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

[X] CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED — Pages: 102

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-22 (DTS 06E1392)	16
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
MCI Network Services, Inc. or MCI Financial Management, Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies

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All references to Department of General Services (DGS) are hereby deleted within this contract and superseded by California Technology Agency, Office of Telecommunications Procurement, 3101 Gold Camp Dr., Rancho Cordova, CA 95670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

CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)
MCI Network Services, Inc. or MCI Financial Management, Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies

BY (Authorized Signature) — DATE SIGNED (Do not type): 3/12/12

PRINTED NAME AND TITLE OF PERSON SIGNING
Lisa M. Guignard, Director-Pricing/Contract Management

ADDRESS
22001 Loudoun County Parkway, Ashburn, VA 20147

STATE OF CALIFORNIA

AGENCY NAME
California Technology Agency

BY (Authorized Signature) — DATE SIGNED (Do not type): 3/15/12

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

CALIFORNIA TECHNOLOGY AGENCY Use Only

04/09/12

[ ] Exempt per:

Continuation
STD 213A Standard Agreement 5-06-58-22 (DTS 06E1392) Amendment 16

B. This amendment includes the following changes, Subject CALNET 2, MSA 3 (Verizon Business): This Amendment is being submitted for your approval in an effort to augment existing CALNET 2 services. Verizon Business will be providing the State with support services for the implementation of the California 9-1-1 Strategic Plan of July 30, 2010 and the adopted California Technology Agency, California NG9-1-1 Roadmap of December 2010. Additional Service Agreements (SLAs) have also been provided as part of this amendment to provide service quality assurance for the proposed services.

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

C. This Amendment is being submitted for your approval in an effort to augment existing CALNET 2 MSA 3 services. Verizon Business will be providing the State with Support Services for Next Generation 9-1-1 Services under Section 6.3.5.3 Converged Services, IP Network Based Specialized Call Routing is amended as follows;

1. **6.3.5.3 Converged Services, IP Network Based Specialized Call Routing, Attachment 3 has been modified to include NG 9-1-1 Services:**

- CA Next Generation 9-1-1 Emergency Telephone Service subheading addition
- Automatic Location Information Management Service subheading addition
- Automatic Location Information (ALI) Management Service addition
- Web Based Reporting Enhanced Service addition
- Additional Customer MSAG Database Testing and Validation Telephone Number Service addition
- Web Based Reporting Service Additional Users addition
- Replacement Service Tokens addition
- ALI Steering Service for Wireline Calls addition
- Emergency Request Routing Service sub-heading
- NG 9-1-1 Managed Core Services addition
- NG 9-1-1 Configuration Services addition
- NG 9-1-1 System Deployment Services addition
- NG 9-1-1 Activation Service addition
- NG 9-1-1 Service Guide and Test Plan Activation Services addition
- Emergency Request Routing Service addition
- Emergency Request Routing Service Wireless Routing addition
- Routing Port Service Charges addition
- Routing PRI Service Port Charges addition
- Site Survey and LAN Assessment Service addition
- Additional PSAP Gateway Manager (PGM) Service addition
- Emergency Response Services sub-heading addition
- Emergency Response Call Handling Service addition
- Emergency Response Information Logging Service addition
- Emergency Response Monitor Service addition
- Emergency Response Integrated MAP Viewer Service addition
- Emergency Response Professional Services addition
- Applicable Service Level Agreements heading
    - Availability - Automatic Location Information Management Service addition
    - NG 9-1-1 Call Delivery – Emergency Request Routing Service addition
    - Catastrophic Outage addition
    - Provisioning addition

Replace Attachment 3 Section 6.3.5.3 (Pages 1-2) with amended section (Pages 1-17)

2. **6.3.5.3 Converged Services, IP Network Based Specialized Call Routing, Attachment 4 has been modified to include NG 9-1-1 Services:**

- CA Next Generation 9-1-1 Emergency Telephone Service subheading addition
- Automatic Location Information Management Service subheading addition
- Automatic Location Information (ALI) Management Service addition
- Web Based Reporting Enhanced Service addition
- Additional Customer MSAG Database Testing and Validation Telephone Number Service addition
- Web Based Reporting Service Additional Users addition
- Replacement Service Tokens addition
- ALI Steering Service for Wireline Calls addition
- Emergency Request Routing Service sub-heading addition
- NG 9-1-1 Managed Core Services addition
- NG 9-1-1 Configuration Services addition
- NG 9-1-1 System Deployment Services addition
- NG 9-1-1 Activation Service addition
- NG 9-1-1 Service Guide and Test Plan Activation Services addition
- Emergency Request Routing Service addition
- Emergency Request Routing Service Wireless Routing addition
- Routing Port Service Charges addition
- Routing PRI Service Port Charges addition
- Site Survey and LAN Assessment Service addition
- Additional PSAP Gateway Manager (PGM) Service addition
- Emergency Response Services sub-heading addition
- Emergency Response Call Handling Service addition
- Emergency Response Information Logging Service addition
- Emergency Response Monitor Service addition
- Emergency Response Integrated MAP Viewer Service addition
- Emergency Response Professional Services addition

Replace Attachment 4 Section 6.3.5.3 (Page 1) with amended section (Pages 1-4)

3. **MSA 3 Service Level Agreements have been modified to include NG 9-1-1 Services as follows:**

- 6.3.14.2.3.4 CA Next Generation 9-1-1 Emergency Telephone Service addition
  - Availability - Automatic Location Information Management Service subheading addition
  - Automatic Location Information (ALI) Management Service addition
  - ALI Steering for Wireline Calls addition
- 6.3.14.2.3.5 NG 9-1-1 Call Delivery - CA Next Generation 9-1-1 Emergency Telephone Service addition
  - NG 9-1-1 Call Delivery - Emergency Request Routing Service subheading addition
  - Emergency Request Routing Service addition
- 6.3.14.2.6.1 Catastrophic Outage - CA Next Generation 9-1-1 Emergency Telephone Service addition
  - Catastrophic Outage subheading addition
  - Automatic Location Information (ALI) Management Service addition
  - ALI Steering for Wireline Calls addition
  - Emergency Request Routing Service addition
- 6.3.14.2.14 Provisioning – addition of the following services, and "Managed Project" addition under Business Days
  - Web Based Reporting Enhanced Service
  - Web Based Reporting Service Additional Users
  - NG 9-1-1 Managed Core Services
  - NG 91-1 Configuration Services
  - NG 9-1-1 System Deployment Services
  - NG 9-1-1 Activation Service

- NG 9-1-1 Service Guide and Test Plan Activation Services
- 6.3.14.3.5 Tool Availability (M) – addition of the following services
  - Web Based Reporting Enhanced Service
  - Web Based Reporting Service Additional Users
- 6.3.14.4 Glossary of SLA Related Terms (M) additions as follows:
  - ALI addition
  - ALI Delivery addition
  - ANI addition
  - NG 9-1-1 addition
  - NG 9-1-1 Catastrophic Outage addition
  - NG 9-1-1 PSAP Equipment addition
  - NG 9-1-1 Routing addition
  - PSAP addition
  - SMS addition

Replace MSA 3 Service Level Agreements (Pages 6.3-328 through 6.3-376)

4. **Section 6.3 Internet Protocol Services – MODULE 3, Table of Contents Volume 1 was modified to reflect the pagination changes in the MSA 3 Service Level Agreements, as follows:**

- 6.3.14.2.3.4 CA Next Generation 9-1-1 Emergency Telephone Service addition
- 6.3.14.2.3.5 NG 9-1-1 Call Delivery - CA Next Generation 9-1-1 Emergency Telephone Service addition
- 6.3.14.2.6.1 Catastrophic Outage - CA Next Generation 9-1-1 Emergency Telephone Service addition

Replace Table of Contents (Pages 6.3-i through 6.3-vi) with amended section (Pages 6.3-i through 6.3-vii)

Replacement pages containing the modified language are attached hereto for insertion in the Agreement and are identified with the following statement: "Revised: MSA 3 Amendment No. 16."

D. Amendment Summary:

- **What is this amendment about?**

  This amendment 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. This amendment will also augment Specialized Call Routing Services with CA Next Generations 9-1-1 services.

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

  Verizon Business will be providing the State with Support Services to upgrade existing Emergency 9-1-1 Public Safety Answering Points (PSAPs) throughout California, by following the State's California 9-1-1 Strategic Plan of July 30, 2010.

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

  This amendment is to add CA Next Generation Emergency 9-1-1 Services to the CALNET 2 contract. Verizon Business will be providing the State with Managed Support Services to implement the State's California NG9-1-1 Roadmap. Additional Service Agreements (SLAs) have been provided as part of this amendment to provide service quality assurance for the proposed services.

6.3.5.3 Converged Services, IP Network Based Specialized Call Routing
Attachment 3

Service Identifier: IP Network Based Specialized Call Routing (SCR) Service

Description of the Service: IP network based SCR functionality that provides call-by-call routing of calls to multiple, geographically dispersed ACD groups to create a virtual Contact Center network for load balancing and maximizing use of available agents. The service routes calls and consolidate management information at the network level, to create enterprise-wide call distribution capabilities.

Unless noted separately in Attachment 4, services include the following elements: planning, applicable design, engineering, testing, installation, and training, where applicable.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Converged Service, IP Network Based SCR	IPRP0000	SCR routes calls based on employee skills or the data provided and offers extensive flexibility for premium customer service and differentiated, personalized, call handling. Through sophisticated call handling strategies, Verizon's switching network is able to quickly determine the best termination for a call using criteria such as real-time contact center statistics, caller profile, and customized routing strategies. Calls can be routed on a call-by-call basis using personal caller data such as ANI, DNIS, caller-entered digits,	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		caller demographics, or event-level agent and traffic information received from each contact center.	
Historical Database Service	IPHD0000	The Historical Database Service will archive data from the primary database for long-term storage and retrieval.	Private IP (PIP) Transport Service is required to provide Historical Database Service.
Administrative Workstation Software		Administrative Workstation Software will be provided. Verizon's Call Center Service product bundles the Supervisor and Administrative Workstation privileges as a single package.	

Applicable Service Level Agreements:

- IP Contact Center Service Outage
- Excessive Outage
- Notification
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
CA Next Generation 9-1-1 Emergency Telephone Service			
Automatic Location Information Management Service			
Automatic Location Information (ALI) Management Service	ALIM0000	Automatic Location Information (ALI) Management Services are provided on the basis of per Telephone Number, (TN) or number of records in the ALI database for the requested serving area. The ALI Management Services provide a complete solution for 9-1-1 data management, including a customer service agent and single point of contact for the provisioning and delivery of E9-1-1 services. ALI Management Services include receiving Service Order Input (SOI) records from the TSPs, systematically validating such records against the Verizon managed Master Street Address Guide (MSAG), correcting records that are not MSAG valid, and updating the validated TN record	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		updates to the ALI system. As part of ALI Management Services, XML ALI will be delivered via the Emergency Service Management Interface (ESMI) to each PSAP's Call Handling equipment (CPE). For legacy PSAP Call Handling equipment, Verizon will also support ALI delivery in a conventional ALI format. Verizon will provide three authorized users access with tokens to a web-based service for accessing NG 9-1-1 Routing and ALI Management reports. This service also allows the report data to be exported into an Excel format for customers to create their own reports on-line up to 12 months. Verizon will also provide PSAPs, county/municipal coordinators and TSPs with a web-based service to manage wireline	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		ALI discrepancies and MSAG records and view, extract and request changes to TN and MSAG records in the NG 9-1-1 Service Area. Customer is responsible for connections in and out of the NG 9-1-1 ingress/egress Points of Presence.	
Web Based Reporting Enhanced Service	ALWB0000	Web Based Reporting Enhanced Service is provided for a one time fee per account for enhanced query and graph tools. Custom metrics reports and graphs are maintained and can be accessed on-line for a rolling 12 month period. Custom reporting metrics can be daily, weekly, monthly and in some cases annual. Three (3) authorized users access with tokens are provided with this line item and cannot be shared between users.	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Additional Customer MSAG Database Testing and Validation Telephone Number Service	ALTN0000	Automatic Location Information (ALI) Management service includes up to three (3) customer data validations with the standard service per NG 9-1-1 customer. Data testing and validation service is part of the data verification process, and if after 3 data tests and validations the TN match rate does not reach the 98% threshold. This will become a managed project with a defined scope of work.	
Web Based Reporting Service Additional Users	ALUA0000	Additional Users accounts will be set up and configured for the NG 9-1-1 emergency response reporting service.	
Replacement Service Tokens	ALRP0000	Verizon will provide replacement Secure ID service tokens for remote access for existing user accounts. This would cover damaged, lost or stolen service tokens.	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
ALI Steering Service for Wireline Calls	ALSW0000	This per database service is required to receive ALI information for transferred emergency response calls when wireline TN records are not dual-loaded into each neighboring ALI pair. With this service, Verizon will establish ALI to ALI communications in support of any of the following types of steering via the PSAP ALI Message (PAM) interface: Function of Code R (FOC-R) Steering, Trunk Steering, TN Range Steering or No Record Found Steering.	
Emergency Request Routing Service			
NG 9-1-1 Managed Core Services	NXGI0000	The managed core services provide NG 9-1-1 functionality across the points of interface for wireline, wireless, and VoIP providers.	

6.3.5.3 Converged Services, IP Network Based Specialized Call Routing
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
NG 9-1-1 Configuration Services	NXGI0001	Configuration services to integrate the legacy providers to the IP NG 9-1-1 Core Services Platform and to load database MSAG records as well as wireless data to route calls and present data to the PSAP.	
NG 9-1-1 System Deployment Services	NXGI0002	NG 9-1-1 System Deployment Services provides the transition services from the legacy providers to the IP NG 9-1-1 applications.	
NG 9-1-1 Activation Service	NXGI0003	NG 9-1-1 Activation Service for the NG 9-1-1 Regional Gateway services provides the transition services from the legacy providers to the IP NG 9-1-1 applications.	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
NG 9-1-1 Service Guide and Test Plan Activation Services	NXGI0004	The NG 9-1-1 Service Guide will describe all required elements identifying the locations of all core service platforms, call routing and data presentation formats to the PSAP. The Service Guide will document the acceptance criteria for a successful implementation. All elements of wireline, wireless and VoIP call processing will be tested to ensure accurate delivery of all 9-1-1 calls.	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Emergency Request Routing Service	EMRS0000	This service uses an Internet Protocol (IP) based infrastructure to route emergency requests from end users to the appropriate PSAP. The Multi Protocol Label Switching (MPLS) service connectivity used for this service is dedicated and VPN based to provide reliability and security. ALI Management Service is required. Verizon MPLS connectivity is required and is purchased separately. This price will be recalculated annually (July 1st) using the formula below*. This process will be documented in the managed project scope of work and initiated by the State. *Current wireline TN count X current TN rate (not to exceed .012) / number of state	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		funded call taking positions. This telephone number (TN) count may drop over time with the decrease of wireline telephone numbers in service.	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Emergency Request Routing Service Wireless Routing	EMWR0000	This service enables non Request for Assistance Interface (RFAI) compliant CPE to support wireless routing and delivery of wireless emergency response calls from wireless Mobile Switching Centers (MSCs) to PSAPs over an IP network. This service includes the provisioning services for Wireless Routing and the activation of the PSAP Media Gateways and NG 9-1-1 PSAP systems. Verizon will provide the NG 9-1-1 PSAP service at each NG 9-1-1 Customer Facility. Verizon Multi Protocol Label Switching (MPLS) connectivity is required and is purchased separately.	

6.3.5.3 Converged Services, IP Network Based Specialized Call Routing
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Routing Port Service Charges	ERPC0000	This service provides Regional Gateway (RGW) connectivity to the NG 9-1-1 Routing network.	
Routing PRI Service Port Charges	ERPB0000	This service provides Primary Rate Interface (PRI) Regional Gateway (RGW) connectivity to the NG 9-1-1 Routing network.	
Site Survey and LAN Assessment Service	ESVY0000	This is a one time per site service charge to conduct a site survey and detailed LAN assessment before ordering and installation. Each PSAP facility has unique environments that must be identified.	
Additional PSAP Gateway Manager (PGM) Service	EPGM0000	This service provides additional PSAP Gateway Manager (PGM) service capability at the PSAP which converts IP to CAMA trunking into the PSAP CPE. PGM service is included in the Routing rate for PSAPs with up to eight (8) Trunks.	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Emergency Response Services			
Emergency Response Call Handling Service	ERCH0000	Emergency Response Call Handling Service provides a hosted call handling service, including a highly-available, redundant, IP distribution network. Emergency Response Service includes local PSAP dispatch functionality, MIS detailed management information services, built-in Automatic Call Distribution (ACD) service, and a secure intra-PSAP LAN functionality. LAN infrastructure must either be provided by the customer or can be provided by Verizon under MSA 4 6.4.6.1.2.	
Emergency Response Information Logging Service	ERCL0000	Emergency Response Information Logging Service provides long term information recorder and replay services. The hosted service will passively tap each and record the composite information.	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Emergency Response Monitor Service	ERMN0000	Emergency Response Monitor Service provides real time Agent and Queue status as well as summary status of all queue information for all 9-1-1 media in process by the Verizon PSAP. For PSAPs who have opted for integrated map viewer capability, it provides a real-time dashboard display of 9-1-1 media activity for all 9-1-1 media in process. Emergency Response Monitor Service can also be used to display 9-1-1 media activity for multiple PSAPs if a single 9-1-1 database is configured for all Customer PSAPs. Verizon will work with each Customer to agree on and implement the Emergency Response Monitor Service configuration.	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Emergency Response Integrated MAP Viewer Service	ERMP0000	Emergency Response Integrated Map Viewer Service is a dedicated public safety map viewer service that provides automatic display and management of 9-1-1 media. Emergency Response Integrated Map Viewer Service allows agency personnel to locate callers and direct emergency responses quickly and accurately. Emergency Response Integrated Map Viewer Service provides enhanced support of Wireless E9-1-1 calls.	
Emergency Response Professional Services	PSPC0000	Service fees would apply to engage a NG 9-1-1 certified Field Engineer for certain types of reconfiguration services; for example, a PSAP consolidation or for certain types of 9-1-1 profile changes after the deployment phase.	

Applicable Service Level Agreements:

- Availability - Automatic Location Information Management Service
- NG 9-1-1 Call Delivery - Emergency Request Routing Service
- Catastrophic Outage
- Provisioning

6.3.5.3 Converged Services, IP Network Based Specialized Call Routing Attachment 4

Service Identifier: IP Network Based Specialized Call Routing (SCR) Service

The pricing includes the following elements: planning, applicable design, engineering, testing, wiring, termination, installation, and training, where applicable.

Feature Name	Feature Identifier	Unit of Measure	Unit Non – Recurring	Unit Recurring	Change Charges
Specialized Call Routing Package	IPRP0000	Per Minute	$0.00	$0.0247	$0.00
Historical Database Service	IPHD0000	Per Gig/Per Month	$0.00	$21.25	$0.00
Administrative Workstation Software	IPWS0000	Per Additional License	$0.00	$0.00	$0.00

CA Next Generation 9-1-1 Emergency Telephone Service

Feature Name	Feature Identifier	Unit of Measure	Unit Non – Recurring	Unit Recurring	Change Charges
Automatic Location Information Management Service					
Automatic Location Information (ALI) Management Service	ALIM0000	Per Telephone Number	N/A	$0.041	N/A
Web Based Reporting Enhanced Service	ALWB0000	Per User Account	$5,005.00	N/A	N/A
Additional Customer MSAG Database Testing and Validation Telephone Number Service	ALTN0000	Per Test and Validation	$3,575.00	N/A	N/A
Web Based Reporting Service Additional Users	ALUA0000	Per User Account	$214.00	N/A	N/A
Replacement Service Tokens	ALRP0000	Per Replacement Service Token	$143.00	N/A	N/A
ALI Steering Service for Wireline Calls	ALSW0000	Per ALI Database	$14,300.00	$6,216.59	N/A
Emergency Request Routing Service					
NG 9-1-1 Managed Core Services	NXGI0000	Per PSAP	$10,000.00	$4,302.44	N/A
NG 9-1-1 Configuration Services	NXGI0001	Per PSAP	$8,000.00	N/A	N/A
NG 9-1-1 System Deployment Services	NXGI0002	Per PSAP	$6,000.00	N/A	N/A
NG 9-1-1 Activation Service	NXGI0003	Per PSAP	$2,000.00	N/A	N/A
NG 9-1-1 Service Guide and Test Plan Activation Services	NXGI0004	Per PSAP	$2,000.00	N/A	N/A

Feature Name	Feature Identifier	Unit of Measure	Unit Non – Recurring	Unit Recurring	Change Charges
Emergency Request Routing Service	EMRS0000	Per Seat (State Funded)	N/A	$649.76	N/A
Emergency Request Routing Service Wireless Routing	EMWR0000	Per PSAP	$14,300.00	N/A	N/A
Routing Port Service Charges	ERPC0000	Per Port	$429.00	$45.85	N/A
Routing PRI Service Port Charges	ERPB0000	Per Port	$1,430.00	$154.15	N/A
Site Survey and LAN Assessment Service	ESVY0000	Per Site	$4,576.00	N/A	N/A
Additional PSAP Gateway Manager (PGM) Service	EPGM0000	Per 8 Trunk Increment	$3,575.00	N/A	N/A
Emergency Response Services					
Emergency Response Call Handling Service	ERCH0000	Per Workstation	$1,875.00	$1,764.88	N/A
Emergency Response Information Logging Service	ERCL0000	Per Workstation	N/A	$147.32	N/A
Emergency Response Monitor Service	ERMN0000	Per Monitor	$355.00	N/A	N/A
Emergency Response Integrated MAP Viewer Service	ERMP0000	Per Workstation	N/A	$299.51	N/A
Emergency Response Professional Services	PSPC0000	Per Hour	N/A	N/A	$250.00

Taxes and Surcharges
The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge
CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge
California High Cost Fund
Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge

- Restoration measures, time and date of restoration.

- Provide an Executive Summary root cause analysis report at STND's request. Information for this report shall include the following:
  - High-level event summary
  - Impact to the State customers
  - Timeline of events
  - Discussion/outage issues
  - Mitigation plan/path forward

6.3.14 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.3.14.1 Service Level Agreement Overview (M)

The intent of this section is to provide the Contract Customers, OTech/STND and the Contractor with Requirements that define and assist in the management of the Service Level Agreements (SLA). This section identifies and explains the required SLAs for the IP services identified in this RFP Module. The SLAs shall be categorized as Network, or Administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must meet or exceed the associated SLAs as described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

The SLAs in the network category shall each consist of the following components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies. All applicable services are listed in each SLA.

Network Service Level Agreement Format

Services	SLA Name
[List of all applicable services]	**Definition** [Definition or description of the SLA] **Measurement Process** [Instructions on how to measure network performance in order to determine compliance]

	Objective (s) [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.3.2-6.3.6.2 et. al..] **Immediate Rights and Remedies** [Allows immediate action by OTech/STND and the Customer (e.g., OTech/STND Escalation), and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g., TTR).] **Monthly Rights and Remedies** [Applicable to SLAS that require accumulation of statistics over a period of time or multiple trouble tickets (e.g., availability). Note: the Off Ramp process is included in this component]

The SLAs in the Administrative category shall each consist of the following components: tools, reports and applications, objective(s), measurement process, OTech/STND rights and remedies, and Customer rights and remedies.

Administrative Service Level Agreement Format

Administrative Tools, Reports and Applications	**SLA Name**
[List of all applicable tools, reports and application]	**Definition** [Define or describe the SLA] **Measurement Process** [Instruct how to measure or derive the objectives] **Objective (s)** [Define Contractor program performance objectives] **OTech/STND Rights and Remedies** [Identifies actions to be taken by OTech/STND or rebates from Contractor when the objectives are not met] **Customer Rights and Remedies** [Identifies actions to be taken by the Customers or rebates from Contractor when the objectives are not met]

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

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

Verizon understands and will comply with this requirement as specified. Verizon recognizes that this section will provide the Contract (CALNET II) Customers, OTech/STND and Verizon with requirements that define and will assist in the management of the Service Level Agreements (SLAs), and this section identifies and explains the required SLAs for the IP services identified in this RFP Module. Verizon understands that the SLAs shall be categorized as Network or Administrative in nature. The intent of this section is to define performance objectives and measurement processes. Verizon understands that in the event that a propose service, that has been designated as Desirable, or Unsolicited service submitted in this response, Verizon will be required to meet or exceed the associated SLAs as described in this Section.

Verizon agrees to Network Service Level Agreement Format proposed by OTech/STND, consisting of the following components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies.

6.3.14.1.1 Technical Requirements versus SLA (M)

This section shall distinguish between technical Requirements and the SLA objectives. Sections 6.3.2 to 6.3.6.2 identify the technical Requirements for each service. These Requirements are the minimum parameters each Bidder must meet in order for their Bid to qualify for award. Upon award the committed technical Requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum Requirements, which the Contractor shall be held accountable for all rights and remedies accordingly.

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

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

Verizon understands and will comply with this requirement as specified. Verizon is in agreement that Sections 6.3.2 to 6.3.6.2 identify the technical requirements for each service and

that these requirements are the minimum parameters Verizon must meet, in order to qualify for an award.

Verizon agrees that upon award, it commits to the technical requirements for the term of the CALNET II Contract.

6.3.14.1.2 Two Methods Of Outage Reporting: Customer Or Contractor (M)

There are two methods in which outages may be identified and outage durations derived: Customer reported or Contractor reported.

The first method results from a Customer reporting service trouble to the Contractor's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, the Contractor shall open a ticket as a result of network alarms or identification of a service failure in the backbone (i.e., Cat 2 or 3). In each instance a trouble ticket shall be assigned and monitored until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

Verizon understands and will comply with this requirement as specified.

Verizon recognizes that there are two methods in which outages may be identified and outage durations derived, these are Customer reported or Verizon reported.

The first method results from a Customer reporting service trouble to the Verizon's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, Verizon opens a ticket as a result of network alarms or identification of a service failure in the backbone (i.e., Cat 2 or 3). In each instance a trouble ticket shall be assigned and monitored until service is restored.

The first method is a result of a CALNET II Customer reporting service trouble by contacting Verizon's Customer Service Center or via the CALNET II Customer Web Portal.

The second method of outage reporting is when Verizon identifies service failures in the backbone (i.e. CAT 2 or 3) or as a result of network alarms.

In either case, Verizon will assign a trouble ticket to the failure and monitor the outage until restoration of service is completed.

Verizon's first and most important task will be to correctly notify the proper personnel so that corrective remediation can be started in an expeditious manner. Notification of outages should be flexible and concise. Contact by e-mail, fax, page, Web portal and telephone may be used to provide up-to-date trouble resolution information. Likewise, the creation of the trouble tickets should start the remedial process with prioritization, regular updates, and escalation as required.

Verizon will proactively monitor network components in the proposed CALNET II network. Verizon can also provide STND (and agencies, if required) the capability to review network monitoring activities. This capability has the extensive functionality described below and can be offered to STND and its customers in a read-only mode.

Verizon also offers an optional proactive monitoring service which would monitor designated CPE (end site routers and LAN-based components), firewalls, servers, and applications. The proactive querying of such devices can vary and would be based on the critical nature of the components. Monitoring will be IP-based using certified MIBs and SNMP standard interfaces.

Proactive monitoring, whether implemented for network components or for customer equipment and/or applications, can provide significant benefits, especially by facilitating timely restoration when faults actually occur.

Proactive monitoring can be implemented to measure various network performance activities. Thresholds can be set throughout the network and even at a customer's remote sites to enable reporting on different service level measurements. Verizon is proud of its automated and integrated proactive monitoring systems and requests that STND carefully review the functional capabilities it proposes in this response.

MNS System Architecture (IMPACT)

Verizon will utilize its Integrated Management Platform for Advanced Communications Technologies (IMPACT) system, which is a real-time, state-of-the-art monitoring and control system. The system is composed of a modular software and hardware design to accommodate expansion of network operations and monitoring. Information is processed and stored using object technology, XML data modeling and incorporates industry standards such as ITUT M.3100. The system notifies operations personnel, in real time, of transport, switching, data, IP, and hosted services problems occurring in Verizon's network.

IMPACT provides increased supervision of the network through a highly flexible, distributed design with survivable system implementation, which incorporates the best-of-breed, off-the-shelf technologies integrated within a sophisticated "manager of managers" architecture.

IMPACT utilizes a state-of-the-art communications bus architecture for distributed system component communications and an IP-based internal telemetry network for access to network equipment. This telemetry network utilizes ATM routed networking to maintain high availability and reliability of network management connectivity.

IMPACT provides a competitive advantage in the telecommunications marketplace by offering a high performance distributed monitoring system capable of rapid detection and location of network faults and outages. IMPACT helps to lower operational costs through automated integration with network construction and provisioning systems to help to ensure new and existing network equipment and services are managed efficiently.

IMPACT Functions

- Network fault and performance data collection
- Fault correlation, filtering and reduction
- Alarm presentation
- Performance monitoring
- Command/Control
- Trouble ticket integration
- Field technician information integration
- On-line help facilities
- Flexible/survivable system configuration
- Current and historical data reporting
- Color, graphic operator stations

Operator Interface

The IMPACT GUI is based on the latest industry technology utilizing JAVA for platform independence and XML for information exchange between client and server. The GUI enables access to the network management platform from any desktop station capable of supporting a JAVA Virtual Machine.

The mouse-driven user interface provides the ability to monitor network events, ranging from network-wide to station-specific – from one workstation. Work flow support is provided to enable operations personnel to relate multiple network-reported faults to consolidated events. These events can relate to maintenance activities, new installs, or actual network outages. The work flow support enables consolidated trouble ticketing and subsequent tracking of these events from time of occurrence through repair and verification. Automation features enable repetitive network conditions to be handled by the system, thereby freeing network operators to focus on more complex tasks.

Color is used to convey the status of events in the network along with graphical depictions of network topology. For example, critical conditions or service-affecting alarms are shown in red, minor alarm conditions in yellow and normal conditions in blue. Narrative alarm text messages are also available for viewing.

Primary Protocols Supported

- TL-1
- SNMP
- CMIP/CMISE(Q3)
- Vendor Proprietary

Network Technologies Supported

- Fiber Systems - OC-192, OC-148, OC-12, OC-3 (e.g. Nortel, Fujitsu, Pirelli, Lucent, Ciena)
- Digital Cross Connects (e.g., Alcatel, Tellabs, DSC, Marconi)
- Voice Switches, Signaling Elements, Intelligent Network Devices (e.g., Nortel, DSC, Ericsson, Lucent)
- Data and IP Routers (e.g., Cisco, Lucent, Nortel, Newbridge)
- Mid-Range Servers (e.g., SUN, HP, IBM)

Integrated Network Management Technologies

- HP's Openview (TeMIP)
- System Management ARTS Service Assurance Manager
- Micromuse NetCool
- SystemEdge (probes)
- Open's NerveCenter
- Orillion's O'Vista
- QLink (business process automation)
- ILOG Rules (fault reduction and correlation)

Integrated Testing System (ITS)

Verizon's proposed Integrated Testing System (ITS) provides an intelligent, integrated circuit and element testing architecture. ITS will provide the State with an integrated software solution to be used by customer care and operations centers to install circuits and provide fault isolation for customer-reported problems. ITS provides sophisticated interfaces to network elements (DXCs, Switches, Test Heads, DSL equipment, etc.) and Verizon back end systems. ITS also provides automation for flow through provisioning by automatically performing tests on newly installed circuits.

ITS primarily supports the following types of testing:

- DS1 testing
- Fault isolation features such as Alarms, Performance data, access to switches for feature data
- Automated testing of non HyperLink circuits
- HDSL (High Digital Subscriber Line)
- XDSL (Digital Subscriber Line) testing
- DS0, FT1 and VF testing across the networks
- Frame Relay Integration
- Smart Circuits (CSU/DSU) – This reaches into the customer site to retrieve Frame Relay statistics from the customer's perspective
- Enhances trouble ticketing interface
- Automatic testing of DS0 circuits upon trouble ticket creation
- Performs periodic testing (routine) of switched network DS0 circuits, IMTs (Intermachine trunks), FGs (feature groups), and direct circuits to customer facilities. The reports are available to the field switch sites and to the Switch Performance Automated Trunk Routine Group (ATR). ATR provides the capability to sample test 100 percent of the circuits in the network within a twenty one-day period

IMPACT Architecture

IMPACT is an integrated management platform that will support the services provided by Verizon. IMPACT interfaces with various Element Management and Network Management Systems to provide a unified view of network problems to the user community. Additionally, IMPACT makes available many features that allow users to be more productive in their daily tasks, such as workflow, ticketing, topology information, task automation, command interaction capabilities, as well as interfaces to several internal systems for maintenance activities, outage notifications, and contact information. The IMPACT architecture consists of three functional tiers and is illustrated below.

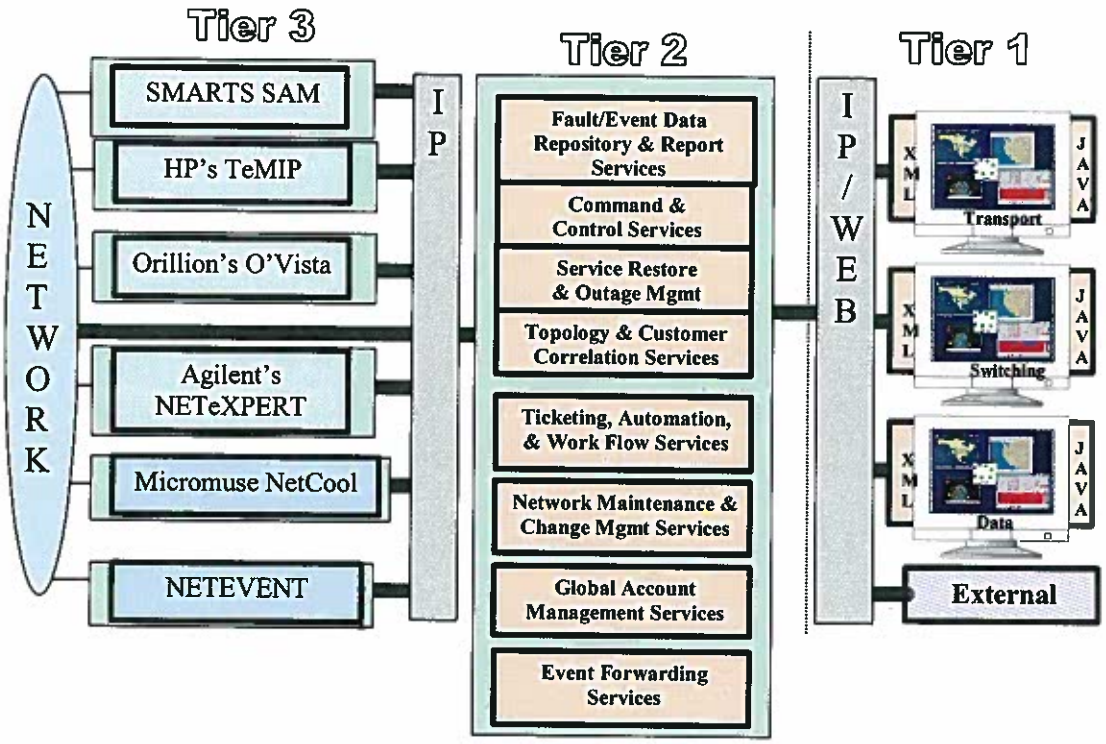

Figure 6.3.14.1.2-1. IMPACT Architecture

Tier 1

Tier 1 of the IMPACT architecture provides the user interface and consists of 100 percent JAVA GUIs that are used to interact with the alarms, tickets, and workflow events that exist within the system. Tier 1 also has the ability to call Web links directly to both Tier 3 systems and other business processes, which can provide access to detailed information and business functions when needed.

Tier 2

Tier 2 is the heart of the architecture and functions as a "manager of managers" that incorporates business logic supporting network management activities. It enables the integration of network reported fault indications from the Tier 3 systems and provides value-added common business process features, thus enabling efficient service restoration and equipment repair tracking. This tier of the architecture provides the following services:

- Fault/Event Data Repository and Reporting Services
  - Stores the alarms and events and all associated data
  - Provides user reporting capabilities
- Command and Control Services
  - Provides the ability to interact with managed elements in the network
- Service Restoration and Outage Management
  - Provides automatic service restoration for some network types
  - Provides an interface into the outage tracking and notification systems
- Topology and Customer Correlation Services
  - Provides an interface to several external databases for accurate and timely topology and customer correlation to events being generated in the network
- Ticketing, Automation, and Work Flow Services
  - Provides an interface to the standard trouble ticketing system
  - Provides workflow services to events created within the system, such as status tracking and clear correlation
  - Provides automation capabilities, thus resulting in more efficient operation centers
- Network Maintenance and Change Management Services
  - Provides an interface to track network equipment maintenance to shield the operations centers from alarms that are generated from known maintenance activities
- Event Forwarding Services
  - Provides the ability to forward alarms out of IMPACT to external systems that may need this information.

Tier 3

Tier 3 is the collection of network and element management platforms that provide direct management of network elements. All Tier 3 systems communicate to the Tier 2 manager of managers, thus utilizing a common XML-based information exchange model and CORBA communications bus architecture. Tier 3 systems are expected to provide the following basic services to Tier 2:

- Highly reliable fault and performance data collection
- Command and Control of network elements
- Alarm reduction (root cause analysis)
- Common CORBA XML interface to Tier 2
- Tier3-Tier2 Synchronization

Some examples of vendor-provided Tier 3 systems interfacing to IMPACT today are HP's OV-TeMIP, Agilent's NetExpert, Micromuse's NetCool, and Open's NerveCenter.

6.3.14.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this Module 3. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.3.

6.3.14.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC) plus 2 days of the AMUC
- If the circuit or service fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- If a tool fails to meet its objectives, the tool rights and remedies will apply. If the tool provides reports, only the rights and remedies for the tool will apply.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each

subcontractor Copies of all Service Level Agreements between Subcontractors and the awarded Contractor shall be provided to OTech/STND for all services

- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights and remedies for service outages for those services are as set forth in Sections 6.3.14.2.3 through 6.3.14.2.15
- The election by OTech/STND of any remedy covered by this Contract shall not exclude or limit OTech/STND's or any Customer's rights and remedies otherwise available within the Contract or at law or equity
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for ordering/provisioning, maintenance, restoration and resolution of service issues or that of their Affiliates, subsidiaries, subcontractors or resellers under this Contract
- Bidders may provide SLAs for proposed unsolicited services in the description field below

Bidder understands the Requirement and shall meet or exceed it? Yes X *No* ____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.2 Trouble Ticket Stop Clock Conditions (M)

Stop Clock criteria includes the following: (Note: in this section, the term "End-User" includes End-Users and Customers, whichever is applicable.)

9. Periods when a restoration or testing effort is delayed at the specific request of the End-User. The Stop Clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the End-User during the applicable Stop Clock period.
10. Time after a service has been restored, but End-User request ticket be kept open for observation. If the service is later

determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the service has not been restored.

11. Time after a service has been restored, but End-User is not available to verify that the service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored.

12. Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or Affiliates.

13. Trouble caused by a power problem outside of the responsibility of the Contractor. This does not apply to the power Requirements necessary to support dial tone to IP phones.

14. Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.

15. The following contact/access problems, provided that Contractor makes reasonable efforts to contact End-User during the applicable stop clock period:

    a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative

    b. Site contact refuses access to technician who displays proper identification

    c. Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information.

    d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.

    e. If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply.

16. Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a reasonable request to

End-User staff to correct the problem or delay.

17. End-User applications that interfere with repair of the trouble.
18. Repair/replacement of CPE not provided by Contractor if the problem has reasonably been isolated to the CPE.
19. Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as Contractor can provide Documentation substantiating message from Contractor's technician.
20. An outage directly related to any properly performed scheduled maintenance or upgrade. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this paragraph 12 stop clock criteria.
21. Any problem or delay caused by a third party not under the control of Contractor, not reasonably preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Affiliates, subsidiaries, or subcontractors shall be deemed to be under the control of Contractor with respect to the Equipment, services, or Facilities to be provided under this Contract.
22. Force Majeure events, as defined in the terms and conditions of the Contract (Appendix B, Section 21).

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.3 Service Availability Percentage (M)

Services	Availability Percentage
Hosted Standalone IP Telephony Business Line Services Hosted Standalone IP Telephony Voice Mail Services Hosted Standalone IP Telephony Audio Conferencing (includes WebEx) Converged Services, IP and IP Network Transport – Multicast Service Converged Services, Secure Gateway Services – Universal Port Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option Converged Services, IP Telephony Business Line Services Advanced Feature Package Deviceless Subscriber Converged Services, Internet Dedicated Access (IDA) Service Converged Services, IP Flexible T1 Service	**Definition** The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per service ID. Scheduled uptime is based on 7x24x number of days in the month. **Measurement Process** The monthly Availability percentage shall be based on the accumulative total of all outage durations for each port number/service ID, per calendar month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total. **Objectives** 99.2 percent **Immediate Rights and Remedies** End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** First month to fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC and 2 days of the Average Monthly Usage Cost (AMUC). Next consecutive month to fail to meet the SLA objective shall result in a 25 percent rebate of TMRC and 2 days of the AMUC. Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC, and 2 days of the AMUC.

Services	Availability Percentage
Converged Services, IP Telephony Voice Mail Services	
Converged Services, Managed IP Audio Conferencing (includes WebEx)	
Converged Services, Managed IP Video Conference Services	
Converged Services, Unified Messaging	

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

Reference: document

location *page* *paragraph*

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.3.1 Service Availability Percentage (M) – Converged Services, IP and Network IP Transport Services

Services	Availability Percentage
Converged Services, IP and Network IP Transport Services	**Definition** The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per service ID. Scheduled uptime is based on 7x24x number of days in the month. Service objectives will be based on access facility required to provide the service. **Measurement Process** The monthly Availability percentage shall be based on the accumulative total of all outage durations for each port number/service ID, per calendar month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total. **Objectives** **DS0 > 99.2** **DS1 > 99.5** **DS3 > 99.8** **OCX > 99.8** **Ethernet > 99.5** **Immediate Rights and Remedies** End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** First month to fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC Next consecutive month to fail to meet the SLA objective shall result in a 25 percent rebate of TMRC. Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC,

6.3.14.2.3.2 Service Availability Percentage (M) - DAN

Services	Availability Percentage
Converged Services, Internet Dedicated Dial IP Access Network (DAN)	**Definition** The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per service ID. Scheduled uptime is based on 7x24x number of days in the month. **Measurement Process** The monthly Availability percentage shall be based on the accumulative total of all outage durations for each port number/service ID, per calendar month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total. **Objectives** 85 percent **Immediate Rights and Remedies** End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** First month to fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC and 2 days of the Average Monthly Usage Cost (AMUC). Next consecutive month to fail to meet the SLA objective shall result in a 25 percent rebate of TMRC and 2 days of the AMUC. Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC, and 2 days of the AMUC.

6.3.14.2.3.3 Service Availability Percentage (M) – Managed Router and Managed LAN Service

Services	Availability Percentage
Converged Services, IP and Network IP Transport Managed Router Service Converged Services, IP Telephony Business Line Services - Managed LAN Service	**Definition** Managed Site Availability is based on the total number of minutes in a calendar month during which the Managed Router/LAN Site for Physical Management is available to exchange data divided by the total number of minutes in that month. Sites are considered available whether data is passing through the primary connection or through a back up connection. Physical Management rights and remedies are determined by the type of maintenance coverage as listed in the monthly rights and remedies. Managed Site Availability is based on the total number of minutes in a calendar month during which the Managed Site Router/LAN Site for Full Management is available to exchange data divided by the total number of minutes in that month. Sites are considered available whether data is passing through the primary connection or through a back up connection. Full Management rights and remedies are determined by the type of maintenance coverage as listed in the monthly rights and remedies. For sites located between a sixty (60) and one hundred twenty (120) mile radius from a authorized service center, Next Day monthly rights and remedies apply. Sites beyond a one hundred twenty (120) mile radius from authorized service center have no monthly rights and remedies. An Outage is defined as an unscheduled period in which the Customer Device is interrupted and unavailable for use by Customer for sixty (60) seconds. Or more then 60 cumulative seconds within a 15-minute period measured by Verizon. **Measurement Process** Availability is the percentage of time that the Customer's site is available within a given calendar month. Availability only applies to Outages (Router/Switch). Monthly Managed Site Availability (%) = Total Minutes of site Outages per month x 100% number of days in month x 24 hours x 60 Minutes. All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total. **Objectives** 99.5% **Immediate Rights and Remedies** End-User Escalation Process

Services	Availability Percentage
	OTech/STND Escalation Process **Monthly Rights and Remedies** **24x7 4 Hours Response Maintenance** From To Remedy 99.49% 99.00% 5% 98.99% 97.00% 15% 96.99% 95.00% 20% 94.99% 93.00% 25% 92.99% 90.00% 30% Less than 90.00% 100% **Next Day** **24x7 24 Hours Response Maintenance** From To Remedy 96.16% - 95.66 5% 95.67% - 93.66 15% 93.67% - 91.66 20% 91.67% - 89.66 25% 89.67% - 86.66 30% Less than 86.67% 100% Failure to meet the SLA objective shall result in an associated right and remedy percent rebate of the TMRC.

6.3.14.2.3.4 CA Next Generation 9-1-1 Emergency Telephone Service

Services	Availability- Automatic Location Information Management Service
Automatic Location Information (ALI) Management Service ALI Steering for Wireline Calls	**Definition** The Next Generation Internet Protocol 9-1-1, (NG 9-1-1) Routing Service will be 99.5% available to deliver 9-1-1 voice calls (including ANI) to the appropriate NG 9-1-1 Customer CPE equipment at the NG 9-1-1 Customer Facilities. **Measurement Process** Monthly availability (%) = total minutes of service outage per month x 100% number of days in month x 24 hours x 60 minutes. The outage start will be determined by data contained in the NG 9-1-1 Routing system log files as an alarmed event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list of all affected PSAP's by the common cause. Each PSAP is out of service from the time of the alarmed event or opening of a trouble ticket whichever comes first until the Contractor determines the service is restored, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24) **Objectives** 99.5% **Immediate Rights and Remedies** California 9-1-1 Emergency Communications Division (CA 9-1-1 Division) Escalation Process OTECH Escalation Process **Monthly Rights and Remedies** First month to fail to meet the SLA objective shall result in 15% credit of the Total Monthly Recurring Charges (TMRC). Next consecutive month to fail to meet the SLA objective shall result in 30% credit of the Total Monthly Recurring Charges (TMRC). Each additional consecutive month to fail to meet the SLA objective shall result in 50% credit of the Total Monthly Recurring Charges (TMRC).

6.3.14.2.3.5 NG 9-1-1 Call Delivery - CA Next Generation 9-1-1 Emergency Telephone Service

Services	NG 9-1-1 Call Delivery - Emergency Request Routing Service
Emergency Request Routing Service	**Definition** The NG 9-1-1 Routing system will deliver 99% of all NG 9-1-1 statewide in service calls with the exception of Location Based Routed calls in (6) seconds or less. The remaining 1% of NG 9-1-1 statewide in service calls is not to exceed 10 seconds. **Measurement Process** The monthly measurement will be determined by the delta of the SIP message time stamp from the originating ingress device to the SIP message time stamp of the application routed destination (e.g., PSAP, PSTN destination). This will be defined in the event statistical report found on the NG 9-1-1 reporting system **Objectives** 99% within 6 Seconds or Less Remaining 1% within 10 Seconds or Less **Immediate Rights and Remedies** California 9-1-1 Emergency Communications Division (CA 9-1-1 Division) Escalation Process OTECH Escalation Process **Monthly Rights and Remedies** First month to fail to meet the SLA objective shall result in 15% credit of the Total Monthly Recurring Charges (TMRC). Next consecutive month to fail to meet the SLA objective shall result in 30% credit of the Total Monthly Recurring Charges (TMRC). Each additional consecutive month to fail to meet the SLA objective shall result in 50% credit of the Total Monthly Recurring Charges (TMRC).

6.3.14.2.4 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1
Hosted Standalone IP Telephony Business Line Services Converged Services, IP and Network IP Transport Services Converged Services, IP and Network IP Transport – Multicast Service Converged Services, Secure Gateway Services – Universal Port Converged Services IP, and Network IP Transport Services – Additional Router IOS Encryption Option Converged Services, Internet Dedicated Dial IP Access Network (DAN) Flat Rate Converged Services, IP Telephony Business Line Services Advanced Feature Package Deviceless Subscriber Converged Services, Internet Dedicated Access (IDA) Service Converged Services, IP Flexible T1 Service	**Definition** The total loss of two or more services at one address. **Measurement Process** The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each End-User service affected by the common cause. Each End-User service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24) **Objectives** Less than 2 hours; **Immediate Rights and Remedies** 100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 1 fault End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No* ____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.5 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2
Hosted Standalone IP Telephony Business Line Services Converged Services, IP and Network IP Transport Services Converged Services, Secure Gateway Services – Universal Port Converged Services IP, and Network IP Transport Services – Additional Router IOS Encryption Option Converged Services, Internet Dedicated Dial IP Access Network (DAN) Flat Rate Converged Services, IP Telephony Business Line Services Advanced Feature Package Deviceless Subscriber Converged Services, Internet Dedicated Access (IDA) Service Converged Services, IP Flexible T1 Service	**Definition** A total failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network. . **Measurement Process** The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the network Equipment or trouble ticket The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each End-User service is considered out of End-User service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24) Objectives Less than 30 minutes **Immediate Rights and Remedies** 100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 2 fault End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No* ___

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.6 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3
Hosted Standalone IP Telephony Business Line Services Converged Services, IP and Network IP Transport Services Converged Services, Secure Gateway Services – Universal Port Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option Converged Services, Internet Dedicated Dial IP Access Network (DAN) Flat Rate Converged Services, IP Telephony Business Line Services Advanced Feature Package Deviceless Subscriber Converged Services, Internet Dedicated Access (IDA) Service Converged Services, IP Flexible T1 Service	**Definition** The total loss of any service type on a network wide basis. **Measurement Process** The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the network Equipment or trouble ticket. The Contractor shall open a trouble ticket and compile a list for each End-User service affected by the common cause. Each End-User service is out of service from the first notification until the Contractor determines the End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24) **Objectives** Less than 15 minutes **Immediate Rights and Remedies** Senior Management Escalation Process 100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 3 fault **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No* ___
Reference: document _____
location _____ *page* _____ *paragraph* _____
Description:
Verizon understands and will comply with this requirement as specified.

6.3.14.2.6.1 Catastrophic Outage - CA Next Generation 9-1-1 Emergency Telephone Service

Services	Catastrophic Outage -
Automatic Location Information (ALI) Management Service ALI Steering for Wireline Calls Emergency Request Routing Service	**Definition** The NG 9-1-1 Routing Service will not fail to deliver 9-1-1 voice calls (including ANI and ALI) to the NG 9-1-1 PSAP Equipment at a NG 9-1-1 Customer Facility for a continuous period of thirty (30) minutes or more per event. In the event Verizon is unable to deliver ANI and/or ALI with the call for a continuous period of (30) minutes, Verizon must provide a means for PSAPs to determine the location of the 9-1-1 caller via a bridge established and continually manned for the duration of the outage. **Measurement Process** The service is unusable during the time the routing system log files or opening of the trouble ticket, whichever comes first until restoration of the service, minus stop clock conditions. The outage start will be determined by data contained in the NG 9-1-1 Routing system log files as an alarmed event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list of all affected PSAP's by the common cause. Each PSAP is out of service from the time of the alarmed event or opening of a trouble ticket whichever comes first until the Contractor determines the service is restored, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24) **Objectives** See below; Immediate Rights and Remedies **Immediate Rights and Remedies** Period of Continuous Downtime Catastrophic Event Credit: 30-59 minutes = 15% credit of the Total Monthly Recurring Charges (TMRC). 60-239 minutes = 30% credit of the Total Monthly Recurring Charges (TMRC). 240-479 minutes = 50% credit of the Total Monthly Recurring Charges (TMRC).

Services	Catastrophic Outage -
	480 -719minutes = 75% credit of the Total Monthly Recurring Charges (TMRC). 720 minutes or greater = 100% credit of the Total Monthly Recurring Charges (TMRC). In the event Verizon establishes a bridge within (30) minutes of the Catastrophic Outage and is able to deliver call location information to the PSAPs, the credit for the next incremental SLA will not apply. **Monthly Rights and Remedies** N/A

6.3.14.2.7 Round Trip Transmission Delay (M)

Services	Round Trip Transmission Delay
Converged Services, IP and Network IP Transport Services Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option	**Definition** Average round trip transfer delay measured from Contractor's to Customer hand off (CCH) to the remote CCH and back **Measurement Process** End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data transfer delay is below the committed level. OTech/STND shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The problem requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses. (7x24) **Objectives** IP Transport for Converged Services: 56Kbps – 1.536Mbps 64 byte ping: <120ms 1000 byte ping: <400ms 1.792Mbps – 40Mbps 64 byte ping: <60ms 1000 byte ping: <120ms 40Mbps and above 64 byte ping: <65 ms 1000 byte ping: <110 ms **Immediate Rights and Remedies** 15 percent of TMRC per occurrence for the reported service. Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC. Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC. End-User Escalation Process OTech/STND Escalation Process

Services	Round Trip Transmission Delay
	Monthly Rights and Remedies **N/A**

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

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.8 One-Way Transmission Delay (M)

Services	One-Way Transmission Delay
Hosted Standalone IP Telephony Services Converged Services, IP Telephony Services Advanced Feature Package Deviceless Subscriber	**Definition** Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff ("CCH to CCH"). **Measurement Process** End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data transfer delay fails to meet the committed level. The problem requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses. This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days. (7x24) **Objectives** less than 130 ms one way

Services	One-Way Transmission Delay
	Immediate Rights and Remedies 15 percent of TMRC per occurrence for the reported service. Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC. Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No* ___

Reference: document _____

*location*_____ *page*_____ *paragraph*_____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.9 Jitter (M)

Services	Jitter
Hosted Standalone IP Telephony Business Line Services Converged Services, IP Telephony Business Line Services Advanced Feature Package Deviceless Subscriber Converged Services, IP Flexible T1 Service	**Definition** Variations in transfer delay measured from the CCH to the remote CCH. **Measurement Process** End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards (calculations defined in: IETF RFC 3550 RTP, RFC 3611 RTP), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses. This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days (7x24) **Objectives** Less than 15 ms **Immediate Rights and Remedies** 15 percent of TMRC per occurrence for the reported service. Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC. Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.9.1 Jitter - IDA

Services	Jitter - IDA
Converged Services Internet Dedicated Access (IDA) Service	**Definition** Also known as delay variation, Jitter is defined as the variation or difference in the end-to-end delay between received packets of an IP or packet stream. Verizon's North American Network jitter performance will not exceed 1 milliseconds between Verizon-designated inter-regional transit backbone network routers Hub Routers in the contiguous U.S.. **Measurement Process** End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the jitter exceeds the committed level. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS Tickets shall not count in availability measurements unless and until the End-User reports service as unusable for its intended use. Jitter shall be measured by averaging sample measurements taken during a calendar month between Hub Routers The problem requires timely verification, consistent with industry Standards by Verizon Business. (7x24) **Objectives** 1 ms US **Immediate Rights and Remedies** 15 percent of TMRC per occurrence for the reported service. Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC. Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC. End-User Escalation Process OTech/STND Escalation Process

Services	Jitter - IDA
	Monthly Rights and Remedies N/A

6.3.14.2.9.2 Latency - IDA

Services	Latency - IDA
Converged Services Internet Dedicated Access (IDA) Service Converged Services, Internet Dedicated Dial IP Access Network (DAN)	**Definition** Verizon's U.S. Latency SLA provides for average round-trip transmissions of 45 milliseconds or less between Verizon-designated inter-regional transit backbone routers ("Hub Routers") in the contiguous U.S. Verizon's Transatlantic Latency SLA provides for average round-trip transmissions of 90 milliseconds or less between a Verizon Hub Router in the New York metropolitan area and a Verizon Hub Router in the London metropolitan area. **Measurement Process** End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data transfer delay is below the committed level. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses. Latency is calculated by averaging sample measurements taken during a calendar month between VZ Internet Hub Routers. The problem requires timely verification, consistent with industry Standards by Verizon Business. (7x24) **Objectives** 45 ms US 90 ms between New York and London

Services	Latency - IDA
	Immediate Rights and Remedies 15 percent of TMRC per occurrence for the reported service. Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC. Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** **N/A**

6.3.14.2.10 Packet Loss (M)

Services	Packet Loss
Hosted Standalone IP Telephony Business Line Services Converged Services, IP and Network IP Transport Services Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option Converged Services, IP Telephony Business Line Services Advanced Feature Package	**Definition** Packet loss is measured from Contractor's hand off to Customer at each end of data channel. **Measurement Process** End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data packet loss exceeds the committed level. The problem requires timely verification, consistent with industry Standards (e.g., protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses. This measurement applies to local loop transport under the control of the Contractor or not under the control of Contractor that do not exceed 70% peak utilization for three consecutive business days (7x24) **Objectives** 0.5 percent maximum packet loss

Services	Packet Loss
Deviceless Subscriber Converged Services, IP Flexible T1 Service	**Immediate Rights and Remedies** 15 percent of TMRC per occurrence for the reported service. Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC. Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** N/A

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

Reference: document

location page paragraph

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.10.1 Packet Loss - IDA

Services	Packet Loss - IDA
Converged Services Internet Dedicated Access (IDA) Service Converged Services, Internet Dedicated Dial IP Access Network (DAN)	**Definition** Verizon offers both a North American and Transatlantic Network Packet Delivery SLA. Verizon's North American Network Packet Delivery SLA provides for a monthly packet delivery of 99.5% or greater between Verizon-designated Hub Routers in North America. The Transatlantic Network Packet Delivery SLA provides for a monthly packet delivery of 99.5% or greater between a Verizon-designated Hub Router in the New York City metropolitan area and a Verizon-designated Hub Router in the London U.K.) metropolitan area.

Services	Packet Loss - IDA
	Measurement Process End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the data packet loss exceeds the committed level. . Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS Tickets shall not count in availability measurements unless and until the End-User reports service as unusable for its intended use. Packet delivery is calculated based on the average of regular periodic measurements taken during a calendar month between Hub Routers. The problem requires timely verification, consistent with industry Standards by Verizon Business. (7x24) **Objectives** 0.5 percent maximum packet loss **Immediate Rights and Remedies** 15 percent of TMRC per occurrence for the reported service. Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC. Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** N/A

6.3.14.2.11 IP Contact Center Service Outage (M)

Services	IP Contact Center Service Outage
Converged Services, Computer Telephone Integration (CTI) for IP Network Based ACD Converged Services, IP Network Based Automatic Call Distribution (ACD) Converged Services, IP Network Based Interactive Voice Response (IVR) System - Open Hosted IVR - IP Hosted Intelligent Contact Routing (HICR) Converged Services, IP Network Based Specialized Call Routing	**Definition** The loss of an IP Contact Center Service or identified feature at a single End-User location. **Measurement Process** The outage start shall be determined by either the application alarm/other fault indicator which automatically results in the opening of a trouble ticket by the contractor or the start shall be determined by the opening of a trouble ticket by the Customer, whichever occurs first. The Contractor shall identify each IP Contact Center service/identified feature affected as a result of the outage. Each impacted IP Contact Center service/identified feature shall be considered unavailable from the first notification until the Contractor determines the IP Contact Center service/identified feature is restored. Any IP Contact Center service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. Monday through Friday 7:00 am to 6:00 pm PST **Objectives** Less than 4 hours **Immediate Rights and Remedies** 15 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service/identified feature not meeting the per occurrence objective for a single IP Contact Center Service Outage End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** **N/A**

Bidder understands the Requirement and shall meet or exceed it? Yes X *No* ____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.12 Excessive Outage (M)

Services	Excessive Outage
Hosted Standalone IP Telephony Business Line Services Hosted Standalone IP Telephony Voice Mail Services Hosted Standalone IP Telephony Audio Conferencing (includes WebEx) Converged Services, IP and Network IP Transport Services Converged Services, IP and Network IP Transport – Multicast Service Converged Services, Secure Gateway Services – Universal Port Converged Services IP, and Network IP Transport Services – Additional Router IOS Encryption Option Converged Services, Internet Dedicated Dial IP Access Network (DAN) Converged Services, IP Telephony Business Line Services Advanced Feature Package Deviceless Subscriber Converged Services, Internet Dedicated Access (IDA) Service Converged Services, IP Flexible T1 Service Converged Services, IP	**Definition** An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than twelve hours. **Measurement Process** The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7 x 24) **Objectives** Less than 12 hours **Immediate Rights and Remedies** Senior Management Escalation Customer may request from Contractor an Excessive Outage restoration briefing. 100 percent of the TMRC per occurrence and 2 days of any applicable AMUC for each service out of service greater than 12 hours. **Monthly Rights and Remedies** N/A

Services	Excessive Outage
Telephony Voice Mail Services	
Converged Services, Managed IP Audio Conferencing (includes WebEx)	
Converged Services, IP Network Based Automatic Call Distribution (ACD)	
Converged Services, IP Network Based Interactive Voice Response (IVR) System (includes Open Hosted IVR, IP Hosted Intelligent Contact Routing (HICR))	
Converged Services, IP Network Based Specialized Call Routing	
Converged Services, Computer Telephone Integration (CTI) for IP Network Based ACD	
Converged Services, Managed IP Video Conference Services	
Converged Services, Unified Messaging	

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

Reference: document

location *page* *paragraph*

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.13 Notification (M)

Services	Notification
All Services as listed in Module 3	**Definition** The Contractor notification to OTech/STND in the event of a Catastrophic Outage, network failure, terrorist activity, or threat of natural disaster, which results in a significant loss of telecommunication services to CALNET II End-Users or has the potential to impact services in a general or statewide area. **Measurement Process** The Contractor shall invoke the notification process for all CAT 1, CAT 2, and CAT 3 Outages or network outages resulting in significant loss of services. The Contractor shall notify OTech/STND via the Contractor's automated notification system. Updates shall be given on the above-mentioned failures via the Contractor's automated notification system which shall include time and date of the updates. **Objectives** Within 30 minutes of a CAT 1, CAT 2, or CAT 3 failure, the Contractor shall notify general stakeholders (as determined by OTech/STND) via the Contractor's automated notification system. At 60 minute intervals, updates shall be given on the above mentioned failures via the Contractors automated notification system which shall include time and date of the updates. **Immediate Rights and Remedies** Senior Management Escalation **Monthly Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X *No* ___

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.13.1 Proactive Notification SLA – Managed Router and Managed LAN Service/WLAN Service

Services	Proactive Notification
Converged Services, IP and IP Network Transport Managed Router Service Converged Services, IP Telephony Business Line Services - Managed LAN Service Converged Services, IP and Network IP Transport – Managed WLAN Service	**Definition** The proactive outage notification SLA provides credits if Verizon fails to notify Customer of an Outage by electronic means (e.g., pager or e-mail) An Outage is defined as an unscheduled period in which the Customer Device is interrupted and unavailable for use by Customer for sixty (60) seconds. Or more then 60 cumulative seconds within a 15-minute period measured by Verizon. **Measurement Process** The outage duration start shall be determined by the first network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Verizon has fifteen (15) minutes to notify Customer's primary point of contact from the start point of the Notification Period. Verizon is in compliance with the proactive outage notification SLA if the Customer opened the trouble ticket or contacts Verizon within the Notification Period. Verizon will provide the ticket number and an initial status. **Objectives** 15 Minutes **Immediate Rights and Remedies** Customer will receive a credit equal to ten percent (10%) of the monthly recurring charge for each Managed Service that was impacted during an Outage that was not properly notified by electronic means (e.g., pager or e-mail). End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** N/A

6.3.14.2.14 Provisioning (M)

Services	Business Days	Provisioning
Hosted Standalone IP Telephony Business Line Services (includes Hosted Standalone IP Telephony Voice Mail functionality and Hosted Standalone IP Telephony Audio Conferencing (includes WebEx) functionality)	Managed Project	**Definition** Provisioning shall be defined as new service, adds, moves, changes, reconfiguration and retermination, and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type. Note: Provisioning timelines include extended demarcation, wiring, when appropriate. **Measurement Process** Individual Service Order: Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/system. Monthly Average Percentage by Service Type: The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation on any reconfiguration or retermination fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met. **Objective** Individual Order: Service/Transport as appropriate provisioned on or before the due date per install order. Monthly Average percent by Service Type: Greater than 95 percent **Immediate Rights and Remedies** Individual Order:
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Day	
Hosted Standalone IP Telephony Audio Conferencing (includes WebEx) Scheduling	4 hours	
Inside Wiring Services	Contracted Service Project Work – Section 6.3.12.1	
Converged Services, IP and Network IP Transport Services Port Speed: 56K- 1.5Mbps 1..792Mbps-3.3 Mbps 3.3Mbps up	20 days 30 days Managed Project	
Converged Services – IP and Network IP Transport Managed Router Service	45 Business Days	
Converged Services, IP and Network IP Transport – Multicast Service	Managed Project	
Converged Services, Secure Gateway Services – Universal Port	Managed Project	

Services	Business Days	Provisioning
Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option	Managed Project	50 percent of installation fee refunded to Customer for any missed due date. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies:** - Monthly Average percent by Service Type: The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met.
Converged Services, Internet Dedicated Dial IP Access Network (DAN)	Managed Project	
Converged Services, IP Telephony Business Line Services (includes Converged Services, IP Telephony Voice Mail functionality and Converged Services, Managed IP Telephony Audio Conferencing (includes WebEx) functionality)	Managed Project	
Converged Services, IP Telephony Business Line Services – Managed LAN Service	45 Business Days	
Converged Services, IP and Network IP Transport – Managed WLAN Service	45 Business Days (measured from Verizon's acceptance of a complete and accurate order through the date when the service is up and billable at the customer site.)	
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Days	

Services	Business Days	Provisioning
Converged Services, Internet Dedicated Access (IDA) Service		
T1 port	40 Business Days	
T3 port	60 Business Days	
OC3 and higher	Managed Project	
Converged Services, IP Flexible T1 Service		
T1 port	40 Business Days	
T3 port	60 Business Days	
OC3 and higher	Managed Project	
Converged Services, Managed IP Audio Conferencing (includes WebEx)Scheduling	4 hours	
Converged Services, IP Network Based Automatic Call Distribution (ACD)	Managed Project	
Converged Services, IP Network Based Interactive Voice Response (IVR) System (includes Open Hosted IVR, IP Hosted Intelligent Contact Routing (HICR))	Managed Project	
Converged Services, IP Network Based Specialized Call Routing	Managed Project	
Converged Services, Computer Telephone Integration (CTI) for IP Network Based ACD	Managed Project	
Converged Services, Managed IP Video Conference Services	4 hours	
Converged Services, Unified Messaging	Managed Project	

Services	Business Days	Provisioning
Web Based Reporting Enhanced Tools Web Based Reporting Tool Additional Users NG 9-1-1 Managed Core Services NG 91-1 Configuration Services NG 9-1-1 System Deployment Services NG 9-1-1 Activation Service NG 9-1-1 Service Guide and Test Plan Activation Services	Managed Project	
Low Voltage Simple Wiring Services	Contracted Service Project Work – Section 6.3.12.1	
Service Entrance	Contracted Service Project Work – Section 6.3.12.1	
Extended Termination	Contracted Service Project Work – Section 6.3.12.1	
Station Wiring	Contracted Service Project Work – Section 6.3.12.1	
Converged Services, Required Customer Premise Equipment	Managed Project	

Bidder understands the Requirement and shall meet or exceed it? Yes X *No* ____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.15 Response Duration from Receipt of Order (M)

Services	Response Duration from Receipt of Order
All Services in Module 3	**Definition** The interval for Contractor response to initial request from Customer when initiating a service request. **Measurement Process** The Response SLA shall be based on the Customer order submittal date when using either the STD 20 or the ordering system or the date the Contractor responds to the Customer. If the Contractor fails to schedule appointment with the Customer within the objective interval, then the Contractor shall be subject to the rights and remedies below. **Objectives** Next Business Day for Contractor response to initial request from Customer when initiating a service request. **Immediate Rights and Remedies** Escalation to Contractor's Account Manager **Monthly Rights and Remedies** Review process with OTech/STND

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.16 Time To Repair (TTR) – Major

Converged Services, IP and Network IP Transport Services	**Definition** A Major Fault shall be defined as five (5) or more physical circuit (DS-1 or higher speed) at the same address location affected by a common cause. **Measurement Process** 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 opened 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. **Objectives** Less than 2 hours **Immediate Rights and Remedies** Failing to meet the SLA objective shall result in a 25 percent rebate of the TMRC per occurrence. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** N/A

6.3.14.2.17 Time To Repair (TTR) - Minor

Services	Time to Repair (TTR)-Minor
Converged Services, IP and Network IP Transport Services	**Definition** 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. Service objectives will be based on access facility required to provide the service. **Measurement Process** 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. **Objectives** DS0=less than 5 hours DS1=less than 4 hours DS3=less than 2 hours Ethernet=less than 4 hours OCX=less than 3 hours **Immediate Rights and Remedies** Failing to meet the SLA Objective shall result in a 15 percent rebate of the TMRC per occurrence. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** N/A

6.3.14.2.18 Time to Repair (TTR) – Managed Wireless LAN (WLAN) Service

Services	Time to Repair
Converged Services, IP and Network IP Transport – Managed WLAN Service	**Definition** Time to Repair (TTR). TTR is the time to resolve an Outage Trouble Ticket for a Device under management **Measurement Process** The Customer's TTR is based on the Outage time per Device for each Outage event. The TTR time starts when a Trouble Ticket is opened by Verizon or the Customer in response to an Outage and concludes with the restoration of Device and the WLAN interface. Where the maintenance contract has been purchased through Verizon Business, trouble tickets opened after 1 PM Pacific Time will be considered to be opened on the next business day. Where the customer purchases maintenance contract directly (through a third party and not from Verizon Business) and Verizon Business manages, trouble tickets opened after 4 PM Pacific Time will be considered to be opened the next business day. Repair & Replacement of CPE Stop-Clock conditions may apply. Business day hours are 8:00 AM to 5:00 PM PT. Device Time To Repair (Hrs.) = Length of Trouble Ticket resolution per Device per Outage incident **Objectives** By close of business Pacific Time on the next Business Day **Immediate Rights and Remedies** Customer will receive a credit equal to 5 percent (5%) of the monthly recurring charge for Managed WLAN TMRC for the affected Device. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** N/A

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6.3.14.2.19 a Standard Unavailable Device Notification – Monitoring Only and Management and Monitoring Security Service

Services	Standard Unavailable Device Notification – Security Services
Monitoring Only, and Management and Monitoring service - Standard **Applies to these services:** Firewalls Network Intrusion Detection System(NIDS) Network Intrusion Prevention System(NIPS) Managed SEM - (SEM tool only)	**Definition** Unavailable Device Notification is defined as the Service notifying the customer via email the Serviced Device is determined to be unavailable. **Excludes these services:** Proxy Server **Measurement Process** Verizon monitors the availability of the Serviced Device 24x7 by sending a ping once every 2 minutes. If the Serviced Device does not respond to 3 out of 5 of consecutive pings, Verizon assumes it is unavailable. Once determined the device is unavailable, the event is given an SMC time stamp and a notification is provided to the customer via email. The referenced time is per the Security Management Center (SMC). A time stamp of the Incident creation is recorded at the Verizon SMC taken as reference for measuring the service level. The ending SLA timestamp is when the email notification is sent to the customer. A failure to generate an email notification is equivalent to a notification that took greater than 30 minutes. **Objective (s)** Not more than 1 missed or late notification for every 10 notification events during the month. The target time to generate the email notification is 30 minutes or less from the time the event is detected. **Immediate Rights and Remedies** Credits will be calculated monthly. One (1) Credit will be remedied for missed SLA. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. If a series of cases of unmet target levels arise out of the same event, you will only be entitled to a single service credit. Service credits for any series of cases of unmet target levels will, in aggregate during any month, not exceed 50% of the recurring service fee payable for the affected serviced device during that month. Credit remedy is only available from the first full service month the SLA is effective. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply.

6.3.14.2.19 b Standard Health Incident Notification – Monitoring Only, and Management and Monitoring Security Service

Services	Standard Health Incident Notification – Security Services
Monitoring Only, and Management and Monitoring service - Standard **Applies to these services:** Firewalls Network Intrusion Detection System (NIDS) Network Intrusion Prevention System (NIPS) Managed SEM - (SEM tool only)	**Definition** Health Incident Notification is defined as Notification via email in the event a monitored health parameter (e.g. Device CPU Usage, Memory Usage, Disk Usage, Network Usage) exceeds health threshold. **Excludes these services:** Proxy Server **Measurement Process** Verizon monitors the health of the Serviced Device 24x7 by measuring a number of health parameters once every ten (10) minutes. In the event a monitored health parameter exceeds health threshold, the event is given an SMC time stamp and a notification is provided to the customer via email. The referenced time is per the Security Management Center (SMC). A time stamp of the Incident creation is recorded at the Verizon SMC taken as reference for measuring the service level. The ending SLA timestamp is when the email notification is sent to the customer. A failure to generate an email notification is equivalent to a notification that took greater than 30 minutes. **Objective(s)** Not more than 1 missed or late notification for every 10 notification events during the month. The target time to generate the email notification is 30 minutes or less from the time the event is detected. **Immediate Rights and Remedies** Credits will be calculated monthly. One (1) Credit will be remedied for missed SLA. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. If a series of cases of unmet target levels arise out of the same event, you will only be entitled to a single service credit. Service credits for any series of cases of unmet target levels will, in aggregate during any month, not exceed 50% of the recurring service fee payable for the affected serviced device during that month. Credit remedy is only available from the first full service month the SLA is effective. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply.

6.3.14.2.19 c Standard Active Incident Escalation – Monitoring Only, and Management and Monitoring Security Service

Services	Standard Active Incident Escalation – Security Services
Monitoring Only, and Management and Monitoring service - Standard **Applies to these services:** Firewalls Network Intrusion Detection System (NIDS) Network Intrusion Prevention System (NIPS) Managed SEM - (SEM tool only)	**Definition** Active Incident Escalation is when a Harmful Attack Incident or Insufficient Info Incident is escalated via email to the customer. **Excludes these services;** Proxy Server **Measurement Process** When an incident is classified as a Harmful Attack Incident, or an Insufficient Info Incident, the Incident is given an SMC time stamp and a notification is provided to the customer via email. The referenced time is per the Security Management Center (SMC). A time stamp of the Incident creation is recorded at the Verizon SMC taken as reference for measuring the service level. The ending SLA timestamp is when the email notification is sent to the customer. **Objective(s)** Provides the minimum level that the Service needs to achieve in any particular month. Objective Levels for Incident Handling are: • Not more than 1 in 100 Harmful Attack Incident notifications took more than 15 minutes but not more than 60 minutes to generate an email notification • Not more than 0 Harmful Attack Incident notifications took more than 60 minutes to generate an email notification • Not more than 5 in 100 Insufficient Info Incident notifications took more than 30 minutes but not more than 120 minutes to generate an email notification • Not more than 0 Insufficient Info Incident notifications took more than 120 minutes to generate an email notification **Immediate Rights and Remedies** Credits will be calculated monthly. One (1) Credit will be remedied for missed SLA or (2) Credits for Harmful Attack Incident notification beyond 60 minutes. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective. Service credits for any series of cases of unmet target levels will, in aggregate during any month, not exceed 50% of the recurring service fee payable for the affected serviced device during that month. End-User Escalation Process OTech/STND Escalation Process

Services	Standard Active Incident Escalation – Security Services
	Monthly Rights and Remedies This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply.

6.3.14.2.19 d Platinum Unavailable Device Notification – Monitoring Only, and Management and Monitoring Security Service

Services	Platinum Unavailable Device Notification – Security Services
Monitoring Only, and Management and Monitoring service - Platinum **Applies to these services:** Firewalls Network Intrusion Detection System (NIDS) Network Intrusion Prevention System (NIPS) Managed SEM - (SEM tool only) Proxy Server	**Definition** Unavailable Device Notification is defined as the Service notifying the customer via email and by phone the Serviced Device is determined to be unavailable. **Measurement Process** Verizon monitors the availability of the Serviced Device 24x7 by sending a ping once every 2 minutes. If the Serviced Device does not respond to 3 out of 5 of consecutive pings, Verizon assumes it is unavailable. Once determined the device is unavailable, the event is given an SMC time stamp and a notification is provided to the customer via email and phone. The referenced time is per the Security Management Center (SMC). A time stamp of the Incident creation is recorded at the Verizon SMC taken as reference for measuring the service level. The ending SLA timestamp is when the email and phone notification are sent to the customer. A failure to generate an email notification is equivalent to a notification that took greater than 15 minutes. **Objective(s)** Not more than 1 missed or late notification for every 10 notification events during the month. The target time to generate the email notification is 15 minutes or less from the time the event is detected. **Immediate Rights and Remedies** Credits will be calculated monthly. One (1) Credit will be remedied for missed SLA. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. If a series of cases of unmet target levels arise out of the same event, you will only be entitled to a single service credit. Service credits for any series of cases of unmet target levels will, in aggregate during any month, not exceed 50% of the recurring service fee payable for the affected serviced device during that month. Credit remedy is only available from the first full service month the SLA is effective. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** This SLA is triggered on an immediate basis. Therefore,

Services	Platinum Unavailable Device Notification – Security Services
	Monthly Rights and Remedies do not apply

6.3.14.2.19 e Platinum Health Incident Notification - Monitoring Only, and Management and Monitoring Security Service

Services	Platinum Health Incident Notification – Security Services
Monitoring Only, and Management and Monitoring service - Platinum **Applies to these services:** Firewalls Network Intrusion Detection System (NIDS) Network Intrusion Prevention System (NIPS) Managed SEM - (SEM tool only) Proxy Server	**Definition** Health Incident Notification is defined as Notification via email in the event a monitored health parameter (e.g. Device CPU Usage, Memory Usage, Disk Usage, Network Usage) exceeds health threshold. **Measurement Process** Verizon monitors the health of the Serviced Device 24x7 by measuring a number of health parameters once every ten (10) minutes. . In the event a monitored health parameter exceeds health threshold, the event is given an SMC time stamp and a notification is provided to the customer via email. The referenced time is per the Security Management Center (SMC). A time stamp of the Incident creation is recorded at the Verizon SMC taken as reference for measuring the service level. The ending SLA timestamp is when the customer is notified via email and phone. A failure to generate an email notification is equivalent to a notification that took greater than 15 minutes. **Objective(s)** Not more than 1 missed or late notification for every 10 notification events during the month. The target time to generate the email notification is 15 minutes or less from the time the event is detected. **Immediate Rights and Remedies** Credits will be calculated monthly. One (1) Credit will be remedied for missed SLA. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. If a series of cases of unmet target levels arise out of the same event, you will only be entitled to a single service credit. Service credits for any series of cases of unmet target levels will, in aggregate during any month, not exceed 50% of the recurring service fee payable for the affected serviced device during that month. Credit remedy is only available from the first full service month the SLA is effective. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply.

6.3.14.2.19 f Platinum Active Incident Escalation - Monitoring Only, and Management and Monitoring Security Service

Services	Platinum Active Incident Escalation – Security Service
Monitoring Only, and Management and Monitoring service - Platinum **Applies to these services:** Firewalls Network Intrusion Detection (NIDS) Network Intrusion Prevention (NIPS) Managed SEM - (SEM tool only) Proxy Server	**Definition** Active Incident Escalation is when a Harmful Attack Incident or Insufficient Info Incident is escalated to the customer. **Measurement Process** When an incident is classified as a Harmful Attack Incident or Insufficient Info Incident, the incident is given an SMC time stamp and a notification is provided to the customer via email for an Insufficient Info Incident or by email and phone for a Harmful Attack Incident. The referenced time is per the Security Management Center (SMC). A time stamp of the Incident creation is recorded at the Verizon SMC taken as reference for measuring the service level. The ending SLA timestamp is when the customer is notified via email or email and phone. **Objective(s)** Provides the minimum level that the Service needs to achieve in any particular month. Objective Levels for Incident Handling are: • Not more than 1 in 100 Harmful Attack Incident notifications took more than 15 minutes but not more than 60 minutes to generate an email notification • Not more than 0 Harmful Attack Incident notifications took more than 60 minutes to generate an email notification • Not more than 5 in 100 Insufficient Info Incident notifications took more than 30 minutes but not more than 120 minutes to generate an email notification • Not more than 0 Insufficient Info Incident notifications took more than 120 minutes to generate an email notification **Immediate Rights and Remedies** Credits will be calculated monthly. One (1) Credit will be remedied for missed SLA or two (2) Credits for Harmful Attack Incident notification beyond 60 minutes. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective. Service credits for any series of cases of unmet target levels will, in aggregate during any month, not exceed 50% of the recurring service fee payable for the affected serviced device during that month. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply.

6.3.14.2.19 g Standard Change Request Acceptance – Management and Monitoring

Services	Standard Change Request Acceptance – Security Services
Management and Monitoring - Standard **Applies to these services:** Firewalls Network Intrusion Detection System (NIDS) Network Intrusion Prevention System (NIPS) Managed SEM (SEM) - (SEM tool only)	**Definition** Change Request Acceptance is defined as the acceptance of customer's change request before implementation of the change request. **Excludes these services:** Proxy Server **Measurement Process** The starting SLA timestamp begins with the submission of the customer change request recorded at the Service Management Center (SMC) submitted via the dashboard or by phone. The order will be given an "Open" status in the system. Once Verizon Business accepts the order for implementation the status will be updated to "Accepted" in the Security Dashboard. The Verizon Security Dashboard "Accepted" timestamp will constitute the ending SLA timestamp. **Objective(s)** The Service will provide acceptance of the customer change request in a time period not to exceed: • 24 hours for a Regular Change Request • 4 hours for a Fast-track Change Request • 2 hours for an Urgent Change Request **Immediate Rights and Remedies** Credits will be calculated monthly. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply

6.3.14.2.19 h Platinum Change Request Acceptance - Management and Monitoring

Services	Platinum Change Request Acceptance – Security Services
Management and Monitoring - Platinum **Applies to these services:** Firewalls Network Intrusion Detection System (NIDS) Network Intrusion Prevention System (NIPS) Managed SEM (SEM) -(SEM tool only) Proxy Server	**Definition** Change Request Acceptance is defined as the acceptance of customer's change request before implementation of the change request. **Measurement Process** The starting SLA timestamp begins with the submission of the customer change request recorded at the Service Management Center (SMC) submitted via the dashboard or by phone. The order will be given an "Open" status in the system. Once Verizon Business accepts the order for implementation the status will be updated to "Accepted" in the Security Dashboard. The Verizon Security Dashboard "Accepted" timestamp will constitute the ending SLA timestamp. **Objective(s)** The Service will provide acceptance of the customer change request in a time period not to exceed: • Within 24 hours of submission for a Regular Change Request • Within 1 hour of submission for a Fast-track Change Request • Within 1 hour of submission for an Urgent Change Request **Immediate Rights and Remedies** Credits will be calculated monthly. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply

6.3.14.2.19 i Standard Change Request Implementation - Management and Monitoring

Services	Standard Change Request Implementation – Security Services
Management and Monitoring - Standard **Applies to these services:** Firewalls Network Intrusion Detection System (NIDS) Network Intrusion Prevention System (NIPS) Managed SEM (SEM) - (SEM tool only)	**Definition** Change Request Implementation is defined as the implementation of customer's change. **Excludes these services:** Proxy Server **Measurement Process** The start SLA timestamp is when the order is given the status of "Accepted" (for implementation) as recorded at the Verizon Service Management Center (SMC) taken as reference for measuring the service level. When the Change Request has been implemented and given the status of "Requiring your Validation" via the Security Dashboard, this constitutes the ending SLA timestamp. **Objective(s)** The Service will provide implementation of the customer change request in a time period not to exceed: • In a scheduled maintenance window (mutually agreed time) for a Regular Change Request • Within 36 hours for a Fast-track Change Request • Within 8 hours for a Urgent Change Request **Immediate Rights and Remedies** Credits will be calculated monthly. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply.

6.3.14.2.19 j Platinum Change Request Implementation - Management and Monitoring

Services	Platinum Change Request Implementation – Security Services
Management and Monitoring - Platinum **Applies to these services:** Firewalls Network Intrusion Detection System (NIDS) Network Intrusion Prevention System (NIPS) Managed SEM (SEM) - (SEM tool only) Proxy Server	**Definition** Change Request Implementation is defined as the implementation of customer's change. **Measurement Process** The start SLA timestamp is when the order is given the status of "Accepted" (for implementation) as recorded at the Verizon Service Management Center (SMC) taken as reference for measuring the service level. When the Change Request has been implemented and given the status of "Requiring your Validation" via the Security Dashboard, this constitutes the ending SLA timestamp. **Objective(s)** The Service will provide implementation of the customer change request in a time period not to exceed: • In a scheduled maintenance window (mutually agreed time) for a Regular Change Request • Within 36 hours for a Fast-track Change Request • Within 4 hours for a Urgent Change Request **Immediate Rights and Remedies** Credits will be calculated monthly. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective. End-User Escalation Process OTech/STND Escalation Process **Monthly Rights and Remedies** This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply.

6.3.14.3 Administrative Service Level Agreements (M)

SLAs have been established for various aspects of the administrative responsibilities associated with the Contract resulting from the award of the RFP for Module 3. Specific administrative responsibilities as described throughout this RFP Section 6.3.are included in this Section 6.3.14.3.

Bidder understands the Requirement and shall meet or exceed it? Yes X *No*____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.3.1 Administrative Fee Reports/Electronic Fund Transfer Notification Delivery Intervals (M)

Administrative Tools, Reports and Applications	Administration Fee Reports Delivery Intervals
OTech/STND Detail of Services Billed Report by Agency 6.3.15.2.3 OTech/STND Detail of Services Billed Report by Service 6.3.15.2.2 Receipt of Electronic Fund Transfer Notification	**Definition** The reports and electronic fund transfer notification include the total monthly administrative fee monies owed OTech/STND. **Measurement Process** These reports and electronic fund transfer shall be received within 60 calendar days from the end of each calendar month that a bill is rendered. **Objectives** Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered. **OTech/STND Rights and Remedies** 0.5 percent of month's administrative fees shall be paid to OTech/STND 61 calendar days from the end of each calendar month that a bill is rendered. **Customer Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_ ___

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.3.2 Invoicing Accuracy (M)

Administrative Tools, Reports and Applications	Invoicing Accuracy
Invoices for all proprietary products, services and features provided through CALNET II	**Definition** Contractor to provide detailed and accurate invoices as stated in RFP Section 6.3.11 **Measurement Process** Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice. **Objectives** 100 percent invoice accuracy **OTech/STND Rights and Remedies** OTech/STND Escalation Process **Customer Rights and Remedies** Escalation to Contractor's Account Manager Escalation to OTech

Bidder understands the Requirement and shall meet or exceed it? Yes__X___ No____

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.3.3 Report Delivery Intervals (M)

Administrative Tools, Reports, and Applications	Report Delivery Intervals
Customer Inventory Report Section 6.3.16.5 Service Level Agreement Reports Section 6.3.16.6 OTech/STND Fiscal Inventory Report of All Services Section 6.3.15.2.1 Trouble Ticket/SLA Credits Fiscal Report Section 6.3.15.2.4 OTech/STND Service Order/Provisioning Fiscal Report Section 6.3.15.2.5 DVBE Tracking Fiscal Report Section 6.3.15.2.6 Service Location Report Section 6.3.15.2.7 General Customer Profile Information Section 6.3.15.2.8 Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.3.17.1	**Definition** All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Section 6.3.16 **Measurement Process** See the objectives below **Objectives** Deliver all reports within 3 Business Days of the mutually agreed or OTech/STND designated Delivery Dates from Section 6.3.16 **OTech/STND Rights and Remedies** $400 and $100 per week thereafter for each report **Customer Rights and Remedies** Escalation to OTech/STND

Administrative Tools, Reports, and Applications	Report Delivery Intervals
and Section 6.3.17.2	

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

Reference: document

location *page* *paragraph*

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.3.4 Tools and Report Implementation (M)

Administrative Tools, Reports, and Applications	Tools and Report Implementation
Public Web Site Section 6.3.16.1 Private Web Site Section 6.3.16.2 Customer Trouble Ticket Reporting and Tracking System Section 6.3.16.3 Network Monitoring Application/Tool Section 6.3.16.4 Customer Inventory Report Section 6.3.16.5 Service Level Agreement Reports Section 6.3.16.6 Fiscal Management Databases Section	**Definition** All Contactors provided tools and reports shall be functioning and accepted by the State based on the implementation timeline. **Measurement Process** Within 45 Business Days after Contract award, the Contractor and OTech/STND shall agree to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed 9 months following the Contract award date. **Objectives** All tools and reports shall meet the Requirements and be fully functional and accepted by the State and provided in accordance with the timeline required in Section 6.3.18.1 and agreed upon by OTech/STND.

Administrative Tools, Reports, and Applications	Tools and Report Implementation
6.3.15.2 OTech/STND Fiscal Inventory Report of All Services Section 6.3.15.2.1 OTech/STND Detail of Services Billed Report by Service Section 6.3.15.2.2 OTech/STND Detail of Services Billed Report by Agency Section 6.3.15.2.3 Trouble Ticket/SLS Credits Fiscal Report Section 6.3.15.2.4 OTech/STND Service Order/Provisioning Fiscal Report Section 6.3.15.2.5 DVBE Tracking Fiscal Report Section 6.3.15.2.6 Service Location Report Section 6.3.15.2.7 General Customer Profile Information Section 6.3.15.2.8	Additional or replacement tools and reports shall be fully functional and accepted by the State by dates agreed upon by OTech/STND and the Contractor. **OTech/STND Rights and Remedies** $1000 per tool/report on the first Business Day after due date and $250 per week thereafter **Customer Rights and Remedies** N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__X___ No__ ___

Reference: document_____

location_____ page_____ paragraph_____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.3.5 Tool Availability (M)

Administrative Tools, Reports, and Applications	Tool Availability
Public Web Site Section 6.3.16.1 Private Web Site Section 6.3.16.2 Customer Trouble Ticket and Tracking System Section 6.3.16.3 Network Monitoring Application/Tool Section 6.3.16.4 Fiscal Management Database(s) Section 6.3.15.1 Web Based Reporting Enhanced Service Web Based Reporting Service Additional Users	**Definition** The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24 x number of days in the month. **Measurement Process** OTech/STND shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened. The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.3.14.2.2 shall apply. The Availability percent shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month. **Objectives** 100 percent Functional 90percent of the time for each tool, measured on a monthly basis. **OTech/STND Rights and Remedies** $400 per month, per tool **Customer Rights and Remedies** Escalation to OTech/STND

Bidder understands the Requirement and shall meet or exceed it? Yes X *No* ___

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
ALI	Automatic Location Identification
ALI Delivery	The process which delivers all ALI information including wireline, VOIP, and wireless ANI cell site/sector and/or longitudinal and latitudinal (x,y) coordinates to the PSAP.
ANI	Automatic Number Identification
Availability percent	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Average Monthly Usage Cost (AMUC)	A means of calculating rights and remedies for usage-based outages. AMUC shall be derived by dividing the total business day usage minutes in a month by the number of business days in the month in which the failure occurs. This will produce a daily average of usage minutes which can be multiplied by the cost for the associated service to produce an average daily cost of the service for the current month. AMUC rights and remedies will be a number of those average daily costs rebated back to the customers impacted by the service outages that trigger the associated service level agreements.
Catastrophic Outage 1 CAT 1	The total loss of service to 50 or greater End-Users at the same address.
Catastrophic Outage 2 CAT 2	A total failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network.
Catastrophic Outage 3 CAT 3	The total loss of any service type on a network wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for more than twelve hours
IP Contact Center Service Outage	The total loss of an IP Contact Center Service at a single End-User location.
Jitter	Variations in transfer delay measured from Contractor to Customer hand-off to remote Contractor to Customer hand-off (CCH to CCH).
Mean Time to Respond	The time it takes the Contractor to call back the Customer acknowledging receipt of the trouble ticket or incident report by the Contractor helpdesk personnel.
NG 9-1-1	Next Generation 9-1-1 via Internet Protocol

SLA	Definition
NG 9-1-1 Catastrophic Outage	In the event the NG 9-1-1 Routing Service fails to deliver 9-1-1 voice calls (including ANI and ALI) to the NG 9-1-1 PSAP Equipment at a NG 9-1-1 Customer Facility for a continuous period of thirty (30) minutes or more per event, a Catastrophic Outage shall occur.
NG 9-1-1 PSAP Equipment	NG 9-1-1 termination equipment located at the NG 9-1-1 PSAP Customer's call taking or host site.
NG 9-1-1 Routing	Managed 9-1-1 Routing services delivered via an Verizon IP Selective Routing network.
Packet Loss	Packet loss measured from Contractor's hand off to Customer at each end of data channel.
PSAP	Public Safety Answering Point
Response Duration from Receipt of Order	The interval for Contractor response to initial request from Customer when initiating a project request.
SMS	Short Message Service
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled maintenance or scheduled upgrades
Total Monthly Recurring Charges (TMRC)	The monthly recurring charges for the transport and service. All charges that comprise the total monthly reoccurring cost per service.
Transmission Delay	Round trip: the average round trip transfer delay measured from Contractor to Customer Hand-Off One way: the average one way transfer delay measured from Customer Hand-Off
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

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

*Reference: document*_____

*location*_____ *page*_____ *paragraph*_____

Description:

Verizon understands and will comply with this requirement as specified.

Section 6.3 Internet Protocol Services – MODULE 3

TABLE OF CONTENTS

Verizon Figures and Tables