

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

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

27 Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-20 (DTS 06E1390)	14
REGISTRATION NUMBER	

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

SBC Global Services, Inc. dba AT&T Global Services

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

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

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

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

From: Department of General Services
To: California Technology Agency

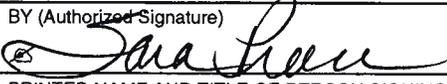
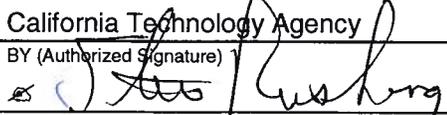
All references to Department of General Services (DGS) are hereby deleted within this contract and superseded by California Technology Agency, Office of Telecommunications Procurement, 3101 Gold Camp Dr., Rancho Cordova, CA 95670.

Continued on the next page.

This Agreement is effective June 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)	
	5/17/12	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Sara Preece – Area Manager		
ADDRESS		
2700 Watt Ave, Rm 1213, Sacramento, CA 95821		
AGENCY NAME		
California Technology Agency		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
	5/17/12	
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		
		<input type="checkbox"/> Exempt per:

Continuation

STD 213A Standard Agreement Amendment 5-06-58-20 (DTS 06E1390) 14

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. **6.1.2.13 Service Identifier: Voice Mail Services, Attachment 3 (Service Description) has been modified to include the following:**

- Add the following Voice Mail options with service descriptions:
 - Enterprise Messaging - Announcement Only (EM-AO), page 5;
 - Enterprise Messaging - Direct Inward Dial (EM-DID), page 5;
 - Enterprise Messaging - Announcement Only Reach (EM-AO Reach), page 6;
 - Enterprise Messaging - Voice Mail Reach (EM-VM Reach), page 6;
 - Enterprise Messaging - Unified Messaging Reach (EM-UM Reach), page 6;
 - Unified Messaging (UM)
 - Unified Messaging (UM) Direct Inward Dial (DID) Mailbox, pages 6-7;
 - Unified Messaging – Fax Plus, page 7;
 - Unified Messaging – Message Director, pages 7-8;
 - Unified Messaging – Extension Mailboxes, page 8; and
 - Unified Messaging Alternate ID, page 8.
- Add the following language to Geographic Availability, page 8;
“Unified Messaging (UM) voice mail will be available on a statewide basis. Enterprise Messaging VM Reach (EM-VM Reach) and Enterprise Messaging Unified Messaging Reach (EM-UM Reach) is available where network capabilities exist. Enterprise Messaging Voice Mail (EM-VM) and Enterprise Messaging Unified Messaging (EM-UM) will be available in any site statewide requiring greater than 200 Voice Mail boxes and where technical Capabilities exist.”
- Add “4 port minimum” to feature EM – Call Tree, page 12; and
- Update feature table to include new Feature Names, Identifiers, Feature Descriptions and Additional Information for the new Voice Mail Options listed below, pages 13-17.
 - EM – AO (Enterprise Messaging – Announcement Only), Identifier S0301;
 - EM – DID (Unified Messaging – DID), Identifier S0302;
 - EM – AO Reach (Enterprise Messaging – Announcement Only), Identifier S0303;
 - EM – VM Reach (Enterprise Messaging – Voice Mail Reach), Identifier S0304;
 - EM – UM Reach (Enterprise Messaging – Unified Messaging), Identifier S0305;
 - Unified Messaging (UM), Identifier US1MX;
 - Unified Messaging (UM) Direct Inward Dial (DID) Mailbox, Identifier US1DX;
 - Unified Messaging – Fax Plus, Identifier US1FX;
 - Unified Messaging – Message Director, Identifier US1XM;
 - Unified Messaging – Extension Mailboxes, Identifier US1EX; and
 - Unified Messaging Alternate ID, Identifier US1XZ.

Replace Attachment 3 Section 6.1.2.13 (1-12) with amended section (1-19).

2. **6.1.2.13 Service Identifier: Voice Mail Services, Attachment 4 (Pricing) has been modified to include the following:**

- Update feature table to include new Feature Names, Identifiers, Non-Recurring Charge, Recurring Charge, Unit of Measure and Change Charge for the new Voice Mail Options, pages 2-5.

Replace Attachment 4 Section 6.1.6 (1-4) with amended section (1-5).

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 6-844 are being updated.

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

The contract is being amended to enhance Voice Mail Services - Unified Enterprise Messaging.

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

The purpose of this amendment is to incorporate necessary updates to the contract to include Unified Enterprise Messaging to Voice Mail Services.

6.1.2.13 Service Identifier: Voice Mail Services

Description of the Service:

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

AT&T offers three types of voice mail service

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

Value Added Capabilities, at no additional charge

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

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

Voice Mail / Centrex Integration

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

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

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

Customer Service & Support

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

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

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

Standard Features

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

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

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

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

Optional Voice Mail Features

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

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

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

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

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

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

EM Call Tree includes these features and capabilities:

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

Enterprise Messaging - Announcement Only (EM-AO) provides up to a five (5) - minute greeting. Message deposit and call transfer is not available.

Enterprise Messaging - Direct Inward Dial (EM-DID) is designed for those customers who need a mailbox number that is different from their normal business telephone number. EM-DID can be used as a direct-dial messaging line without disturbing the main business line. Includes 100 MB of storage for all messages. Provides up to a three (3) - minute greeting. Local usage rates apply.

Enterprise Messaging - Announcement Only Reach (EM-AO Reach) will provide up to a five (5) - minute greeting. Message deposit and call transfer is not available. Local usage rates apply.

Enterprise Messaging - Voice Mail Reach (EM-VM Reach) is a basic voicemail product that has the capability to call transfer, allow inbound call integration, provide message waiting indicator (MWI) to customer's telephone handset, and perform basic voicemail functionality such as listening, replying and forwarding voice messages. Includes 100 MB of storage for all messages. Provides up to a three (3) – minute greeting. Local usage rates apply.

Enterprise Messaging - Unified Messaging Reach (EM-UM Reach) provides the ability to manage messages (email, wireline, voicemail, AT&T wireless voicemail and fax) by allowing all the message types to be located in one depository with access to the messages from anywhere using a PC, telephone or wireless handset. Includes 100 MB of storage for all messages. Provides up to a three (3) – minute greeting. Local usage rates apply.

Unified Messaging (UM) provides access to an integrated view of voicemail, email, and faxes from both Internet and voice telephone user interface (TUI) while retaining existing notification and delivery options. This enhancement to our voicemail offering gives customers the ability to manage their messages (email, wireline, voicemail, wireless voicemail and fax) by locating all the message types in one depository, with access to the messages from anywhere using their PC, telephone or wireless handset. Users can access email using a web browser or an existing email client (i.e., Microsoft Outlook). Provides up to a three (3) – minute greeting. Local usage rates apply.

Unified Messaging (UM) Direct Inward Dial (DID) Mailbox

The UM DID mailbox product is a Direct Inward Dial voice mailbox.

The following are features of the UM DID Mailbox:

- The UM DID mailbox can “stand alone” without being tied directly to a business line number that rings a phone. Think of it as a virtual telephone number.
- The ability to directly dial the UM DID mailbox number and hear a business greeting without physically ringing a phone line.
- The UM DID Mailbox number is a different number from the business line number.
- The same number is used to leave messages and to retrieve messages, so there's only one number to remember.
- The UM DID number can be directly dialed without ringing a phone, or you can place Call Forwarding features on a business line and have inbound calls to your business line forward directly into the UM DID mailbox.

- Call Forwarding features may be purchased separately. Additional charges may apply.
- UM DID mailboxes do not have Message Waiting Indicator or Call Transfer capabilities.
- Up to 98 UM Extension mailboxes can be tied to a single UM DID Mailbox. UM Extension mailboxes are optional and charged separately for each extension mailbox.
- An Alternate ID is recommended for the business line number associated with the UM DID mailbox for messaging purposes between subscribers. By making the business line number an ALT ID of the DID mailbox, you can address the message to the ALT ID number and it will be placed into the UM DID mailbox.
- If you have an Alternate ID number, you will receive Message Waiting Notification on that landline number.
- Each UM DID mailbox comes with 100MB of storage. Additional storage can be purchased in 50MB increments. The maximum storage capacity of any mailbox is 200MB.
- Provides up to a three (3) – minute greeting. Local usage rates apply.

With the UM DID mailbox, customers can create a presence in any area where UM is available.

Unified Messaging - Fax Plus is a product that gives you all the same functionality as an AT&T Unified Messaging mailbox, but comes with an additional telephone number for fax reception. By providing your callers with a fax number separate from your main business telephone number, or separate from your secondary telephone numbers (ALT IDs), you are able to:

- Free up those numbers from receiving faxes
- Receive fax messages in the same mailbox as your telephone voice mail messages, wireless voice mail messages and email messages

AT&T Unified Messaging, you can also print your fax messages to any fax machine. But with AT&T Unified Messaging Fax Plus, you can provide your callers with a separate number to send faxes to, know that you received the fax via various notification methods, hear who sent you the fax, or see it from a computer and then print the fax to a convenient location. Provides up to a three (3) – minute greeting. Local usage rates apply. Check with your AT&T Account Representative for availability of UM – Fax Plus in your area.

Unified Messaging – Message Director is an auto-attendant function that provides customers the added flexibility and functionality in managing their multiple mailboxes and telephone lines.

Unified Messaging – Message Director includes these features and capabilities:

- Set a uniform greeting so every call that comes into your company is answered the same way.
- Allow each mailbox to have a personalized greeting.
- Automatically direct calls to a preset company greeting or an employee directory when your main line goes unanswered or is busy.
- Easily allocate key assignments for employees' mailboxes and designate your company greeting using a computer.
- Provides up to a three (3) – minute greeting. Local usage rates apply.

Unified Messaging – Extension Mailboxes allow your inbound callers to leave messages for any of your associates, employees or departments in a separate mailbox. This is an efficient and easy way to sort inbound messages for multiple employees or departments that share a primary mailbox. You can have up to 98 extensions on one primary mailbox. When your caller hears your Company Greeting, they will be prompted to select an extension to leave a message in. When the caller selects the extension, they will hear a unique greeting for that extension mailbox. They can leave a message in the extension mailbox complete with delivery options (i.e., urgent, private, etc.).

An extension mailbox can be added to any primary Unified Messaging mailbox (except UM Director). Extension mailboxes have similar features and functionality as the Unified Messaging primary mailbox. Provides up to a three (3) - minute greeting.

Unified Messaging Alternate ID service can direct messages from several telephone lines into a single mailbox. (Note: Alternate IDs are purchased separately. The number of Alternate IDs available to you varies by region. Please contact your AT&T Account Representative to find out how many Alternate IDs are available in your area. Alternate IDs must be in the same local service area. There are also some limitations regarding toll-free numbers.) Provides up to a three (3) – minute greeting. Local usage rates apply.

Geographic Availability

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

Unified Messaging (UM) voice mail will be available on a statewide basis. Enterprise Messaging VM Reach (EM-VM Reach) and Enterprise Messaging Unified Messaging Reach (EM-UM Reach) is available where network capabilities exist. Enterprise Messaging Voice Mail (EM-VM) and Enterprise Messaging Unified Messaging (EM-UM) will be available in any site statewide requiring greater than 200 Voice Mail boxes and where technical Capabilities exist.

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

Class of Service (COS) Types

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

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

Features

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

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

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

Feature Name	Identifier	Feature Description	Additional Information
EM – VM Extension	SOCA8	EM – VM Extension mailbox	
EM - Call Tree	SO2A9	<p>EM Call Tree is a network-based call router that allows you to answer incoming calls and route them to different departments, employees or to a recorded announcement. Greets callers with a personalized message and gives them options to transfer or hear information.</p> <p>EMS Call Tree includes the following features and capabilities:</p> <p>7x7x7 – 3 levels of menu options each consisting of up to seven choices in each level</p> <p>Transfer to any 10 digit dial number or EM mailbox. Global key presses allow callers to navigate through the system while allowing the options to repeat a message, return to the Main Menu or transfer to a location where someone is available to answer the call.</p> <p>Multiple Languages – Call Tree uses English as the default language, but provides the ability to record prompts in up to nine different languages.</p> <p>Names Directory/Dial By Extension – customer can have a names directory or dial by extension located anywhere within their Call Tree (counts as a Node option)</p> <p>Holidays & After-Hours Schedules – Call Tree can support multiple schedules including holidays and after hours</p> <p>Secondary Telephone Numbers (Alt ID) – Customer can have up to 14 additional numbers directed to the Call Tree).</p> <p>Enterprise Customer Administration Tool (ECAT)</p>	4 port minimum

Feature Name	Identifier	Feature Description	Additional Information
EM - UM (Unified Messaging)	SO2BA	This product offering will provide you with the ability to manage messages (email, wireline voicemail, AT&T wireless voicemail and fax) by allowing all the message types to be located in one depository with access to the messages from anywhere using a PC, telephone or wireless handset. The email will be provided via a web browser that can be integrated into an existing email client (i.e., Outlook).	
EM – UM Extension	SOCBA	EM – UM Extension mailbox	
EM – AO (Enterprise Messaging – Announcement Only)	S0301	This product offering will provide up to a five (5) - minute greeting. Message deposit and call transfer is not available.	This product is only available to existing Series 200 customers for conversion purposes.
EM – DID (Unified Messaging – DID)	S0302	EM-DID is designed for those customers who need a mailbox number that is different from their normal business telephone number. EM-DID can be used as a direct-dial messaging line without disturbing the main business line. Includes a 100 MB of storage for all messages. This product offering will provide up to a three (3) - minute greeting. Local usage rates apply.	This product is only available to existing Series 200 customers for conversion purposes.
EM – AO Reach (Enterprise Messaging – Announcement Only)	S0303	This product offering will provide up to a five (5) - minute greeting. Message deposit, call transfer is not available. Local usage rates apply.	

Feature Name	Identifier	Feature Description	Additional Information
EM – VM Reach (Enterprise Messaging – Voice Mail Reach)	S0304	A basic voicemail product that has the capability to call transfer, allow inbound call integration, provide MWI to customer’s telephone handset, perform basic voicemail functionality such as listening, replying and forwarding voice messages. Includes a 100 MB of storage for all messages. This product offering will provide up to a three (3) - minute greeting. Local usage rates apply.	
EM – UM Reach (Enterprise Messaging – Unified Messaging)	S0305	The ability to manage messages (email, wireline, voicemail, AT&T wireless voicemail and fax) by allowing all the message types to be located in one depository with access to the messages from anywhere using a PC, telephone or wireless handset. Includes a 100 MB of storage for all messages. This product offering will provide up to a three (3) - minute greeting. Local usage rates apply.	
Unified Messaging (UM)	US1MX	AT&T Unified Messaging (UM) provides access to an integrated view of voicemail, email, and faxes from both Internet and voice telephone user interface (TUI) while retaining existing notification and delivery options. This enhancement to our voicemail offering gives customers the ability to manage their messages (email, wireline, voicemail, wireless voicemail and fax) by locating all the message types in one depository, with access to the messages from anywhere using their PC, telephone or wireless handset. Users can access email using a web browser or an existing email client (i.e., Microsoft Outlook). AT&T UM mailbox is accessed from an associated local line or when a caller leaves or attempts to leave a message. Retrieving or accessing the mailbox	

Feature Name	Identifier	Feature Description	Additional Information
		from your wireless phone for any reason is treated as a local call under any block-of-time plan. Includes a 100 MB of storage for all messages. This product offering will provide up to a three (3) - minute greeting. Local usage rates apply.	
Unified Messaging (UM) Direct Inward Dial (DID) Mailbox	US1DX	AT&T Unified Messaging DID (UM-DID). Similar to UM, UM-DID is designed for those customers who need a mailbox number that is different from their normal business telephone number. UM-DID can be used as a direct-dial messaging line without disturbing the main business line. This product offering will provide up to a three (3) - minute greeting. Local usage rates apply.	
Unified Messaging – Fax Plus	US1FX	AT&T Unified Messaging Fax Plus (UM-FAX PLUS). Similar to UM, UM Fax Plus includes a separate fax telephone number to give to callers for fax reception. This product offering will provide up to a three (3) - minute greeting. Local usage rates apply.	
Unified Messaging - Message Director	US1XM	AT&T Unified Messaging Message Director (UM-Message Director). Similar to UM, UM Message Director also provides an automated attendant that can route inbound calls to other Unified Messaging mailboxes. This product offering will provide up to a three (3) - minute greeting. Local usage rates apply.	

Feature Name	Identifier	Feature Description	Additional Information
Unified Messaging – Extension Mailboxes	US1EX	<p>AT&T Unified Messaging - Extension Mailboxes allow your inbound callers to leave messages for any of your associates, employees or departments in a separate mailbox. This is an efficient and easy way to sort inbound messages for multiple employees or departments that share a primary mailbox. You can have up to 98 extensions on one primary mailbox. When your caller hears your Company Greeting, they will be prompted to select an extension to leave a message in. When the caller selects the extension, they will hear a unique greeting for that extension mailbox. They can leave a message in the extension mailbox complete with delivery options (i.e., urgent, private, etc.).</p> <p>An extension mailbox can be added to any primary Unified Messaging mailbox (except UM Director). Extension mailboxes have similar features and functionality as the Unified Messaging primary mailbox. This product offering will provide up to a three (3) - minute greeting.</p>	

Feature Name	Identifier	Feature Description	Additional Information
Unified Messaging Alternate ID	US1XZ	<p>AT&T Unified Messaging Alternate ID service can direct messages from several telephone lines into a single mailbox. (Note: Alternate IDs are purchased separately. The number of Alternate IDs available to you varies by region. Please contact your AT&T Account Representative to find out how many Alternate IDs are available in your area. Alternate IDs must be in the same local service area. There are also some limitations regarding toll-free numbers.) This product offering will provide up to a three (3) - minute greeting. Local usage rates apply.</p>	
Voice Mail Systems Support	TRGV11	<p>AT&T offers full design support of the implementation of voice mail systems and applications. Services include greeting scripting and recording; and group list creation and management as well as support for agency/departmental requirements.</p> <p>Voice Mail Design: Full support of voice mail design including scripting, recording, creation of group lists and support for application requirements.</p>	
Regular Charges	TRGV11	<p>Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.</p>	
Overtime Charges	TRGV11	<p>Additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday</p>	

Feature Name	Identifier	Feature Description	Additional Information
Premium Charges	TRGV11	Additional per hour rates for work performed anytime on Sunday and/or State holidays.	
Series 100 Voice Mail COS02	SO2AF	50 two minute messages; 30 day save	
Series 100 Voice Mail COS09	SO2AG	50 messages, 2 minute length, 10 groups, 30 day save.	
Series 100 Voice Mail COS10	SO2AH	100 messages, 3 minute length, 30 day save.	
Series 100 Voice Mail COS11	SO2AJ	3 minute greeting, no messages, no call transfer.	
Series 100 Voice Mail COS 12	SO2AK	60 messages, 6 minute length, 60 day save.	
Series 50 Voice Mail COS02	SO2AA	50 two minute messages; 30 day save	
Series 50 Voice Mail COS09	SO2AB	50 messages, two-minute length, ten groups, 30-day save.	
Series 50 COS10	SO2AC	100 messages, three-minute length, 30-day save	
Series 50 COS11	SO2AD	Three-minute greeting, no messages, no call transfer.	
Series 50 COS12	SO2AE	60 messages, six-minute length, 60-day save.	

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

6.1.2.13 Service Identifier: Voice Mail Services

NOTE:

- (A) - Price for Voicemail boxes
 \$3.50 per box if combined total voicemail is over 90,515
 \$4.00 per box if combined total voicemail is equal to or less than 90,515
- (B) - Price for Unified Messaging boxes
 \$5.50 per box if combined total voicemail is over 90,515
 \$6.00 per box if combined total voicemail is equal to or less than 90,515

Total is measured annually on June 1 to determine rate.

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

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Additional Hourly Storage	PBCPS	\$ -	\$ 25.00	Line/mo	\$ -
Voice Mail Reports	VMRPT	\$ -	\$ -	Report	\$ 150.00
EM-CIO (Call-in-One)	SO2A7	\$ -	\$ 4.50	Line/Mo	ICB
EM - CIO Extension	SOCA7	\$ -	\$ 4.50	Line/Mo	ICB
EM - VM (Voice Messaging) - See Note (A)	SO2A8	\$ -	\$ 4.00 or \$ 3.50 (A)	Line/Mo	ICB
EM - VM Extension	SOCA8	\$ -	\$ 4.00 or \$ 3.50 (A)	Line/Mo	ICB
EM-Call Tree	SO2A9	\$ -	\$ 49.00	Per port	ICB
EM - UM (Unified Messaging) - See Note (B)	SO2BA	\$ -	\$ 6.00 or \$ 5.50 (B)	Line/Mo	ICB
EM - UM Extension	SOCBA	\$ -	\$ 6.00 or \$ 5.50 (B)	Line/Mo	ICB
EM - AO (Enterprise Messaging - Announcement Only)	S0301	\$ -	\$ 10.65	Line/Mo	ICB
EM - DID (Unified Messaging - DID)	S0302	\$ -	\$ 5.19	Line/Mo	ICB
EM - AO Reach (Enterprise Messaging - Announcement Only)	S0303	\$ -	\$ 11.14	Line/Mo	ICB
EM - VM Reach (Enterprise Messaging - Voice Mail Reach)	S0304	\$ -	\$ -	Line/Mo	ICB
EM - UM Reach (Enterprise Messaging - Unified Messaging)	S0305	\$ -	\$ 5.19	Line/Mo	ICB
Unified Messaging (UM)	US1MX	\$ 2.50	\$ 7.00	Line/Mo	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Unified Messaging (UM) Direct Inward Dial (DID) Mailbox	US1DX	\$ 2.50	\$ 7.00	Line/Mo	N/A
Unified Messaging – Fax Plus	US1FX	\$ 2.50	\$ 8.00	Line/Mo	N/A
Unified Messaging – Message Director	US1XM	\$ 2.50	\$ 8.00	Line/Mo	N/A
Unified Messaging – Extension Mailboxes	US1EX	\$ 2.50	\$ 7.00	Line/Mo	N/A
Unified Messaging Alternate ID	US1XZ	\$ 2.50	\$ 2.00	Line/Mo	N/A
Voice Mail Systems Support – See Note 1	TRGV11	\$ 94.00	\$ -	Per hour	N/A
Overtime Charges – See Note 2	TRGV11	\$ 50.00	\$ -	Per hour	N/A
Premium Charges - See Note 3	TRGV11	\$ 100.00	\$ -	Per hour	N/A
Series 100 Voice Mail COS02	SO2AF	\$ 2.50	\$ 5.19	Line/Mo	\$ 2.50
Series 100 Voice Mail COS09	SO2AG	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50
Series 100 Voice Mail COS10	SO2AH	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50
Series 100 Voice Mail COS11	SO2AJ	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50
Series 100 Voice Mail COS 12	SO2AK	\$ 2.50	\$ 12.84	Line/Mo	\$ 2.50
Series 50 Voice Mail COS02	SO2AA	\$ 2.50	\$ 5.19	Line/Mo	\$ 2.50
Series 50 Voice Mail COS09	SO2AB	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Series 50 Voice Mail COS10	SO2AC	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50
Series 50 Voice Mail COS11	SO2AD	\$ 2.50	\$ 11.14	Line/Mo	\$ 2.50
Series 50 Voice Mail COS12	SO2AE	\$ 2.50	\$ 12.84	Line/Mo	\$ 2.50
Series 200 Paging Notification/Alt. ID	SO2AR	\$ 2.50	\$ 2.00	Line/Mo	\$ 2.50
Series 100 Paging Notification/Alt. ID	SO2AR	\$ 2.50	\$ 2.00	Line/Mo	\$ 2.50
Series 50 Paging Notification/Alt. ID	SO2AQ	\$ 2.50	\$ 2.00	Line/Mo	\$ 2.50
Port Fees Series 200-Optional Voice Mail configuration where customer purchases Voice Mail ports and their own network. 4 hours of storage is included with each voice mail port. Minimum 4 ports per location if purchased as port-based voice mail	VZZPF	\$2,000/site for VM & Packaged Call Router in Shared application	See Packaged port pricing table below	Port/Mo	N/A
Port Fees Series 200 only: 1-600	VZZP1	\$ -	\$ 195.00	Port/Mo	N/A
Port Fees Series 200 only: 601-700	VZZP2	\$ -	\$ 190.00	Port/Mo	N/A
Port Fees Series 200 only: 701-850	VZZP3	\$ -	\$ 185.00	Port/Mo	N/A
Port Fees Series 200 only: Over 850	VZZP4	\$ -	\$ 180.00	Port/Mo	N/A

Note 1 - Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.

Note 2 – Overtime Charges are additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday.

Note 3 – Premium Charges are additional per hour rates for work performed anytime on Sunday and/or State holidays.