Private Network (AVPN) is analyzed for known threats that originate both internal and external to your network. Aggregate Customer Router Bandwidth Based (601 – 1,000 MB) ** Requires Internet Protect Service
Private Intranet Protect Service 1,001 – 2,000 MB**	PIPMNTH-2000	The traffic on your AT&T Virtual Private Network (AVPN) is analyzed for known threats that originate both internal and external to your network. Aggregate Customer Router Bandwidth Based (1,001 – 2,000 MB) ** Requires Internet Protect Service
Private Intranet Protect Service 2,001 – 2,500 MB**	PIPMNTH-2500	The traffic on your AT&T Virtual Private Network (AVPN) is analyzed for known threats that originate both internal and external to your network. Aggregate Customer Router Bandwidth Based

Feature Name	Identifier	Feature Description
		(2,001 – 2,500 MB) ** Requires Internet Protect Service
AT&T Distributed Denial of Service (DDoS) Protection**		(** Requires Internet Protect Service)
DDoS 1 – 2 GB Protection**	DDOSMNT-2	DDoS Defense consists of detection and mitigation service components that examine your Netflow data. 1 – 2 GB Protection ** Requires Internet Protect Service
DDoS 3 – 4 GB Protection**	DDOSMNT-4	DDoS Defense consists of detection and mitigation service components that examine your Netflow data. 3 – 4 GB Protection ** Requires Internet Protect Service
DDoS 5 – 6 GB Protection**	DDOSMNT-6	DDoS Defense consists of detection and mitigation service components that examine your Netflow data. 5 – 6 GB Protection ** Requires Internet Protect Service

Security Event and Threat Analysis Service (SETA)

Security Event and Threat Analysis Service (SETA) utilizes AT&T's expertise in security analysis and operations within the AT&T Security Operations Center (SOC) to correlate information from multiple devices and device types, both on premises and network based in the AT&T network.

- Provides AT&T an overview of your network by correlating alerts from multiple devices and device types across the entire enterprise.
- AT&T prioritizes security events based on threat and risk management methodologies generated from AT&T standards and customer defined standards.
- AT&T provides rapid notification to the customer when security events are detected and are identified as critical by AT&T SOC
- Includes customer access to weekly custom executive threat report

AT&T has harnessed the power of our network, our strength in network security, and access to world class process, tools and people to offer you a Security Event and Threat Analysis Service. The service takes events from multiple security and networking devices, including security controls located in the AT&T network, correlates these alerts with the Daytona Streaming Database, proprietary AT&T technology, prioritizing them and notifying you of

events identified as actionable in near real-time. The Security Event and Threat Analysis service includes standard reports, weekly threat reports, log storage, Implementation assistance and initial device policy tuning. AT&T collects the security relevant log and event information from firewalls, intrusion prevention sensors and other network devices using our agent-less Parser/Aggregator (PAG) technology deployed in your network. Event collection is provided for a wide variety of security and network devices which may be located within the AT&T network or on your premises. A diverse set of “feeds” from security devices and services is recommended in order to get a better view of identified threats to your systems and take full advantage of the Threat Management System’s correlation capabilities. The intelligence produced is used by AT&T’s security analysis team to make security recommendations to you. Security recommendations, in the form of an email, will vary in detail depending on type of incident, granularity of visibility within the network and breadth of the view. The response will be both verbal and written in an email for severe and high incidents, and written only for others as appropriate.

Altering functionality

“Actionable” alerts are generated

- Suppression of duplicates and false positives
- Correlation of information from multiple sources
- Ongoing refinement of algorithms and thresholds

Alerts are surrounded with contextual “drill-down” information

- English language alert names
- Linkage of alerts to Security recommendations
- Linkage of alerts to protocol and port information
- Automatic initiation of Daytona queries for supplemental details

Flexible layered design for managing rules

- Real-time engine performs short interval inspection and alarming
- Daytona queries allow data mining over days, weeks and months

SETA Standard Reports (Included):

<i>“Metrics” Reports</i>	
Critical Alert Count	Displays the total number of security alerts that were presented to the SETA Portal. Clicking on the count number will show the type of security alerts that were presented to the Security Analyst.
Top 10 Alerts	Displays the Top 10 TMS alerts and the number of times (count) the alert was presented to the portal. . Clicking on the count number will show the type of security alerts that were presented to the Security Analyst.
Top 10 Attacking IP’s	Displays the Top 10 Attacking IP addresses alerts and the number of times (count) the alert was presented to the portal. . Clicking on the count number will show the

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	WANPNWSRO 01024	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 – MIDS 3

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 an AT&T management kit at the Internet access location.
 Configuration requires separate security management demilitarized zone (DMZ) off the customer firewall.

MIDS 2 and MIDS 3 Feature Comparison

Feature/ Functionality	AT&T MIDS Level 2	AT&T MIDS Level 3
7x24 Monitoring	Included	Included
CPE Managed Option	Included	Included (Customized to equipment)
Signature Updates Vendor Updates: Emergency:	Included 3-5 business days 24 hours	Included 3-5 business days 24 hours
Incident Notification	Email notification for Medium and High, and additional telephone notification for High	Email for medium alerts within; High includes a telephone call (Section 4.6)

Feature/ Functionality	AT&T MIDS Level 2	AT&T MIDS Level 3
	(4.6 contains further information)	contains further information)
Sensor Configuration		
Initial Sensor Configuration	Standard Tuning	Custom Tuning
Continuous Sensor Tuning	Included	Included
Custom Signatures	5	20
Sensor Location		
Alarm Analysis	Included	Included
Event Correlation & Analysis	Included	Included, with additional real time analyst support
Root Cause Analysis for High Level Alerts	N/A	Included
Investigation Support	N/A	Included
Customer Notification based on SLO	Included	Included
Attack Signature Recognition	Included	Included
Dynamic Attack Blocking	Included	N/A
CPE Installation	Included	N/A
CPE Maintenance	Included	N/A
Software Maintenance	Included	N/A
Problem Ticketing/Reporting	Included	Included
Initial Configuration Support	Included	Included
Configuration Maintenance	Included	Included

MIDS2 and MIDS3 Service Limitations

The following limitations additionally apply to the Service provided:

The AT&T MIDS is not capable of analyzing encrypted data streams and will only be able to perform rudimentary analysis based on the packet header information in this scenario.

AT&T MIDS 2 is not designed (nor does it provide) the collection or substantiation or communication to the Customer of information that would qualify as evidence in support of any kind of recourse undertaken by the Customer following an intrusion. This includes, but is not limited to, an action against a person causing, either directly or indirectly, such an intrusion.

MIDS Level 2 is only available as add-on to Juniper and Fortinet Firewall.

AT&T does not provide as part of this service any dissemination of generally available security information, including but not limited to, instant alerts or security advisories relating to threats and/or anomalies, such as, virus attacks, which may affect networks and their functioning.

MIDS Level 3 sensor placement must be behind a screening device (i.e., Firewall, screening router, etc.).

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 – MIDS 3		
Setup for IPS	WANSMIO	Installation charge for IPS Service
IPS 1 to 59 zones	WANSMIR001059	Monthly Recurring for IPS - 1 to 59 zones
IPS 60 to 89 zones	WANSMIR060089	Monthly Recurring for IPS – 60 to 89 zones
IPS 90 to 134 zones	WANSMIR009134	Monthly Recurring for IPS – 90 to 134 zones
IPS 135 to 179 zones	WANSMIR135179	Monthly Recurring for IPS – 135 to 179 zones
IPS 180 or greater zones	WANSMIR180999	Monthly Recurring for IPS – 180 or greater zones
Managed Firewall – Premise Based		
Installation for Firewall Administration	WANSMFO	One Time for Firewall Administration
Firewall	WANSMFR01	Monthly Recurring for Firewall Administration

Feature Name	Identifier	Feature Description
Administration 1 to 4 firewalls	04	1 to 4 firewalls
Firewall Administration 5 to 9 firewalls	WANSMFR05 09	Monthly Recurring for Firewall Administration 5 to 9 firewalls
Firewall Administration 10 to 19 firewalls	WANSMFR10 19	Monthly Recurring for Firewall Administration
Firewall Administration 20 to 29 firewalls	WANSMFR20 29	Monthly Recurring for Firewall Administration 20 to 29 firewalls
Firewall Administration 30 to 44 firewalls	WANSMFR30 44	Monthly Recurring for Firewall Administration 30 to 44 firewalls
Firewall Administration 45 or greater firewalls	WANSMFR45 99	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"> • Internal Modem Module • 7' Category 5 RJ-45 patch cable yellow • 10' Category 5 RJ-45 patch cable gray • Network interface • Four-port I/O Module • Cable • 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	WANSMMR0 104	Monthly Recurring for Mirage - 1 to 4 probes
Mirage 5 to 9 probes	WANSMMR0 509	Monthly Recurring for Mirage - 5 to 9 probes
Mirage 10 to 19 probes	WANSMMR1 019	Monthly Recurring for Mirage - 10 to 19 probes
Mirage 20 to 29 probes	WANSMMR2 029	Monthly recurring for Mirage - 20 to 29 probes
Mirage 30 to 44 probes	WANSMMR3 044	Monthly Recurring for Mirage - 30 to 44 probes
Mirage 45 to 59 probes	WANSMMR4 559	Monthly recurring for Mirage - 45 to 59 probes
Mirage 60 to 74 probes	WANSMMR6 074	Monthly Recurring for Mirage - 60 to 74 probes
Mirage	WANSMMR7	Monthly Recurring for Mirage - 75 to 89 probes

Feature Name	Identifier	Feature Description
75 to 89 probes	589	
Mirage 90 or greater probes	WANSMMR9 099	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.

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

The Customer 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.

AT&T Premise Based Security Services

Premises Based Firewall Service (PBFW) – Complete Service

The AT&T Premises-Based Managed Firewall Service – Complete Service provides a highly functional layer of security to your networks. The service is a fully managed bundled solution, which includes all hardware and software components, configuration, installation, day to day management and maintenance, as well as expert customer support and proactive network monitoring.

The service is designed to:

- Defend against unauthorized connections to your LANs
- Provide security to your users with remote accessing needs, via data encryption
- Provide a secure environment to companies who need to support an unlimited number of concurrent user sessions
- Support remote monitoring and management of the firewall server

Variety of Firewall Solutions to Fit Your Needs

You can choose from many AT&T Premises-Based Firewall bundled solutions to meet your requirements. All of these services let you define your own security policy and tailor the solution to the size of your user base. The AT&T Premises-Based Firewall Complete Service options include:

- Fortinet® firewall appliances
- Checkpoint firewall appliances
- Cisco® ASA firewall appliances
- Cisco® IOS (router-based) firewall

These solutions provide features such as High Availability configurations, multi-gigabit throughput capacity and advanced security reporting. Depending on the firewall type and

model, the configurations provide DMZ, Extranet and VPN connectivity options. The Fortinet, Check Point, and Cisco ASA configurations can also be implemented in an AT&T Internet Data Center.

High Availability:

High availability is a feature which provides redundancy and fault tolerance. It effectively enables two firewalls to act as backup for each other. The high availability feature in each firewall detects failures in a number of ways so that if a failure is detected instant failover occurs. The feature includes a mechanism to keep the state of devices synchronized with each other so that once a failure is detected the processing load is seamlessly transferred from the active device to the redundant device.

Packaged as four “complete” solution configurations the available options are: Extra Large Office, Large Office, Medium Office and Small Office. AT&T Security Engineers work with you to determine the appropriate and least costly option factoring in firewall throughput requirements, the number of remotes sites supported, the number of users, the number of security policies, the applications use cases and any additional enabled options such DMZ, Extranet, VPN, IPS or AV Filtering.

Feature Name	Identifier	Feature Description
Premises Based Firewall Service (PBFW) – Complete Service		The AT&T Premises-Based Managed Firewall Service – Complete Service provides a highly functional layer of security to your networks. The service is a fully managed bundled solution, which includes all hardware and software components, configuration, installation, day to day management and maintenance, as well as expert customer support and proactive network monitoring.
<u>Cisco Configurations:</u>		
Large Office for Cisco Single Firewall	WANSLOFC	Managed firewall monthly recurring fee including single Cisco CPE, all required licensing and full AT&T management – 650 Mbps Firewall Throughput
Medium Office for Cisco Single Firewall	WANSMOFC	Managed firewall monthly recurring fee including single Cisco CPE, all required licensing and full AT&T management – 450 Mbps Firewall Throughput
Small Office for	WANSOFC	Managed firewall monthly recurring

Feature Name	Identifier	Feature Description
Cisco Single Firewall		fee including single Cisco CPE, all required licensing and full AT&T management – 300 Mbps Firewall Throughput
Router Based for Cisco Single Firewall	WANSROC	Managed firewall monthly recurring for additional firewall functionality on Cisco IOS Router. Includes CPE, licensing and full AT&T management – T1 or Less Firewall Throughput
Extra Large Office for Cisco High Availability Firewall	WANSELOHAC	Managed firewall monthly recurring fee including HA Cisco CPE, all required licensing and full AT&T management – 1.2 Gbps Firewall Throughput
Large Office for Cisco High Availability Firewall	WANSLOHAC	Managed firewall monthly recurring fee including HA Cisco CPE, all required licensing and full AT&T management – 650 Mbps Firewall Throughput
Medium Office for Cisco High Availability Firewall	WANSMOHAC	Managed firewall monthly recurring fee including HA Cisco CPE, all required licensing and full AT&T management – 450 Mbps Firewall Throughput
<u>Fortigate Configurations:</u>		
Extra Large Office for Fortigate Single Firewall	<u>WANSELOFF</u>	Managed firewall monthly recurring fee including single Fortigate CPE, all required licensing and full AT&T management – 5 Gbps Firewall Throughput
Large Office for Fortigate Single Firewall	WANSLOFF	Managed firewall monthly recurring fee including single Fortigate CPE, all required licensing and full AT&T management – 500 Mbps Firewall Throughput
Medium Office for Fortigate Single Firewall	WANSMOFF	Managed firewall service monthly recurring fee including single Fortigate CPE, all required licensing and full AT&T management – 100 Mbps Firewall Throughput
Small Office for Fortigate Single	WANSSOFF	Managed firewall service monthly recurring fee including single

	type of security alerts (for that IP address) that were presented to the Security Analyst. Also clicking on the IP address will spawn an IP address lookup query to identify the owner of the IP address.
Device/Service Alarms	Displays the devices (sources) where the alerts are being reported. Clicking on the count number will show the type of security alerts (that were presented to the Security Analyst number from that device.
Case Counts	Displays the total number of security cases that were presented to the TMS Portal. Clicking on the count number will show the type of security cases/alerts that were presented to the Security Analyst.
Case Summary	Displays the total number of security cases that were presented to the TMS Portal. Listed by Severity (Critical, High, Medium and Low) and listing the number of the cases. Clicking on the count number will show the Severity types of security cases that were presented to the Security Analyst.
Bridge Assignment Count	Displays the total number of Technical Security Conference bridges that were activated for given "critical" security related even.
Case Incident Type Summary	Displays the total number of Case Incident Type Summary by hour, day week and month. Clicking on the state (i.e., Security Incident Phone, Email) will show the cases that were reported and the hour, day, week, month will display those related cases.
<i>"Quarterly Metrics" Reports</i>	
Critical Alert Count	Displays the total number of security alerts that were presented to the TMS Portal. Clicking on the count number will show the type of security alerts that were presented to the Security Analyst.
Top 10 Alerts	Displays the Top 10 TMS alerts and the number of times (count) the alert was presented to the portal. . Clicking on the count number will show the type of security alerts that were presented to the Security Analyst.
Top 10 Attacking IP's	Displays the Top 10 Attacking IP addresses alerts and the number of times (count) the alert was presented to the portal. Clicking on the count number will show the type of security alerts (for that IP address) that were presented to the Security Analyst. Also clicking on the IP address will spawn an IP address lookup query to identify the owner of the IP address.
Device/Service Alarms	Displays the devices (sources) where the alerts are being reported. Clicking on the count number will show the

	type of security alerts (that were presented to the Security Analyst number from that device.
Case Counts	Displays the total number of security cases that were presented to the TMS Portal. Clicking on the count number will show the type of security cases/alerts that were presented to the Security Analyst.
Case Summary	Displays the total number of security cases that were presented to the TMS Portal. Listed by Severity (Critical, High, Medium and Low) and listing the number of the cases. Clicking on the count number will show the Severity types of security cases that were presented to the Security Analyst.
Advisories	Displays the total number of Security Advisories that the SOC security team has published, file or deleted. These security advisories/bulletins are related to new vulnerabilities (i.e. Microsoft, Cisco etc) that a particular vendor publishes.
Internet Protect Alerts	Displays the total number of Internet Protect Alerts that have been published. Clicking on the count will show the Internet Protect Alerts for that given status that were published. AT&T Internet Protect provides a "network security" picture at a glance. The AT&T Internet Protect security team utilizes the latest tools and techniques to compile this information and alert on.
<i>“Admin Alert” Reports</i>	<p>Include Graphical Charts which show the Alert Counts from the various sources (see below for sample sources of the data)</p> <ul style="list-style-type: none"> ○ E-mail ○ IDS ○ IPS ○ Firewall ○ VPN Servers ○ Non-security-related devices (routers, switches, etc.) ○ Data-leak detection ○ Authentication servers ○ Personnel / HR Database
<i>Weekly “Threat Management” Reports</i>	<p>A Threat Management report is produced by AT&T CSO security teams each week as a summary of published information concerning security issues and related security information.</p> <p>Note: The user has the ability to see the report for a particular day by manipulating the input at the top of the screen and to show CI Flash from a selected date.</p>

“User Stats” Report	<p>Showing the user stats for the teams that utilize the SETA portal listed by: HR ID, ID First/Last Name, Created Cases, Closed Cases, and Messages (entered into the case).</p> <p>Note: The user has the ability to see data for a particular day by manipulating the inputs (date selection) at the top of the screen and then selecting the “Show Metrics” button</p>
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AT&T SETA is available on standalone customer security devices or AT&T Owned and Managed Devices.

Security Event and Threat Analysis Service (SETA)

Feature Name	Identifier	Feature Description
Security Event & Threat Analysis Service (SETA)		<p>Security Event and Threat Analysis Service (SETA) utilizes AT&T’s expertise in security analysis and operations to correlate information from multiple devices and device types, both on premises and embedded in the AT&T network.</p> <ul style="list-style-type: none"> • Provides an overview of your network by correlating alerts from multiple devices and device types across the entire enterprise. • Prioritizes security events based on threat and risk management methodologies generate from AT&T standards and customer defined standards. • Provides rapid notification when security events are detected and are identified as critical by AT&T Security Operations Center (SOC) • Includes a weekly custom executive threat report • Allows you to be proactive vs. reactive when working to help protect your network against malicious intruders and unauthorized activities.
Security Event & Threat Analysis Service (SETA) – Tier 1	SETATIER1	SETA is broken into various Service Levels depending upon the number of devices identified upon initial installation and enablement of service. Customer may increase their service level at anytime per incremental costs as described below.

Feature Name	Identifier	Feature Description
		<p>Tier 1 is an initial enablement of 1 – 15 devices.</p> <p>Includes: Standard SETA storage of 30 days Raw, 90 days processed, and 1 Year archived.</p> <ul style="list-style-type: none"> • Raw - raw alerts, every alarm generated by security device. • Processed - duplicate alerts eliminated and alert data is parsed by pre-determined algorithms. • Archived - can either be raw or processed, customer can specify which to use. By default AT&T will store archived. <p>Initial enablement of the service is performed by our Managed Security Services (MSS) Security Operations Center (SOC) including planning, deployment, systems assurance, and hand-off to operations. Customer assistance is required for completion of the planning materials, as well as coordination of enablement. Including a limited scope consulting engagement in which AT&T consultants perform network mapping and identify any potential issues to the implementation of the service prior to enablement. A report will be generated to the customer at the conclusion of the engagement. Tier 1 includes 16 hours of consulting.</p>
Security Event & Threat Analysis Service (SETA) – Tier 1 Incremental Device	SETATIER1INCR	Each additional device added after the initial enablement will incur a separate one-time charge. Each additional device above the Tier threshold will include an additional monthly recurring charge as well as the one-time charge. Tier 1 threshold is 15 devices.
Security Event & Threat Analysis Service (SETA) – Tier 2	SETATIER2	SETA is broken into various Service Levels depending upon the number of devices identified upon initial installation and enablement of service. Customer may increase their service level at anytime per incremental costs as described below. Tier 2 is an initial enablement of 16 – 40

Feature Name	Identifier	Feature Description
		<p>devices.</p> <p>Includes: Standard SETA storage of 30 days Raw, 90 days processed, and 1 Year archived.</p> <ul style="list-style-type: none"> • Raw - raw alerts, every alarm generated by security device. • Processed - duplicate alerts eliminated and alert data is parsed by pre-determined algorithms. • Archived - can either be raw or processed, customer can specify which to use. By default AT&T will store archived. <p>Initial enablement of the service is performed by our Managed Security Services (MSS) Security Operations Center (SOC) including planning, deployment, systems assurance, and hand-off to operations. Customer assistance is required for completion of the planning materials, as well as coordination of enablement. Including a limited scope consulting engagement in which AT&T consultants perform network mapping and identify any potential issues to the implementation of the service prior to enablement. A report will be generated to the customer at the conclusion of the engagement. Tier 2 includes 23 hours of consulting.</p>
Security Event & Threat Analysis Service (SETA) – Tier 2 Incremental Device	SETATIER2INCR	Each additional device added after the initial enablement will incur a separate one-time charge. Each additional device above the Tier threshold will include an additional monthly recurring charge as well as the one-time charge. Tier 2 threshold is 40 devices.
Security Event & Threat Analysis Service (SETA) – Tier 3	SETATIER3	SETA is broken into various Service Levels depending upon the number of devices identified upon initial installation and enablement of service. Customer may increase their service level at anytime per incremental costs as described below. Tier 3 is an initial enablement of 41 – 100 devices.

Feature Name	Identifier	Feature Description
		<p>Includes: Standard SETA storage of 30 days Raw, 90 days processed, and 1 Year archived.</p> <ul style="list-style-type: none"> • Raw - raw alerts, every alarm generated by security device. • Processed - duplicate alerts eliminated and alert data is parsed by pre-determined algorithms. • Archived - can either be raw or processed, customer can specify which to use. By default AT&T will store archived. <p>Initial enablement of the service is performed by our Managed Security Services (MSS) Security Operations Center (SOC) including planning, deployment, systems assurance, and hand-off to operations. Customer assistance is required for completion of the planning materials, as well as coordination of enablement. Including a limited scope consulting engagement in which AT&T consultants perform network mapping and identify any potential issues to the implementation of the service prior to enablement. A report will be generated to the customer at the conclusion of the engagement. Tier 3 includes 26 hours of consulting.</p>
Security Event & Threat Analysis Service (SETA) – Tier 3 Incremental Device	SETATIER3INCR	Each additional device added after the initial enablement will incur a separate one-time charge. Each additional device above the Tier threshold will include an additional monthly recurring charge as well as the one-time charge. Tier 3 threshold is 100 devices.
Security Event & Threat Analysis Service (SETA) – Tier 4	SETATIER4	<p>SETA is broken into various Service Levels depending upon the number of devices identified upon initial installation and enablement of service. Customer may increase their service level at anytime per incremental costs as described below. Tier 4 is an initial enablement of 101 – 250 devices.</p> <p>Includes: Standard SETA storage of 30</p>

Feature Name	Identifier	Feature Description
		<p>days Raw, 90 days processed, and 1 Year archived.</p> <ul style="list-style-type: none"> • Raw - raw alerts, every alarm generated by security device. • Processed - duplicate alerts eliminated and alert data is parsed by pre-determined algorithms. • Archived - can either be raw or processed, customer can specify which to use. By default AT&T will store archived. <p>Initial enablement of the service is performed by our Managed Security Services (MSS) Security Operations Center (SOC) including planning, deployment, systems assurance, and hand-off to operations. Customer assistance is required for completion of the planning materials, as well as coordination of enablement. Including a limited scope consulting engagement in which AT&T consultants perform network mapping and identify any potential issues to the implementation of the service prior to enablement. A report will be generated to the customer at the conclusion of the engagement. Tier 4 includes 31 hours of consulting.</p>
Security Event & Threat Analysis Service (SETA) – Tier 4 Incremental Device	SETATIER4INCR	Each additional device added after the initial enablement will incur a separate one-time charge. Each additional device above the Tier threshold will include an additional monthly recurring charge as well as the one-time charge. Tier 4 threshold is 250 devices.
Security Event & Threat Analysis Service (SETA) – Tier 5	SETATIER5	<p>SETA is broken into various Service Levels depending upon the number of devices identified upon initial installation and enablement of service. Customer may increase their service level at anytime per incremental costs as described below. Tier 5 is an initial enablement of 251 – 1,000 devices.</p> <p>Includes: Standard SETA storage of 30 days Raw, 90 days processed, and 1 Year</p>

Feature Name	Identifier	Feature Description
		<p>archived.</p> <ul style="list-style-type: none"> • Raw - raw alerts, every alarm generated by security device. • Processed - duplicate alerts eliminated and alert data is parsed by pre-determined algorithms. • Archived - can either be raw or processed, customer can specify which to use. By default AT&T will store archived. <p>Initial enablement of the service is performed by our Managed Security Services (MSS) Security Operations Center (SOC) including planning, deployment, systems assurance, and hand-off to operations. Customer assistance is required for completion of the planning materials, as well as coordination of enablement. Including a limited scope consulting engagement in which AT&T consultants perform network mapping and identify any potential issues to the implementation of the service prior to enablement. A report will be generated to the customer at the conclusion of the engagement. Tier 5 includes 41 hours of consulting.</p>
Security Event & Threat Analysis Service (SETA) – Tier 5 Incremental Device	SETATIER5INCR	Each additional device added after the initial enablement will incur a separate one-time charge. Each additional device above the Tier threshold will include an additional monthly recurring charge as well as the one-time charge. Tier 5 threshold is 1,000 devices.
Security Event & Threat Analysis Service (SETA) – Tier 6	SETATIER6	<p>SETA is broken into various Service Levels depending upon the number of devices identified upon initial installation and enablement of service. Customer may increase their service level at anytime per incremental costs as described below. Tier 6 is an initial enablement of 1,001 – 2,500 devices.</p> <p>Includes: Standard SETA storage of 30 days Raw, 90 days processed, and 1 Year archived.</p>

Feature Name	Identifier	Feature Description
		<ul style="list-style-type: none"> • Raw - raw alerts, every alarm generated by security device. • Processed - duplicate alerts eliminated and alert data is parsed by pre-determined algorithms. • Archived - can either be raw or processed, customer can specify which to use. By default AT&T will store archived. <p>Initial enablement of the service is performed by our Managed Security Services (MSS) Security Operations Center (SOC) including planning, deployment, systems assurance, and hand-off to operations. Customer assistance is required for completion of the planning materials, as well as coordination of enablement. Including a limited scope consulting engagement in which AT&T consultants perform network mapping and identify any potential issues to the implementation of the service prior to enablement. A report will be generated to the customer at the conclusion of the engagement. Tier 6 includes 48 hours of consulting.</p>
Security Event & Threat Analysis Service (SETA) – Tier 6 Incremental Device	SETATIER6INCR	Each additional device added after the initial enablement will incur a separate one-time charge. Each additional device above the Tier threshold will include an additional monthly recurring charge as well as the one-time charge. Tier 6 threshold is 2,500 devices.
Security Event & Threat Analysis Service (SETA) – Additional Features		
Security Event & Threat Analysis Service (SETA) – Tier 1 Per Incremental Year of Storage	SETATIER1STOR	If customer desires longer archived storage, this fee applies Monthly Recurring for each additional year desired.
Security Event & Threat Analysis Service (SETA) – Tier 2 Per Incremental Year of Storage	SETATIER2STOR	If customer desires longer archived storage, this fee applies Monthly Recurring for each additional year desired.
Security Event & Threat	SETATIER3STOR	If customer desires longer archived

Feature Name	Identifier	Feature Description
Analysis Service (SETA) – Tier 3 Per Incremental Year of Storage		storage, this fee applies Monthly Recurring for each additional year desired.
Security Event & Threat Analysis Service (SETA) – Tier 4 Per Incremental Year of Storage	SETATIER4STOR	If customer desires longer archived storage, this fee applies Monthly Recurring for each additional year desired.
Security Event & Threat Analysis Service (SETA) – Tier 5 Per Incremental Year of Storage	SETATIER5STOR	If customer desires longer archived storage, this fee applies Monthly Recurring for each additional year desired.
Security Event & Threat Analysis Service (SETA) – Tier 6 Per Incremental Year of Storage	SETATIER6STOR	If customer desires longer archived storage, this fee applies Monthly Recurring for each additional year desired.
Security Event & Threat Analysis Service (SETA) – Custom (Non-standard) Device Interface	SETADEVINTF	Devices not included in the Supported Devices List incur a One-Time charge per each unique device (or group of devices). If a customer has multiple devices of the same type with the same operating environment, one fee will be levied. Development time may vary, and will be identified at time of request. Check with your AT&T Account Team to determine if your device is supported.
Security Event & Threat Analysis Service (SETA) – Custom (Non-standard) Report	SETARPTINTF	Customers requiring special reports not listed in the SETA REPORTS List will incur a One-Time charge per each report. Development time may vary.

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.

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

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	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Aastra EBS M5208 Series	M5208	28% off mfg list	N/A	each	N/A
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

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Plantronics CS-10 900 MHz 1-Line Cordless Headset and Amplifier Series	CT900SML	28% off mfg list	N/A	each	N/A
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	V01879P	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	WANC356XXM	\$ -	15% off Mfg List	each	N/A
Cisco 3750 Series	WANC375X	41% off Mfg List	\$ -	each	N/A
Cisco 3750 Series Maintenance	WANC375XXM	\$ -	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	WANCP5XX	41% off Mfg List	\$ -	each	N/A
Cisco PIX 500 Series Maintenance	WANCP5XXM	\$ -	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	WANVNUM	\$ -	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	WANSSCN	\$	\$ 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 to10	WANPNWPR0610	\$ -	\$ 75.00	each	N/A
PNM WAN View Platform Applicable Client (PAC) 11 to15	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 – MIDS 3					
Setup for IPS	WANSMIO	\$ 1,000.00	\$ -	per network	N/A
IPS 1 to 59 zones	WANSMIR001059	\$ -	\$ 995.82	each	N/A
IPS 60 to 89 zones	WANSMIR060089	\$ -	\$ 933.58	each	N/A
IPS 90 to 134 zones	WANSMIR009134	\$ -	\$ 871.34	each	N/A
IPS 135 to 179 zones	WANSMIR135179	\$ -	\$ 858.89	each	N/A
IPS 180 or greater zones	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
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

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
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
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

AT&T Premise Based Security Services

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Premises Based Firewall Service (PBFW) – Complete Service					
<u>Cisco Configurations:</u>					
<u>Large Office for Cisco Single Firewall</u>	WANSLOFC	\$0.00	\$2,730.00	Each	\$0.00
<u>Medium Office for Cisco Single Firewall</u>	WANSMOFC	\$0.00	\$980.00	Each	\$0.00
<u>Small Office for Cisco Single Firewall</u>	WANSOFC	\$0.00	\$425.00	Each	\$0.00
<u>Router Based for Cisco Single Firewall</u>	WANSROC	\$0.00	\$270.00	Each	\$0.00
<u>Extra Large Office for Cisco High Availability Firewall</u>	WANSELOHAC	\$0.00	\$5,850.00	Each	\$0.00
<u>Large Office for Cisco High Availability Firewall</u>	WANSLOHAC	\$0.00	\$2,925.00	Each	\$0.00
<u>Medium Office for Cisco High Availability Firewall</u>	WANSMOHAC	\$0.00	\$1,960.00	Each	\$0.00
<u>Fortigate Configurations</u>					
<u>Extra Large Office for Fortigate Single Firewall</u>	WANSELOFF	\$0.00	\$2,968.00	Each	\$0.00
<u>Large Office for Fortigate Single Firewall</u>	WANSLOFF	\$0.00	\$2,201.00	Each	\$0.00
<u>Medium Office for Fortigate Single Firewall</u>	WANSMOFF	\$0.00	\$1,500.00	Each	\$0.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
<u>Small Office for Fortigate Single Firewall</u>	WANSOFF	\$0.00	\$665.00	Each	\$0.00
<u>SOHO Office for Fortigate Single Firewall</u>	WANSOHO	\$0.00	\$535.00	Each	\$0.00
<u>Extra Large Office for Fortigate High Availability Firewall</u>	WANSELOHAF	\$0.00	\$5,131.30	Each	\$0.00
<u>Large Office for Fortigate High Availability Firewall</u>	WANSLOHAF	\$0.00	\$3,753.90	Each	\$0.00
<u>Medium Office for Fortigate High Availability Firewall</u>	WANSMOHAF	\$0.00	\$2,395.90	Each	\$0.00
<u>Enterprise Office for Fortigate Single Firewall</u>	WANSENOFF	\$0.00	\$6,673.60	Each	\$0.00
<u>Enterprise Office for Fortigate High Availability Firewall</u>	WASENOHAF	\$0.00	\$9,205.30	Each	\$0.00
<u>Checkpoint Configurations</u>					
<u>Large Office – Checkpoint Single Firewall – 50 users</u>	WANSLOFCP-50	\$0.00	\$2,112.00	Each	\$0.00
<u>Large Office – Checkpoint Single Firewall – 100 users</u>	WANSLOFCP-100	\$0.00	\$2,256.00	Each	\$0.00
<u>Large Office – Checkpoint Single Firewall – 250 users</u>	WANSLOFCP-250	\$0.00	\$2,368.00	Each	\$0.00
<u>Large Office – Checkpoint Single Firewall – Unlimited users</u>	WANSLOFCP-UL	\$0.00	\$2,800.00	Each	\$0.00
<u>Medium Office – Checkpoint Single Firewall – 50 users</u>	WANSMOFCP-50	\$0.00	\$1,460.00	Each	\$0.00
<u>Medium Office – Checkpoint Single Firewall – 100 users</u>	WANSMOFCP-100	\$0.00	\$1,580.00	Each	\$0.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
<u>Medium Office – Checkpoint Single Firewall – 250 users</u>	WANSMOFCP-250	\$0.00	\$1,676.00	Each	\$0.00
<u>Medium Office – Checkpoint Single Firewall – Unlimited users</u>	WANSMOFCP-UL	\$0.00	\$2,000.00	Each	\$0.00
<u>Small Office – Checkpoint Single Firewall – 25 users</u>	WANSOFCP-25	\$0.00	\$425.00	Each	\$0.00
<u>Small Office – Checkpoint Single Firewall – 50 users</u>	WANSOFCP-50	\$0.00	\$468.00	Each	\$0.00
<u>Small Office – Checkpoint Single Firewall – 100 users</u>	WANSOFCP-100	\$0.00	\$510.00	Each	\$0.00
Firewall Optional Add-On Features:					
<i>Fortigate optional features for all Firewall Platforms (Single & High Availability)</i>					
IPS Add-On – MIDS 2	WANSOPTPSF	\$0.00	\$650.00	Each	See Implementation labor rates for Network Consultant II (WANIMNC2N and WANIMNC2O) for on-site upgrade to existing deployed equipment in table above.
URL Filtering Add-On	WANSOPTURLF	\$0.00	\$140.00	Each	See Implementation labor rates for Network Consultant II (WANIMNC2N and WANIMNC2O) for on-site upgrade to existing deployed equipment in table above.
Anti-virus Add-On	WANSOPTAVF	\$0.00	\$115.00	Each	See Implementation labor rates for Network Consultant II

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
IPSEC (VPN) Add-On	WANSOPTPSF	\$0.00	\$105.00	Each	(WANIMNC2N and WANIMNC2O) for on-site upgrade to existing deployed equipment in table above. See Implementation labor rates for Network Consultant II (WANIMNC2N and WANIMNC2O) for on-site upgrade to existing deployed equipment in table above.
Additional Port Add-On (DMZ) (2+, First Port is included)	WANSOPTPTF	\$0.00	\$420.00	Each	See Implementation labor rates for Network Consultant II (WANIMNC2N and WANIMNC2O) for on-site upgrade to existing deployed equipment in table above.

**AT&T Network Based Security Services
AT&T Web Security Service**

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Bundle Malware Scanning & Web Filtering	WSSBND	\$15.40	\$0.00	Per user, for two years use	\$0.00

AT&T Internet Protect Service

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
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Internet Protect 1-15 User Tokens	AIP15	\$115.00	\$483.00	Per user	\$0.00
Internet Protect 16-50 User Tokens	AIP50	\$115.00	\$1,450.00	Per user	\$0.00

AT&T Private Intranet Protect Service**

(**Requires Internet Protect Service)

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Private Intranet Protect Service 0 – 400 MB**	PIPMNTH-400	\$0.00	\$1,833.00	Per Network	\$0.00
Private Intranet Protect Service 401 – 600 MB**	PIPMNTH-600	\$0.00	\$2,067.00	Per Network	\$0.00
Private Intranet Protect Service 601 – 1,000 MB**	PIPMNTH-1000	\$0.00	\$2,730.00	Per Network	\$0.00
Private Intranet Protect Service 1,001 – 2,000 MB**	PIPMNTH-2000	\$0.00	\$3,471.00	Per Network	\$0.00
Private Intranet Protect Service 2,001 – 2,500 MB**	PIPMNTH-2500	\$0.00	\$4,680.00	Per Network	\$0.00

AT&T Distributed Denial of Service (DDoS) Protection**

(**Requires Internet Protect Service)

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
DDoS 1 – 2 GB Protection**	DDOSMNT-2	\$0.00	\$2,072.00	Per Network	\$0.00
DDoS 3 – 4 GB Protection**	DDOSMNT-4	\$0.00	\$2,352.00	Per Network	\$0.00
DDoS 5 – 6 GB Protection**	DDOSMNT-6	\$0.00	\$2,856.00	Per Network	\$0.00

Security Event & Threat Analysis Service (SETA)

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Security Event & Threat Analysis Service (SETA) – Tier 1	SETATIER1	\$10,000.00	\$1,230.00	Per Initial Enablement	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 1 Incremental Device	SETATIER1INCR	\$100.00	\$99.00	Per Device	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 2	SETATIER2	\$14,000.00	\$2,960.00	Per Initial Enablement	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 2 Incremental Device	SETATIER2INCR	\$100.00	\$89.00	Per Device	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 3	SETATIER3	\$16,000.00	\$4,590.00	Per Initial Enablement	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 3 Incremental Device	SETATIER3INCR	\$100.00	\$56.00	Per Device	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 4	SETATIER4	\$19,000.00	\$10,530.00	Per Initial Enablement	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 4 Incremental Device	SETATIER4INCR	\$100.00	\$51.00	Per Device	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 5	SETATIER5	\$25,000.00	\$23,160.00	Per Initial Enablement	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 5 Incremental Device	SETATIER5INCR	\$100.00	\$28.00	Per Device	\$0.00
Security Event & Threat Analysis	SETATIER6	\$29,000.00	\$34,000.00	Per Initial	\$0.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Service (SETA) – Tier 6 Security Event & Threat Analysis Service (SETA) – Tier 6 Incremental Device	SETATIER6INCR	\$100.00	\$17.00	Enablement Per Device	\$0.00
Security Event & Threat Analysis Service (SETA) – Additional Features					
Security Event & Threat Analysis Service (SETA) – Tier 1 Per Incremental Year of Storage	SETATIER1STOR	\$0.00	\$230.00	Per Month Per Incremental Year	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 2 Per Incremental Year of Storage	SETATIER2STOR	\$0.00	\$450.00	Per Month Per Incremental Year	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 3 Per Incremental Year of Storage	SETATIER3STOR	\$0.00	\$670.00	Per Month Per Incremental Year	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 4 Per Incremental Year of Storage	SETATIER4STOR	\$0.00	\$890.00	Per Month Per Incremental Year	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 5 Per Incremental Year of Storage	SETATIER5STOR	\$0.00	\$1,120.00	Per Month Per Incremental Year	\$0.00
Security Event & Threat Analysis Service (SETA) – Tier 6 Per Incremental Year of Storage	SETATIER6STOR	\$0.00	\$1,340.00	Per Month Per Incremental Year	\$0.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Security Event & Threat Analysis Service (SETA) – Custom (Non-standard) Device Interface	SETADEVINTF	\$250.00	N/A	Per Device	\$0.00
Security Event & Threat Analysis Service (SETA) – Custom (Non-standard) Report	SETARPTINTF	\$250.00	N/A	Per Report	\$0.00

Time to Repair (TTR) Minor – AT&T Premises Based Firewall Service (PBFW) – Complete

Services	Time to Repair (TTR) Minor – AT&T Premises Based Firewall Service (PBFW) – Complete																		
AT&T Premises Based Firewall Service (PBFW) – Complete	<p>Definition</p> <p>A Minor Fault shall be defined as a trouble ticket opened with the Contractor’s helpdesk on the loss of any circuit or service to a single End-User at a site. Premise Based Firewall Service will automatically open a ticket upon detection of a fault.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The circuit or service is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Objective:</p> <p>< 1 Minute</p> <p>Immediate Rights and Remedies:</p> <p>Failing to meet the SLA objective shall result in a rebate of the TMRC based on the credit schedule below:</p> <table border="1" data-bbox="557 1297 1295 1535"> <thead> <tr> <th>Outage Time</th> <th>PBFW Credit</th> <th>PBFW High-Availability Credit</th> </tr> </thead> <tbody> <tr> <td>1 minute <= 2 hours</td> <td>3.3%</td> <td>10%</td> </tr> <tr> <td>2 hours <= 4 hours</td> <td>10%</td> <td>25%</td> </tr> <tr> <td>4 hours <= 8 hours</td> <td>25%</td> <td>50%</td> </tr> <tr> <td>8 hours <= 12 hours</td> <td>50%</td> <td>75%</td> </tr> <tr> <td>> 12 hours</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Outage Time	PBFW Credit	PBFW High-Availability Credit	1 minute <= 2 hours	3.3%	10%	2 hours <= 4 hours	10%	25%	4 hours <= 8 hours	25%	50%	8 hours <= 12 hours	50%	75%	> 12 hours	100%	100%
Outage Time	PBFW Credit	PBFW High-Availability Credit																	
1 minute <= 2 hours	3.3%	10%																	
2 hours <= 4 hours	10%	25%																	
4 hours <= 8 hours	25%	50%																	
8 hours <= 12 hours	50%	75%																	
> 12 hours	100%	100%																	

Monthly Availability – AT&T Web Security Service (WSS)

Services	Monthly Availability – AT&T Web Security Service (WSS)
<p>AT&T Web Security Service (WSS)</p>	<p>Definition</p> <p>Technical Support Helpdesk is available to the Customer 24 hours a day, seven (7) days a week. The Technical Support Helpdesk should be able to immediately assist. Web Security Service Availability is 99.999%.</p> <p>Measurement Process</p> <p>Upon reporting an incident (via phone or email), the incident will be assigned a unique support identification number (“ticket number”). Availability is based on trouble ticket outage durations as a percentage of the total service availability for the month. An outage is defined as the time customer’s “site” (IP address mapped to the Web Security Service) is unable to use the service recorded as an open ticket in the Contractors trouble ticket system minus stop clock conditions. Outages resulting from non-AT&T managed equipment, software or network connectivity failures are not included. The Customer is responsible for (1) notifying the Contractor within 45 days after the end of the month when the service parameter within the calendar month falls below the committed level, and (2) requesting a service credit.</p> <p>Objective:</p> <p>99.999% Service Availability, except for routing maintenance downtime.</p> <p>Immediate Rights and Remedies:</p> <p>Failing to meet the SLA objective shall result in a rebate of the 10% of the TMRC.</p>

Monthly Availability – AT&T Internet Protect Service & AT&T Private Intranet Protect Service

Services	Monthly Availability – AT&T Internet Protect & AT&T Private Intranet Protect Service
<p>AT&T Internet Protect Service & AT&T Private Intranet Protect Service</p>	<p>Definition</p> <p>AT&T Internet Protect and AT&T Private Intranet Protect are web based threat reporting services based upon industry and AT&T systems monitoring the Internet network in general and AT&T's Internet in particularly.</p> <p>Measurement Process</p> <p>The Internet Protect and Private Intranet Protect reporting portal is available via 2 factor authentication through the AT&T BusinessDirect® portal accessed through public Internet connections minus scheduled or unscheduled maintenance. Note: This SLA measures uptime of portal and infrastructure, not customer's ability to access it. The Customer is responsible for (1) notifying the Contractor within 45 days after the end of the month when the service parameter within the calendar month falls below the committed level, and (2) requesting a service credit.</p> <p>Objective:</p> <p>99.99% Availability except for routing maintenance downtime</p> <p>Immediate Rights and Remedies:</p> <p>Failing to meet the SLA objective shall result in a rebate of 10% of the TMRC.</p>

Time to Respond – AT&T Distributed Denial of Service (DDoS) Protection

Services	Time to Respond – AT&T Distributed Denial of Service (DDoS) Protection								
<p>AT&T Distributed Denial of Service (DDoS) Protection</p>	<p>Definition AT&T Distributed Denial of Service (DDoS) Protection is a service optional to Internet Protect. The service automatically mitigates a DDoS attack.</p> <p>Measurement Process DDoS attack Automatic Option mitigation begins within 30 minutes of attack identification. Customer Concurrence Option mitigation begins within 30 minutes of customer agreement to mitigate.</p> <p>Objective: Within 30 minutes based upon above criteria.</p> <p>Immediate Rights and Remedies: Failing to meet the SLA objective shall result in a rebate of the TMRC based on the credit schedule below:</p> <table border="1" data-bbox="565 1083 1024 1249"> <thead> <tr> <th>Time To Begin Mitigation</th> <th>DDoS Credit</th> </tr> </thead> <tbody> <tr> <td>31 – 60 Minutes</td> <td>25%</td> </tr> <tr> <td>61 – 120 Minutes</td> <td>50%</td> </tr> <tr> <td>121 Minutes Or More</td> <td>100%</td> </tr> </tbody> </table>	Time To Begin Mitigation	DDoS Credit	31 – 60 Minutes	25%	61 – 120 Minutes	50%	121 Minutes Or More	100%
Time To Begin Mitigation	DDoS Credit								
31 – 60 Minutes	25%								
61 – 120 Minutes	50%								
121 Minutes Or More	100%								

Availability, Notification and Response – Security Event & Threat Analysis Service (SETA)

Services	Monthly Availability, Notification and Response – Security Event & Threat Analysis Service (SETA)
<p>Security Event & Threat Analysis Service (SETA)</p>	<p>Definition</p> <p>AT&T Security Event & Threat Analysis (SETA) is a World Class Security Event and Incident Management Service designed to be integrated into a customer’s security or network organization.</p> <p>Measurement Process</p> <p>Customer is responsible for reporting suspected SLA infraction to AT&T for credit via MACD trouble ticket.</p> <p>Objective:</p> <ol style="list-style-type: none"> 1. The Security Event & Threat Analysis SETA customer portal will be available 99.99% on a monthly basis via 2 factor authentication through the AT&T BusinessDirect® portal accessed through public Internet connections minus scheduled or unscheduled maintenance. Note: This SLA measures uptime of portal and infrastructure, not customer's ability to access it. 2. SETA analysts will notify (or begin attempts to notify) the customer of validated Critical and Actionable events within 15 minutes of confirming the severity of the identified event. Valid Identified Event must be vetted by an analyst as a true Critical and Actionable threat prior to notification. 3. AT&T Security Operations Center will be available 24x7 via a number provided by AT&T and an agent will answer within 5 minutes. <p>Immediate Rights and Remedies:</p> <p>Failing to meet any of the SLA objectives shall result in a rebate of one 30th (1/30) of the TMRC.</p> <p>Only one 30th (1/30) of the customer monthly contracted rate will be redeemed for credit within a 24 hour period.</p>

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