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AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-21 (DTS 06E1391)	5
REGISTRATION NUMBER	
19550808326887.5	

- This Agreement is entered into between the State Agency and Contractor named below:
STATE AGENCY'S NAME
Office of the State Chief Information Officer (OCIO) (Formerly Department of Technology Services)
CONTRACTOR'S NAME
SBC Global Services, Inc. dba AT&T Global Services
- The term of this Agreement is 1/30/2007 through 1/29/2012
- The maximum amount of this agreement after this amendment is: N/A
- The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein: **This Amendment provides price reductions and enhancements to two sections in the CALNET 2 contract. They are; Enhanced Net Conferencing and Audio Conferencing Services and Features.**

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

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

1. Net Conferencing Services to include:

- Add AT&T Connect® with two versions, AT&T Connect – Basic and AT&T Connect – Enhanced, each with two pricing options.

Replace Attachment 3 Section 6.2.13.2 (1-8) with amended section (1-17).

Continued on the next page.

This Agreement is effective March 1, 2010, or upon DGS approval, whichever is later. All other terms and condition of the original agreement shall remain the same.

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

CONTRACTOR		CALIFORNIA Department of General Services Use Only DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION APPROVED BY <u>[Signature]</u> DATE <u>4-30-10</u> GENERAL SERVICES LEGAL SERVICES
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)		
SBC Global Services, Inc. dba AT&T Global Services		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
<u>[Signature]</u>	<u>2-11-10</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Kathleen Bartlett – Customer Contract Specialist		
ADDRESS		
225 W. Randolph Street Chicago, IL 60606		
AGENCY NAME		
Office of the State Chief Information Officer (OCIO)		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
<u>[Signature]</u>	<u>2/23/10</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Tricia Rodriguez, Manager, Purchasing Support Services		
ADDRESS		
P.O. Box 1810, MS Y18, Rancho Cordova, CA 95741-1810		

[Signature] 4/27/10

Exempt per:

Continuation

STD 213A Standard Agreement Amendment 5-06-58-21 (DTS 06E1391) 5

2. Audio Conferencing Service to include:

- Reservationless Dial-In Audio Conferencing/Direct Dial, Dial-in Meet Me Service (3 to 125 ports)
- Reservationless Dial-in Audio Conferencing Listen Only (Broadcast)
- Reservationless Toll Free Audio Conferencing/Toll Free Dial-in Meet Me Service (3 to 125 ports)
- Reservationless Toll Free Audio Conferencing Listen Only (Broadcast).

Replace Attachment 4 Section 6.2.13.1 (1-4) with amended section (1-4).

3. Network Conferencing Services to include:

- To add AT&T Connect[®] with two versions, AT&T Connect - Basic and AT&T Connect - Enhanced, each with two pricing options.

Replace Attachment 4 Section 6.2.13.2 (1-2) with amended section (1-3).

B. Signature authority for the DTS has changed to the Office of the State Chief Information Officer (OCIO) per the Governor's Reorganization Plan (GRP) effective May 10, 2009.

C. Amendment Summary:

- **What is this amendment about?**
AT&T currently offers Net Conferencing services via the CALNET 2 Master Service Agreement (MSA) 2 contract via a resell arrangement with a company named WebEx. AT&T recently purchased Interwise, a company that offers Net Conferencing services. AT&T has integrated Interwise Net Conferencing services into the AT&T portfolio. This amendment will allow AT&T to offer enhanced Net Conferencing services resulting from the Interwise purchase.
- **Why is the contract being amended?**
The enhanced Net Conferencing services will offer a new pricing model in addition to the current model. This will give customers flexibility in choosing a model that best fits their business needs. The enhanced services will also provide for a reduction in rates for the service. Finally, there is also an option for more than one deployment option.
- **What is the reason/purpose for the amendment?**
To meet a demand among CALNET customers for different pricing models and deployment options, as well as making available to CALNET customers reduced rates for service.

6.2.13.2 Service Identifier: Net Conferencing Services

Description of Service:

AT&T Connect®

AT&T Connect is a conferencing and collaboration tool that transforms voice and web conferencing from separate point applications into a single, organization-wide communication tool.

Two options for the service are available:

- AT&T Connect - Basic
- AT&T Connect - Enhanced

AT&T Connect combines voice and web conferencing in one product that enables you to provide conferencing and collaboration to everyone in your company. AT&T Connect differs from other conferencing products by delivering an enterprise-class application that transforms voice and web conferencing from multiple point tools into one core communication product that can be given to everyone in your company, like email.

AT&T Connect combines web conferencing with AT&T Audio Conferencing Services. The service offers the audio conference capabilities of AT&T Reservationless Service which includes on-demand capability that can be used anytime, security features which include assigned password and conference lock, AT&T Conference Monitor which allows you to manage and monitor a conference call in real-time via the Internet, in-country dial-in access from over 140 countries.

The following section provides details about the service. Some functionalities are available only as Enhanced features and will be so noted.

AT&T Connect System Highlights

Enterprise-Class Functionality:

- Supports a full range of event and collaboration features - from online project collaboration to organization meetings, training, public marketing events and executive communications
- Supports tool consolidation to a company-wide standard
- Supports both reservationless and scheduled events
- Comes with personal meeting rooms for each user
- Accommodates business needs with less restrictions on meeting sizes and external users
- Supports mobile users by allowing participation in Web meetings using the telephone only
- Integrated desktop videoconferencing

Easy to Use

- Intuitive for new users and guest participants
- Each user has their own, consistent User ID for entering meetings
- Includes both a fully-featured meeting client or a browser-based Web client that requires no software downloads
- Status indicator shows who is speaking

- Integration with calendaring and email programs for easy scheduling of meetings
- Desktop launchpad to access meeting and conference functionality

Flexible, Converged Audio

- Deeply converged audio that allows TDM and Voice-over-Computer users to speak to each other, switch between phone and pc during meetings, and fully record all participants in the meetings regardless of their audio device/method
- Incorporation of VoIP reduces pressure on phone ports during large events
- Basic Edition allows AT&T Teleconferencing customer to use their existing access numbers

Strong Integration with Enterprise Systems

- Deep integration with Microsoft Outlook and Lotus Notes for scheduling and joining all meetings and events
- Integration with business applications, portals, content management, ERP, LMS and virtual team rooms (**Enhanced**)
- Secure integration with directory services (Active Directory and others), single sign on and reverse proxy gateways (**Enhanced**)
- Integration with your voice infrastructure, including legacy PBXs, Call Managers and IP telephony devices (Enhanced)
- Open, published APIs

Highly Scalable for Global Environments (Enhanced)

AT&T Connect can serve highly distributed organizations with reliable, concurrent high volumes of conferencing. Its distributed software-based architecture efficiently routes, bridges and manages integrated data, video and voice streams across multiple sites in real time.

- Proven capability for scaling globally to environments with tens of thousands of users
- Superior bandwidth efficiency—the architecture consolidates participant streams for meetings to reduce excess traffic on the network
- Deployment options: fully on customer premises, fully managed/hosted, or a unique hybrid premises/hosted model that allows customers to utilize their own networks while seamlessly tapping the AT&T Connect hosted network for redundancy, peak capacity needs and geographic/global reach

Comprehensive System Security

- Behind the firewall operation (**Enhanced**)
- No content is left behind – client and server side (**Enhanced**)
- Zero footprint browser-based AJAX client (**Enhanced**)
- End-to-end SSL encryption
- Reverse proxy, single sign-on and LDAP authentication for both PC and phone participants (**Enhanced**)
- Support for closed events, limited only to invited and authenticated participants (**Enhanced**)
- Visual event monitoring, expel unwanted participants

AT&T Connect Feature/Function Highlights

AT&T Connect has broad, easy-to-use functions that make it very attractive for standardizing on desktops as a company-wide live collaboration platform.

A Full Suite of Conferencing Capabilities in a Single Product

- Web Meetings - Launch unlimited numbers of online meetings for 2 people or 200 with one click. Share and collaborate on any application or document in real time with colleagues, customers, prospects or partners. Integrated audio (both TDM and VoIP) and multipoint video. Personal meeting room for all employees.
- Webcasts/Web Seminars (internal and external) - Meet disclosure requirements, generate awareness, build leads and transfer knowledge internally and externally through low-cost, large-group presentations and events. Live video streaming, polling and other tools keep your audience engaged. Integrated recording lets you market the event even after it's over. Invite 20 or 2,000. No incremental charges for external (non-employee) participants. (**Enhanced**)
- Virtual Classrooms - Lead or attend virtual classes with full moderator control and participant interaction features. Reach employees, channel partners, and customers around the world for facilitated small- or large-group learning, scheduled or just-in-time skills training, certification, etc. Record classes so participants can learn on their own schedule, where ever they are. (**Enhanced offers Recording capability**)
- All Hands Meetings - Global "all hands" meetings for hundreds or thousands of employees using your internal network and/or the Internet, with fully-integrated computer and telephone access. No extra meeting or audio charges. No incremental costs for remote participants. Full video support, recordable and the highest level security. The lowest bandwidth impact on the market for all-hands events - so your other key applications and meetings continue functioning undisturbed throughout your live, interactive multimedia event. (**Enhanced**)
- On-demand Recordings - Record live conferences, meetings and events for those unable to attend. Pre-record subject matter experts for those times when they can't be in two places at once. Create and deliver skills training sessions anywhere, any time to bring people up to speed more quickly.
- Voice-only Conferences - Enjoy full featured, stand-alone voice conferences without the per-minute charge (Enhanced using VoIP). Pre-scheduled and reservationless. Network-grade security. Personal conference room for every employee. Seamless escalation to Web meetings.
- Video - 2-way and multi-point video enhances events with a view of speakers. In addition, pre-record speakers or use video clips as insertions to use in conjunction with live portions of events.

Business Collaboration Features

AT&T Connect provides a full range of features to support effective online collaboration for small or large business meetings:

- Application Sharing
- Shared Whiteboard
- Web Tours with Annotation
- Integrated Video Conferencing
- Polling - On-the-fly yes/no and multiple choice
- MS PowerPoint support, with builds and transitions
- Public and Private Chat
- Emoticons, Raise Hand and Step Out indicators

Virtual Training & Web Seminars Features

For trainers and instructors, AT&T Connect has advanced capabilities for building curriculums, hosting learning events and generating on-demand courseware:

- Multiple moderators/co-moderators

- Pre-set and on-the-fly testing, including yes/no, multiple choice and free text
- Syllabus/learning objects (**Enhanced**)
- Sections/breakout groups (**Enhanced**)
- Attendance tracking/recording
- Self-exercise mode (for lab work)
- Over-the-shoulder (for individual 1:1 help, demonstrations)
- Playback AT&T Connect recorded event during live event (**Enhanced**)
- Load URL to a remote streaming server so that users can playback during live event
- Full audio/visual recording & editing for on-demand events/classes (**Enhanced**)

Event Management Features

- Pre-scheduled, recurring and always available personal meeting rooms
- Event/meeting scheduling, registration, and tracking
- User management (individual and group) and user list import/export
- Event recording/editing (local or server based) available immediately after the event to registered users

Desktop Videoconferencing

AT&T Connect incorporates videoconferencing within its Web meeting capability that can be turned on or off in global settings for all users by the system's administrator. Users simply need a standard UBS Web camera to access the feature. This should not be a lead selling point as major enhancements are forthcoming - however for customers requiring video immediately, the system supports two methods today:

Video Conferencing – Streaming Mode

AT&T Connect allows 2-way Quarter Common Intermediate Format (QCIF) and multipoint streaming videoconferencing (for up to five participants). Other participants in the meeting not using video can also observe the videoconferencing activity. When in multi-point mode, the video windows are viewable in up to five QCIF of 144 lines and 176 pixels per line. In both modes, the windows "float" within the whiteboard area of the Participant application.

Video Conferencing – Bandwidth Conservation Mode

To conserve bandwidth, AT&T Connect can optionally employ a "captured image" that automatically replaces the live image of a speaker when not active. When a participant starts speaking, the captured image is replaced with live real-time streamed video.

AT&T Connect Application Components

AT&T Connect includes all of the components to create and manage all types of events. It is the equivalent of a suite of conferencing products in one, which is essential to creating a consistent collaboration environment across an organization. To facilitate meeting entry, creation and management of various event types, recording and editing and other tasks - AT&T Connect provides the following application components:

- AT&T Connect Participant Application (recommended client)
- AT&T Connect Web Participant (browser-based client)
- myAT&T
- AT&T Connect Materials Editor (Enhanced)
- Outlook Add-in
- Lotus Notes Add-in
- Microsoft OCS and IBM Sametime add-ins

Through a Web portal, users can also access advanced capabilities through:

- The AT&T Connect Communications Center

For Creating and Entering Meetings

AT&T Connect provides a single application for both moderators and participants to engage in meetings. Users have a choice of client as they enter Web events—the AT&T Connect Participant Application (recommended) or the AT&T Connect Web Participant (for those running non-windows operating systems such as Macintosh or Linux, and those who have firewall or desktop restrictions that prevent them from installing client software on their systems. Additional information on the recommended and Web clients is below.

AT&T Connect Participant Application (recommended client) - When attending AT&T Connect Web meetings, the *recommended* client is the fully featured, AT&T Connect Participant Application. This requires a Windows-based operating system.

The AT&T Connect Participant Application provides broad functions for users to employ throughout the event process. (Enhanced) During set up, users can choose automatic recording of the entire event on the AT&T Communications Server, as well as client-side (local) recording on participants' desktops. Audio preferences can also be dictated—such as forcing users to the Voice-over-Computer or to the Telephone, including a third party audio conferencing capability.

Upon entering an AT&T Connect meeting, users are given a choice of client to use. The AT&T Connect Participant Application is marked "recommended" versus the AT&T Connect Web Participant. The AT&T Connect Participant Application enables the full features for hosts and their invitees. As such, Meeting Hosts will always be required to use this client to enter and run a meeting. The meeting host retains master rights to control presentation rights throughout the meeting. If another participant arrives to the meeting first, he/she will enter with Presenter rights. However, master presenter rights are only exercised through the Meeting Host.

Using the AT&T Connect Participant Application, a "Presenter" is able to share preloaded Materials (documents, PDFs) as well as perform live Application Sharing, Web Tours and Interactive Polling. The Presenter also controls clearing or refreshing the Whiteboard area.

By right clicking on other participants, the Presenter can reassign presentation rights and share remote control (e.g. to allow live document editing or system demonstrations) and conduct Over the Shoulder remote interactions such as technical support with another participant's desktop. He/she can also mute, rename or expel others in the meeting.

Every participant has access to public and private chat, whiteboard drawing and annotation, raise hand, step out, a full list of emoticons, enlarge screen and mute. Every participant can also join a meeting by TDM telephone only if they are away from a computer with Internet connectivity.

Enhanced users also have the ability to switch between TDM-based audio and Voice-over-Computer at any time during the meeting, without leaving the meeting. This feature caters strongly to mobile workers that need to switch to phone-only while in transit, or are away from Internet connectivity. They can reconnect their PC at any time and if a registered user on the system, it will automatically reconcile their phone and computer presence in the meeting room.

AT&T Connect Web Participant (alternate, browser-based client) - The AT&T Connect Web Participant is a browser-based, zero footprint application that allows users to participate in AT&T Connect online Events without having to permanently install any AT&T Connect software onto their computers. This client is valuable for ensuring trouble-free meeting entry for users that:

- Are not using a Windows-based PC
- Whose corporate security policies or firewalls prevent them from downloading and installing new software components, or
- Are having some type of difficulty entering a meeting with the Participant application and need a swift, alternate method to get into the meeting.

End users do not need administrator rights to use this client. It is Ajax-based, requiring no prior installation of 3rd-party browser plug-ins or a Java Virtual Machine. It runs on most popular browsers on all major operating systems (Windows, Macintosh, and Linux).

The AT&T Connect Web Participant does not support materials insertions, application sharing or management of controls over participants. Nor does it provide localized recording on the user's PC. It does support:

- Full viewing of live presentations and whiteboarding
- Full audio capabilities (TDM telephone, Voice-over-Computer[Enhanced])
- Use of meeting room emoticons, step in/out, mute, public and private chat
- Invite others from within the meeting
- Users can partake in Yes/No and OK Polling

Microsoft Outlook and Lotus Notes Add-ins - AT&T Connect comes with a freely downloadable plug-in for Microsoft Outlook users that allows users to easily schedule, access and manage meetings directly from their Outlook calendars. For Lotus Notes, services are required to accommodate customers' customized Notes environments.

myAT&T (for desktop access) - myAT&T is a convenient desktop launchpad that installs automatically with the AT&T Connect Participant Application. Accessed from its shortcut icon on the desktop, as well as its symbol in the system tray of your PC, it allows users to launch ad-hoc meetings, invite others and view/manage their personal profile information (PC login, audio access information, personal meeting room ID). Users can also access the AT&T Connect Communications Center from myAT&T.

For Pre- and Post-Event Recordings Editing (Enhanced)

AT&T Connect Materials Editor - For post event editing of recorded meetings, the AT&T Connect Materials Editor can be installed separately to create professional on-demand courses and event recordings. The Materials Editor is provided with the overall system, at no extra charge.

For Advanced Event Management and Creation

AT&T Connect Communications Center - Although it does not install on users systems, the AT&T Connect Communications center is accessible to users for setting up and managing large seminars, training courses and Webcasts. Users access the AT&T Communications Center, which sits on the AT&T Communications Server, to search the archive of their completed meetings as well as future events.

AT&T Connect - Basic

Offer	AT&T Connect - Basic
Voice	Reservationless (telephone only) – Maximum Number of Participants per event - 125
Web	iMeetings with Reservationless audio restrictions – Maximum Number of Participants per event - 125
Video	Multipoint Video
Deployment Options	Hosted Service; Hosted Service with IPT integration
Integration Options	No control or media integration; No Enterprise integration (LDAP, AD, ADAM, etc.)
Scheduling Options	myAT&T; Web portal (Reservationless meetings only)
Domestic Audio Conferencing	Domestic audio conferencing rates apply and can be found under Section 6.2.13.1 – Audio Conferencing. Host Dial Out feature is also available for AT&T Connect – Basic. Voice over Computer (VOC) is also available on the Basic Offer - there is no additional charge for VOC.

AT&T Connect - Basic

Feature Name	Identifier	Feature Description
Option 1: Cost per Minute (CPM) – per attendee	CBCPM	CPM Option allows customers to pay based on usage. All attendees in each iMeeting will be charged the per minute rate for Web Conferencing in this option.
Options 2: Named User Subscription:	CBNUS	Named User model is intended for department/business unit/company wide deployments for AT&T Connect. This model provides unlimited web conferencing for all named users (limitations above). The Named User subscription is intended to be personal to each named user. Should the Customer require integration with on-prem PBX or IP-PBX, this is available as an ICB.
Other Features:		
Host Dial Out	CBHDO	Allows Host to call out directly to add participants to a

Feature Name	Identifier	Feature Description
		conference.
Integration with Customer's PBX	TBD	Should the Customer require integration with on-prem PBX or IP-PBX, this is available as an ICB.

AT&T Connect - Enhanced

Offer	AT&T Connect - Enhanced
Voice	Hosted Telephony, On-Prem Integrated Telephony, Voice over Computer
Web	iMeetings, eLearning, Seminars, Broadcasts, iClass
Video	Multipoint Video
Number of Participant per Event	Up to 1,500. 10 day advance notification is required for events with greater than 750 participants. Should it be determined there is a capacity concern, AT&T will communicate back to the customer to negotiate a new date.
Deployment Options	Hosted Services, On Prem software, Hybrid
Scheduling Options	myAT&T, Web Portal, Outlook Add-in, Notes Add-in.
Domestic Audio Conferencing	Audio conferencing rates apply and can be found under Section 6.2.13.1 – Audio Conferencing.
Voice Conferencing – Selected Countries	Voice Conferencing is also available for the following countries as an ICB rate. Argentina, Australia, Austria, Belgium, Brazil, Canada, Chile, China, Colombia, Czech Republic, Denmark, Finland, France, Germany, Hong Kong, Hungary, India, Ireland, Israel, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Panama, Philippines, Poland, Portugal, Russia, Singapore, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom.

AT&T Connect - Enhanced

Feature Name	Identifier	Feature Description
Option 1: Named User Subscription	CENUS	<p>Named User model is intended for department/business unit/companywide deployments for AT&T Connect. This model provides unlimited web conferencing for all named users. The Named User subscription is intended to be personal to each named user.</p> <p>Domestic audio conferencing rates apply and can be found under Section 6.2.13.1 – Audio Conferencing.</p> <p>Should the Customer require integration with on-prem PBX or IP-PBX, this is available on an ICB.</p>
Option 2: On-Site Model	CEOSY1 CEOSSY	<p>Will include initial set-up of AT&T Connect service at the Customer's premises.</p> <p>Also includes unlimited use of the Connect Global Expressway for web conferencing, basic professional services, and standard annual Maintenance and Support. Subsequent years' annual maintenance is at a reduced rate.</p> <p>Domestic audio conferencing rates apply and can be found under Section 6.2.13.1 – Audio Conferencing.</p> <p>Should the Customer require integration with on-prem PBX or IP-PBX, this is available on an ICB.</p>
<i>Other Features:</i>		
Integration with Customer's PBX	TBD	Should the Customer require integration with on-prem PBX or IP-PBX, this is available on an ICB.
Voice Conferencing – Selected Countries	TBD	<p>Voice Conferencing is also available for the following countries as an ICB rate.</p> <p>Argentina, Australia, Austria, Belgium, Brazil, Canada, Chile, China, Colombia, Czech Republic, Denmark, Finland, France, Germany, Hong Kong, Hungary, India, Ireland, Israel, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Panama, Philippines, Poland, Portugal, Russia, Singapore, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom.</p>

AT&T Web Conferencing

Description of Service

AT&T's Net Conferencing service, AT&T Web Conferencing, will provide the State and its agencies to collaborate with participants, online and in real-time, with powerful document, application, and desktop sharing features. AT&T Web Conferencing provides a graphical interface that allows data (text, documents, data or images) to be viewed, shared and or collaborated on by participants via the Internet. There is no need to purchase any additional hardware, software nor install, configure or maintain expensive equipment. All that is needed to participate in an AT&T Web Meeting is Internet access and a standard browser, even through firewalls. AT&T Web Conferencing is available as a standalone offer or it can work with Audio Conference calls. AT&T uses 128-bit Secure Sockets Layer (SSL) Encryption to make each conference highly secure. Presentations do not have to be pre-loaded to a server prior to the conference call. Presentation files remain on the host PC and participants across the globe can view the files via the Internet.

Availability

AT&T Web Conferencing is available throughout the United States and can be set up for international access. Supports up to 200 participants per session.

Feature Name	Identifier	Feature Description	Additional Information
Usage/Access			
Reserved Net Conferencing	NETRCON	Requires advance reservation, provides the assignment of password to allow participants access. Allows the presenter to select which privileges each participant receives. Can be fully supported by a network attendant that can provide online help during the conference.	Certain features are only available with Reserved Net Conferencing including Conference Coordinator and Net Conference Replay.
Instant Net Conferencing	NETICON	Instant Net Conferencing enables you to establish a Net Conference within seconds by using an established meeting number. This feature allows you to reuse the same meeting number, or set up new ones for better security.	Web Meeting URL must be downloaded prior to the first usage.

Feature Name	Identifier	Feature Description	Additional Information
		Service is initially set up with Reservationless capability for the host. The Web Meeting URL must be downloaded prior to the first usage. After that, the URL will ask for the meeting name and password, which will mirror the audio call in number and the access number.	
Basic Features			
Conference Coordinator	NETCOOR	This feature will allow a customer coordinator to reserve conference calls and post text, data, documents or images.	
Virtual Meeting Room	WEB1	Enables the host to view and monitor participants.	
Editing Documents Real Time	WEB2	The person sharing the application can choose to collaborate with other people in a call, and they can take turns editing or controlling the application. Only the person sharing the program needs to have the given application (e.g., Microsoft PowerPoint) installed on his or her computer.	
Desktop Share Computer	WEB3	The presenter can grant control of his computer to anyone in the meeting. This is often very helpful in troubleshooting and application support.	
Presentation Mode	WEB4	This is targeted as “one to many” applications and facilitates one-way	

Feature Name	Identifier	Feature Description	Additional Information
		transmission of documents such as spreadsheets and slide presentations. For example, the State can use a broadcast mode to conduct keynote addresses, press conferences, and virtual classrooms.	
Collaboration Mode	WEB5	Designed to support applications involving smaller groups where participants can share applications, exchange information, and transfer files.	
Application Sharing	WEB6	Enables the user to share a program or application running on one computer with other participants in the conference. Participants can review the same data or information, and see the actions of the host (for example, editing a customer contract or browsing a website). Participants can share Windows-based applications transparently without any special knowledge of the application capabilities. The person sharing the application can choose to collaborate with other people in a call, and they can take turns editing or controlling the application. Only the person sharing the program needs to have the application (e.g., Microsoft PowerPoint) installed on his	

Feature Name	Identifier	Feature Description	Additional Information
		or her computer.	
File Transfer	WEB7	Enables the user to send a file in the background to one or all of the participants. Each person can then accept or decline receipt. The file transfer occurs in the background while everyone continues sharing the application, use the whiteboard, or chat.	
Online Polling	WEB8	Polling allows the host to create a survey before a conference or on an ad hoc basis as the meeting progresses. Results can be tabulated immediately and if desired, shared with the entire audience. A short answer option, open-ended responses and a timer feature area also included as enhancements.	
Whiteboard	WEB9	This feature is a multi-page, multi-user application that enables users to sketch diagrams, organization charts, or display other graphic information with people on a call. A remote pointer or highlighting tool to point out specific contents or sections of	

Feature Name	Identifier	Feature Description	Additional Information
		shared pages can be used. This capability extends the application sharing feature by supporting ad hoc collaboration on a common drawing surface.	
Chat	WEB10	<p>Participants can type and transmit text messages to share common ideas or topics with other people, or record meeting notes and action items as part of a collaborative process. Chat and its aspects are host controlled options. There are three types</p> <ul style="list-style-type: none"> • Chat to All • Private Chat to any other meeting attendee • Chat only to Host. 	
Web Conferencing Training	WEB11	AT&T offers free, live and interactive 60 minute training classes several times a week geared toward the host(s).	
Chargeable Features			
Net Conference Replay	NETRPLY	Net Conference Replays record and synchronize the audio and data portions of the meeting. The Net Conference Replay is then available via the Internet. Net Conference Replays	This feature requires an additional port on the call.

Feature Name	Identifier	Feature Description	Additional Information
		<p>shall be viewable with a Real Player or Windows Media Player.</p> <p>The host can record each Web Meeting including the audio and data—by using the host PC’s sound card—in a single file on his or her computer. The host can later email the recorded file to participants or post the file on his or her web site for download. Playbacks appear to the viewer just as if the conference were taking place live, even the host mouse movements are recorded.</p>	
Executive Web Conferencing	NETEXE	<p>Web Conference delivers the technology to plan and produce a cost-effective teleconference solution for 50-2,500 participants. Its turnkey management capabilities provide</p> <ul style="list-style-type: none"> - Live events for 50 to 2,500 participants - Automated emails to all participants - On line participant registration - Fill featured online events - An expert to manage the special event(s) 	
Language Assistance	CONLANG	<p>Language assistance for both audio and web conferencing.</p> <p>Language Line provides over-the-phone interpretive services. With Language Line, you can interpret questions over the phone in</p>	

Feature Name	Identifier	Feature Description	Additional Information
		multiple languages. Language Line can provide the State and its agencies the ability to converse in 150 languages, helping meet Title VI, HIPAA and other compliance mandates.	

AT&T can provide language assistance in 156 languages. These 156 languages represent approximately 98.6% of all customer requests from the 6,809 languages spoken in the world today.

AT&T Language Assistance			
Acholi	French Canadian	Laotian	Samoan
Afrikaans	Fukienese	Latvian	Serbian
Akan	Fula	Lingala	Shanghainese
Albanian	Fulani	Lithuanian	Sicilian
Amharic	Fuzhou	Luganda	Sinhalese
Arabic	Ga	Luxembourgeois	Sindhi
Armenian	Gaddang	Maay	Slovak
Assyrian	Gaelic	Macedonian	Slovenian
Azerbaijani	Georgian	Malagasy	Somali
Bambara	German	Malay	Sorani
Basque	Greek	Malayalam	Spanish
Behdini	Gujarati	Maltese	Swahili
Belorussian	Haitian Creole	Mandarin	Swedish
Bengali	Hakka	Mandingo	Sylhetti
Berber	Hakka – China	Mandinka	Szechuan
Bosnian	Hakka – Taiwan	Mankon	Tagalog
Bulgarian	Hausa	Marathi	Taiwanese
Burmese	Hebrew	Marshallese	Tamil
Cantonese	Hindi	Mien	Telugu
Catalan	Hmong	Mina	Thai
Chaldean	Hungarian	Mixteco	Tibetan
Chaochow	Ibanag	Mongolian	Tigre
Chamorro	Ibo	Navajo	Tigrinya
Chavacano	Icelandic	Neapolitan	Toishanese
Cherokee	Igbo	Nepali	Tongan
Chuukese	Ilocano	Nigerian Pidgin English	Tshiluba
Croatian	Indonesian	Norwegian	Turkish
Czech	Italian	Nuer	Twi
Dakota	Jakartanese	Oromo	Ukrainian
Danish	Japanese	Pampangan	Urdu

AT&T Language Assistance			
Dari	Javanese	Papiamento	Vietnamese
Dinka	Karen	Pashto	Visayan
Dutch	Kashmiri	Patois	Welsh
Estonian	Khmer (Cambodian)	Pidgin English	Wolof
Ewe	Korean	Polish	Yiddish
Farsi	Kosovan	Portuguese	Yoruba
Fijian Hindi	Krio	Portuguese Creole	Yupik
Finnish	Kurdish	Punjabi	
Flemish	Kurmanji	Romanian	
French	Lakota	Russian	

6.2.13.1 Service Identifier: Audio Conferencing Service

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Usage					
Reservationless Dial-In Audio Conferencing/Direct Dial, Dial-in Meet Me Service (3 to 125 ports)	CONF	\$ -	\$0.020	minute	\$ -
Reservationless Dial-in Audio Conferencing Listen Only (Broadcast)	CLIST	\$ -	\$0.020	minute	\$ -
Reservationless Toll Free Audio Conferencing/Toll Free Dial-in Meet Me Service (3 to 125 ports)	CONTF	\$ -	\$0.020	minute	\$ -
Reservationless Toll Free Audio Conferencing Listen Only (Broadcast)	CTFLIS	\$ -	\$0.020	minute	\$ -
Toll Free Dial In Automated - Reserved	TFDIRV	\$ -	\$0.030	minute	\$ -
Caller Paid Dial In Automated Reserved	TFCPRV	\$ -	\$0.027	minute	\$ -
Toll Free Transport from Canada	TFTCAN	\$ -	\$0.200	minute	\$ -
Usage Fee					
Underutilization fee	CUTT	\$ -	\$ -	occurrence	\$ -
Cancellation Fee for Meet Me Services	CCANC	\$ -	\$ -	occurrence	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Basic Features					
Conference Monitoring	CON1	\$ -	\$ -	N/A	\$ -
Mute All	CON2	\$ -	\$ -	N/A	\$ -
Talk/Mute Modes	CON3	\$ -	\$ -	N/A	\$ -
Conference Continuation without Host	CON4	\$ -	\$ -	N/A	\$ -
Conference Lock/Unlock	CON5	\$ -	\$ -	N/A	\$ -
Name Announce	CON6	\$ -	\$ -	N/A	\$ -
Roll Call	CON7	\$ -	\$ -	N/A	\$ -
Conference Participant Count	CON8	\$ -	\$ -	N/A	\$ -
Host Changeable Entry/Exit Options	CON9	\$ -	\$ -	N/A	\$ -
Password Screening	CON10	\$ -	\$ -	N/A	\$ -
Host Selectable Access Codes	CON11	\$ -	\$ -	N/A	\$ -
Host Selectable Password	CON12	\$ -	\$ -	N/A	\$ -
Optional Security Code	CON13	\$ -	\$ -	N/A	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
International Access	CONINT	\$ -	\$0.0000	N/A	\$ -
Host - Question and Answer	CONQA	\$ -	\$0.00	port	\$ -
Voting and Polling	CONVP	\$ -	\$0.00	port	\$ -
Chargeable Features					
Operator-Dialed	COPD	\$ -	\$0.150	minute	\$ -
Operator Assisted Dial-in	COPADI	\$ -	\$0.080	minute	\$ -
Security Screen List	CONSEC	\$ -	\$2.00	port	\$ -
Recording	CONREC	\$ -	\$70.00	hour	\$ -
Digitized Replay - Toll Free	CDIGTF	\$ -	\$0.220	minute	\$ -
Digitized Replay - Caller Paid	CDIGCP	\$ -	\$0.170	minute	\$ -
Transcription	CONTRANS	\$ -	\$50.00	15 minute increment	\$ -
RSVP	CONRSVP	\$ -	\$2.00	participant	\$ -
Language/Interpretation/Transcription	CONLANG	\$ -	\$3.50	minute	\$ -
Executive Conferencing - domestic Operator Dial Out	ECDODO	\$ -	\$0.400	minute	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Executive Conferencing - Domestic Toll Free Dial In	EDDDTDI	\$ -	\$0.280	minute	\$ -
Executive Conferencing - Caller Paid Dial In	ECCPDI	\$ -	\$0.250	minute	\$ -
Executive Event and Premier Call Types - Domestic Operator Dial Out	EEPDO	\$ -	\$0.400	minute	\$ -
Executive Event and Premier Call Types - Domestic Toll Free Dial In	EEPTF	\$ -	\$0.200	minute	\$ -
Executive Event and Premier Call Types - Domestic Caller Paid Dial In	EEPCP	\$ -	\$0.180	minute	\$ -
Corporate Crisis -Basic	CONCRISB	\$100.00	\$ -	port	\$ -
Corporate Crisis - Enhanced	CONCRISE	\$103.50	\$ -	port/participant	\$ -
Video Conferencing	CONVID	\$ -	\$0.660	minute/port	\$ -

6.2.13.2 Service Identifier: Net Conferencing Services

AT&T Connect®

NOTE: See Section 6.2.13.1 for Audio Conferencing rates.

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
AT&T Connect – Basic					
Option 1: Cost Per Minute – per attendee	CBCPM	N/A	\$ 0.06	Per Minute	N/A
Option 2: Named User Subscription:	CBNUS	N/A	\$ 8.00	Per Subscribed User per Month	N/A
Other Features:					
Host Dial Out	CBHDO	N/A	\$0.03	Per Minute	N/A
Integration with Customer's PBX	TBD	ICB	ICB	Per Statement of Work	N/A
AT&T Connect – Enhanced					
Option 1: Named User Subscription	CENUS	N/A	\$11.00	Per User/ Per Month	N/A
Option 2: On Site Model – Year 1	CEOSY1	\$150.00	N/A	Per Subscribed User	N/A
On Site Model – Subsequent Years	CEOSSY	\$47.00	N/A	Per Subscribed User per Subsequent Year	N/A
Other Features:					
Integration with Customer's PBX	TBD	ICB	ICB	Per Statement of Work	ICB

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Voice Conferencing – selected countries	TBD	ICB	ICB	Per minute	ICB

AT&T Web Conferencing

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Usage/Access					
Reserved Net Conferencing	NETRCON	\$ -	\$0.100	minute	\$ -
Instant Net Conferencing	NETICON	\$ -	\$0.100	minute	\$ -
Basic Features					
Conference Coordinator	NETCOOR	\$ -	\$ -	minute	\$ -
Virtual Meeting Room	WEB1	\$ -	\$ -	N/A	\$ -
Editing Documents Real Time	WEB2	\$ -	\$ -	N/A	\$ -
Desktop Share Computer	WEB3	\$ -	\$ -	N/A	\$ -
Presentation Mode	WEB4	\$ -	\$ -	N/A	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Collaboration Mode	WEB5	\$ -	\$ -	N/A	\$ -
Application Sharing	WEB6	\$ -	\$ -	N/A	\$ -
File Transfer	WEB7	\$ -	\$ -	N/A	\$ -
Online Polling	WEB8	\$ -	\$ -	N/A	\$ -
Whiteboard	WEB9	\$ -	\$ -	N/A	\$ -
Chat	WEB10	\$ -	\$ -	N/A	\$ -
Web Conferencing Training	WEB11	\$ -	\$ -	N/A	\$ -
Chargeable Features					
Net Conference Replay	NETRPLY	\$ -	\$0.035	minute	\$ -
Executive Web Conferencing	NETEXE	\$ -	\$0.350	minute	\$ -
Language Assistance	CONLANG	\$ -	\$3.500	minute	\$ -