

STATE OF CALIFORNIA  
**STANDARD AGREEMENT AMENDMENT**  
 STD. 213 A (Rev 6/03)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-22 (DTS 06E1392)	4
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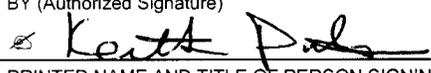
- This Agreement is entered into between the State Agency and Contractor named below:  
STATE AGENCY'S NAME  
**Department of Technology Services**  
CONTRACTOR'S NAME  
**MCI Network Services, Inc. or MCI Financial Management, Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies**
- The term of this Agreement is **1/30/2007 through 1/29/2012**
- The maximum amount of this agreement after this amendment is: **N/A**
- The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:
  - Replace the following pages:
    - Final Proposal, Section 6.3 Internet Protocol Services – MSA 3 Table of Contents (i-v) with amended section (i-v)
    - Attachment 3–Section 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System (1-6) with amended section (1-25)
    - Attachment 4–Section 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System (1-2) with amended section (1-4)
    - Attachment 3–Section 6.3.9 Converged Services, Required Customer Premise Equipment (CPE) (1-24) with amended section (1-25)
    - Attachment 4–Section 6.3.9 Converged Services, Required Customer Premise Equipment (CPE) (1-8) with amended section (1-9)
    - Final Proposal, MSA 3, Volume 1–Section 6.3.14 Service Level Agreements (SLA's) (328-369) with amended section (328-369)

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

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

**CONTRACTOR**

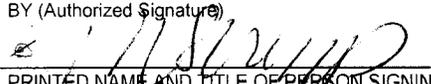
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)  
**MCI Network Services, Inc. or MCI Financial Management, Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies**

BY (Authorized Signature)  
  
 PRINTED NAME AND TITLE OF PERSON SIGNING  
**Keith R. Puls, Vice President Sales**

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**STATE OF CALIFORNIA**

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**Department of Technology Services**

BY (Authorized Signature)  
  
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CALIFORNIA  
 Department of General Services  
 Use Only

 5/15/08 **GENERAL SERVICES LEGAL SERVICES**

DEPARTMENT OF GENERAL SERVICES  
 PROCUREMENT DIVISION

**APPROVED**  
  
 DATE 5/23/08

Exempt per:

Section 6.3 Internet Protocol Services – MODULE 3

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6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

**Service Identifier:** IP Network Based Interactive Voice Response (IVR) Service

**Description of the Service:** IP Network Based IVR service systems include the ability to give callers specific information and/or accept an order based on specific information input by callers using speech recognition or DTMF tones.

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
<p><b>IVR with Standard Applications</b></p>	<p>IPSA0000</p>	<p>Interactive Voice Response (IVR) Systems are very unique in how they are implemented. Each Contact Center has different requirements related to call routing, database integration, order processing, information delivery, voice talent, language, and translations. Verizon will work with each CALNET II Customer to design the appropriate IP Network based IVR System to meet their individual requirements. Custom application development may be needed to meet each individual Contact Centers' requirements.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<ul style="list-style-type: none"> <li>- Automatic Attendant</li> <li>- Translator</li> <li>- Names Directory</li> <li>- Voice Library</li> <li>- Intelligent Call Transfers</li> <li>- Call Progress Detection</li> <li>- Maintenance</li> </ul>	
<p><b>IVR with Standard Application – Usage</b></p>		<p>IVR services are Usage Based/MOU services.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
Open Hosted IVR	IVOH0000	<p>Open Hosted IVR provides customer agency control via GUI interface of the development, test and production environment IVR applications. Provides customer the opportunity to utilize internal resources to manage applications while maintaining the scalability, security, and redundancy of Verizon's hosted platform. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>IP Hosted Intelligent Contact Routing (HICR)</b></p>	<p>IVIH0000</p>	<p>IP HICR IVR Routing provides customized call routing capabilities. Monthly charges will apply on a per transaction basis. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Voice Forms</b>	IPVF0000	The IP Network Based IVR Speech Services will provide Voice Forms that will include 1 hour of storage per Voice Form application. As described above, the service will play a caller a series of questions in sequential order and collect the callers DTMF responses. Once collected, the responses will be retrievable and can be transcribed or reported on to suit the individual requirements. Voice Forms is charged on a per transaction basis.	Any modification of the Voice Form application such as accepting recorded voice responses will be provided as Custom Project Work.
<b>Additional Voice Forms Storage</b>	IPFS0000	Additional Voice Forms Storage is available.	IP Transport Service is required to provide Additional Voice Forms Storage.
<b>Menu Routing</b>	MNUR0000	Caller defined routing based on menu choice. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Message Announce</b>	MSGA0000	Caller hears a pre-recorded announcement prior to, during or after the call is routed. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
<b>Announce Connect</b>	ANCN0000	Caller hears a customized message before call is connected. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
<b>Busy/No Answer Rerouting</b>	BNAR0000	Automatically reroutes call to pre-specified alternate location. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	

Revised: MSA 3 Amendment No. 4 - 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>TakeBack/SIP Refer Transfer</b>	TBTS0000	Allows called party to take back and re-terminate call. This feature is specific to an IP IVR solution. Charged on a per transaction basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
<b>Caller TakeBack</b>	CITB0000	Allows caller to return to menu routing or access additional menus. This feature is specific to an IP IVR solution. Charged on a per transaction basis. Feature Identifier may require Custom Application Development. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Survey	SRVY0000	<p>Survey allows callers to respond to a series of questions via touchtone (DTMF) input. Customers can design their own customized survey to gather information on service levels or customer satisfaction. This is a customized level of survey information provided by the application specifically for Open Hosted IVR. Charged on a per transaction basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Remote Audio Update	RMAU0000	Remote Voice Audio Update allows agency to make real-time updates to their audio message that callers hear. A setup charge and monthly recurring charge for access to the service will apply. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
Foreign Language Recording (per language)	FRNL0000	Foreign Language Recording provides the ability for VzB to translate IVR scripts and recordings into languages other than English. Setup or change charge per language will apply for this service. IVR SLA's apply to all features of IVR.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Interactive Monitoring	INMN0000	<p>Interactive Monitoring can be used by customers to silently monitor caller interactions with their Network Interactive Voice Response (IVR) call plans, or with the Network IVR and their agents. This is a customized level of Interaction Monitoring information provided by the application specifically for HICR. This feature may require Custom Application development charges. Monthly charges will apply. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	

Revised: MSA 3 Amendment No. 4 - 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Professional Voice Recording</b></p>	<p>PVRC0000</p>	<p>Professional Voice Recording allows the development and recording of IVR scripts using professional voice talent. Monthly charges may apply on a per recording basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Call Detection	CLDT0000	Monitor a transferred call to check if the line is busy, disconnected or a network message is played. Monthly charges may apply on a per application basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	
Fax on Demand or Fax Reply	IPFD0000	Fax on Demand or Fax Reply will allow the End-User to create and retrieve Fax information by selecting Fax items from a voice menu on the Network Based IVR Speech Services solution.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Call Router Reports</b>	IPRR0000	Call Router Reports include Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.	
<b>Custom Reports Package</b>	IVRC0000	The Custom Reports Package provides application specific reporting capabilities. Monthly charges may apply on a per application basis. Change charge applies to modifying or updating custom report requirements. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Custom Reports Package</b>	IVRC0001	<p>The Custom Reports Package provides application specific reporting capabilities. Monthly charges may apply on a per application basis. Change charge applies to modifying or updating custom report requirements. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	
<b>Change Administration</b>	IPCA0000	<p>The Network Based IVR service provides Change Administration that allows Customers to make administrative changes to the system without vendor intervention.</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Database Lookups	IPDL0000	Database Lookups are available with the Network Based IVR service.	For complete integration between the Network Based IVR service and the undefined database, the customer may require custom application development. Database Lookups are supported on the Network Based IVR service. However, as the specific database applications, computer systems, protocols, and interfaces are not defined - Verizon works with all CALNET II customers in developing the specific solution required for the Network Based IVR and the CALNET II customer database to successfully integrate.

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Standard Database Routing</b>	SDRG0000	Calls are routed based on specific data fields used by the call processing application. This data is housed by the customer. Charged on a per call basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	For complete integration between the Network Based IVR Service and the undefined database the customer may require custom application development to develop specific routing scripts.
<b>Network Database Routing</b>	NDRG0000	Enhanced database routing using complex database information. This data is housed by the customer and/or VzB network. Charged on a per call basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	For complete integration between the Network Based IVR Service and the undefined database the customer may require custom application development to develop specific routing scripts.

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Credit Card Transactions</b></p>	<p>IPCC0000</p>	<p>Credit-Card Transactions are supported on the Network Based IVR service.</p>	<p>For complete integration between the Network Based IVR service, the IVR application, database, and the undefined Credit-Card clearinghouse, the CALNET II customer may require custom application development as defined in Section 6.3.12. Credit-Card Transaction processing is fully supported on the Network Based IVR service. However, as the specific application and Credit-Card clearinghouse are not defined – Verizon will work with all CALNET II customers in developing the specific solution required for the Network Based IVR and the CALNET II customer to successfully process Credit-Card transactions.</p>

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Speech Recognition</b>	IPSR0000	The Network Based IVR Speech Services fully supports Speech Recognition. Speech Recognition allows a caller to respond verbally to menu options rather than use touch-tone entries.	
<b>Consulting – Applications</b>	ICNA0000	Verizon will provide for Consulting on IVR Applications via Professional Services.	Mandatory (ALT1) This service is mandatory at the sole discretion of the State when used in conjunction with the associated mandatory services but not mandatory as a stand alone service
<b>Voice Portal</b>	IPVP0000	Custom Application developed through Professional Services for use with Web-based content.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Custom Application Development</b>	IVCA0000	Provides for custom application development via Professional Services for all IVR features and application enhancements. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	
<b>Custom Application Development</b>	IVCA0001	Provides for custom application development via Professional Services for all IVR features and application enhancements. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Custom Identity Management Application Development</b></p>	<p>CIMA0000</p>	<p>Verizon will provide Custom Application development via Professional Services and/or provide interface to Custom Identity Management Applications. Application development may include platform integration to Genesys, Verizon Business, MS Speech Server 2007, Nuance, and Voice Portal. Supported databases may include MS SQL Server, Oracle DB, Oracle Internet Directory and IBM Tivoli Directory Server with DB2 and MS Active Directory and MS ADAM. This feature may require Custom Application development charges. SLA's will be defined in the customers Statement of Work (SOW). Any ongoing maintenance shall be identified in the ICB. This is a Custom application that requires</p>	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		specific development on a case by case basis as defined by a customer requirement.	
<b>Custom Identity Management Application Development</b>	CIMA0001	Verizon will provide Custom Application development via Professional Services and/or provide interface to Custom Identity Management Applications. Application development may include platform integration to Genesys, Verizon Business, MS Speech Server 2007, Nuance, and Voice Portal. Supported databases may include MS SQL Server, Oracle DB, Oracle Internet Directory and IBM Tivoli Directory Server with DB2 and MS Active Directory and MS ADAM. This feature may require Custom Application development charges. SLA's will be defined in the customers Statement of Work (SOW). Any	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		ongoing maintenance shall be identified in the ICB. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	
<b>Custom Project Management</b>	IVCP0000	Provides for IVR Custom Project Management associated with custom project deployment. One time charges includes the initial set up of the project/program office. Recurring charges apply to statement of work requirements of an ongoing project/tasks. IVR SLA's apply to all features of IVR.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Project Manager</b>	OSPM0000	IVR Project Manager associated with custom application deployment. This may include customized on-site project management.	
<b>Project Manager - Overtime</b>	OPMO0000	IVR Project Manager associated with custom application deployment. This may include customized on-site project management. Overtime hours are Monday thru Friday after 5:00 p.m. to 8:00 am, including weekends and holidays.	

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 3

**Applicable Service Level Agreements:**

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

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 4

**Service Identifier:** IP Network Based Interactive Voice Response (IVR) Services

The pricing includes the following elements: planning, applicable design, engineering, testing, wiring, termination, installation, and training, where applicable. Pricing and product specific terms and conditions identified as ICB will be determined on a case by case basis.

Feature Name	Feature Identifier	Unit of Measure	Unit Non – Recurring	Unit Recurring	Change Charges
IVR with Standard Applications	IPSA0000	Per Application	\$450.00	\$0.00	\$0.00
IVR with Standard Application Usage	IPSA0000	Per Minute	\$0.00	\$0.0290	\$0.00
Open Hosted IVR Routing	IVOH0000	Per Transaction	N/A	ICB	N/A
IP Hosted Intelligent Contact Routing (HICR)	IVIH0000	Per Transaction	N/A	ICB	N/A
Voice Forms	IPVF0000	Per Transaction	\$1,250.00	\$0.1000	\$0.00
Additional Voice Forms Storage	IPFS0000	Per Hour	\$0.00	\$25.00	\$0.00
Menu Routing	MNUR0000	Per Call	N/A	\$0.06	N/A
Message Announce	MSGA0000	Per Call	N/A	\$0.06	N/A
Announce Connect	ANCN0000	Per Call	N/A	\$0.01	N/A
Busy/No Answer Rerouting	BNAR0000	Per Call	N/A	\$0.01	N/A
TakeBack/SIP Refer Transfer	TBTS0000	Per Transaction	N/A	\$0.05	N/A
Caller TakeBack	CITB0000	Per Transaction	N/A	\$0.05	N/A
Survey	SRVY0000	Per Transaction	N/A	\$0.05	N/A
Remote Audio Update	RMAU0000	Per Month	\$100.00	\$100.00	N/A
Foreign Language Recording (per language)	FRNL0000	Per Application	\$150.00	N/A	N/A

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non – Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Interactive Monitoring</b>	INMN0000	Per Application	N/A	ICB	N/A
<b>Professional Voice Recording</b>	PVRC0000	Per Application	N/A	ICB	N/A
<b>Call Detection</b>	CLDT0000	Per Application	N/A	ICB	N/A
<b>Fax on Demand or Fax Reply</b>	IPFD0000	Per Page	\$0.00	\$0.1800	\$0.00
<b>Call Router Reports per Package</b>	IPRR0000	Per Application	\$0.00	\$750.00	\$0.00
<b>Custom Reports Package</b>	IVRC0000	Per Application	N/A	ICB	N/A
<b>Custom Reports Package</b>	IVRC0001	Per Change	N/A	N/A	ICB
<b>Change Administration</b>	IPCA0000	Per System	\$0.00	\$0.00	\$0.00
<b>Database Lookups</b>	IPDL0000	Per Transaction	\$1,167.00	\$1.17	\$0.00
<b>Standard Database Routing</b>	SDRG0000	Per Call	N/A	\$0.07	N/A
<b>Network Database Routing</b>	NDRG0000	Per Call	N/A	\$0.07	N/A
<b>Credit-Card Transactions</b>	IPCC0000	Per Transaction	\$3,500.00	\$1.17	\$0.00
<b>Speech Recognition (IVR with Standard Application Usage per Minute charges apply)</b>	IPSR0000	Per Call	\$1,000.00	\$0.0600	\$0.00
<b>Consulting – Applications</b>	ICNA0000	Per Hour	\$0.00	\$150.00	\$0.00
<b>Voice Portal</b>	IPVP0000	Per Application	ICB	ICB	ICB
<b>Custom Application Development</b>	IVCA0000	Per Application/ Occurrence	ICB	N/A	N/A

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6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR)  
System Attachment 4

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non – Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Custom Application Development</b>	IVCA0001	Per Application/ Occurrence	N/A	ICB	N/A
<b>Custom Identity Management Application Development</b>	CIMA0000	Per Application/ Occurrence	ICB	N/A	N/A
<b>Custom Identity Management Application Development</b>	CIMA0001	Per Application/ Occurrence	N/A	ICB	N/A
<b>Custom Project Management</b>	IVCP0000	Per Project	ICB	N/A	N/A
<b>Custom Project Management</b>	IVCP0001	Per Project	N/A	ICB	N/A
<b>Custom Help Desk Services</b>	CHDA0000	Per Application	N/A	ICB	N/A
<b>Project Manager</b>	OSPM0000	Per Hour	\$150.00	N/A	N/A
<b>Project Manager – Overtime</b>	OPMO0000	Per Hour	\$225.00	N/A	N/A

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

**Service Identifier:** Required Premise Equipment and Managed Services

**Description of the Service:** CPE from the following manufacturers is available, compatible, and interoperable with Verizon's Module 3 IP Services.

**Ethernet Switches**

Ethernet Switches are used to provide LAN service inside the CALNET II customer site with services.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco 2950	CSCO2950	24 10/100 LAN	
Cisco 3550	CSCO3550	24 10/100 PoE LAN	
Cisco 3560	CSCO3560	24 10/100 802.3af PoE LAN	
Cisco 3560	CSCO3560	48 10/100 802af PoE LAN	

**Routers/Gateways/Combos**

Routers can be used with to provide WAN to LAN connectivity with services in Sections 6.3.2, 6.3.3, 6.3.4 and 6.3.5.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco 1841	CSCO1841	Flash/DRAM: 32/128  Concurrent Calls: 20-41  Description:2 LAN, 1 T1	
Cisco 2811	CSCO2811	Flash/DRAM: 64/256  Concurrent Calls: 20-41  Description:2 LAN, 1 T1	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco 2821</b>	CSCA2821	Flash/DRAM: 64/256  Concurrent Calls:20-41  Description:2 LAN, 1 T1	
<b>Cisco 2851</b>	CSCB2851	Flash/DRAM: 64/256  Concurrent Calls: 20-41  Description:2 LAN, 1 T1	
<b>Cisco 2851</b>	CSCC2851	Flash/DRAM: 64/256  Concurrent Calls: 40-82  Description:2 LAN,2xT1	
<b>Cisco 2851</b>	CSCD2851	Flash/DRAM: 64/256  Concurrent Calls: 60, 80C-123, 164C  Description:2 LAN,3,4xT1	
<b>Cisco 3825</b>	CSCO3825	Flash/DRAM: 64/256  Concurrent Calls:560-750  Description: 2 LAN, 1 DS3	
<b>Cisco 3845</b>	CSCO3845	Flash/DRAM: 64/256  Concurrent Calls:560 - 1148  Description: 2 LAN, 1 DS3	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco 2611XM</b>	CSCO2611	Flash/DRAM: 32/128  Concurrent Calls: 20  Description: 2 LAN, 1 T1	
<b>Cisco 2621XM</b>	CSCO2621	Flash/DRAM: 32/128  Concurrent Calls: 20  Description: 2 LAN, 1 T1	
<b>Cisco 2651XM</b>	CSCO2651	Flash/DRAM: 32/128  Concurrent Calls: 20  Description: 2 LAN, 1 T1	
<b>Cisco 3725</b>	CSCO3725	Flash/DRAM: 32/256  Concurrent Calls: 150  Description: 2 LAN, 1 DS3	
<b>Cisco 3745</b>	CSCO3745	Flash/DRAM: 32/256  Concurrent Calls: 150  Description: 2 LAN, 1 DS3	

**Integrated Access Devices**

Integrated Access Devices are analog to VoIP adapters used to connect FAX and other analog devices to VoIP services.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Mediatrix 1104</b>	MTRX1104	Voice Config: 4 Line Adapter Concurrent Calls: 4 Description: 4 FXS to Ethernet	
<b>Mediatrix 1124</b>	MTRX1124	Voice Config: 24 Line Adapter Concurrent Calls: 24 Description: 24 FXS to Ethernet	

**SIP Enabled Firewalls**

SIP Enabled Firewalls are to be used to provide security and Network Address Translation functionality with services.

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Cisco Pix501</b>	CPIX0501	1 Public LAN, 1 Private LAN	
<b>Cisco Pix506</b>	CPIX0506	1 Public LAN, 1 Private LAN	
<b>Cisco Pix515</b>	CPIX0515	1 Public LAN, 1 Private LAN	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

**APC UPS**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>APC Smart-Ups RT 1500 Rack Mount XL</b> (SURTA1500RML)	SUPS1050	APC Smart-UPS RT, 1050 Watts / 1500 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, USB, Extended runtime model, Rack Height 2 U . <u>Includes:</u> CD with software, Documentation CD, Installation guide, Rack Mounting support rails, Smart UPS signalling RS-232 cable, USB cable, User Manual	Output connections: (6) NEMA 5-15R
<b>APC Smart-Ups RT 2000 Rack Mount XL</b> (SURTA2000RML)	SUPS1400	APC Smart-UPS RT, 1400 Watts / 2000 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, USB, Extended runtime model, Rack Height 2 U . <u>Includes:</u> CD with software, Documentation CD, Installation guide, Rack Mounting support rails, Smart UPS signalling RS-232 cable, USB cable, User Manual	Uses NEMA 5-20P input connector Output connections: (6) NEMA 5-15R
<b>APC Smart-Ups RT 3000 Rack Mount XL</b> (SURTA3000RML)	SUPS2100	APC Smart-UPS RT, 2100 Watts / 3000 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, Extended runtime model, Rack Height 3 U. <u>Includes:</u> CD with software, Rack Mounting brackets, Rack Mounting support rails, Smart UPS signalling RS-232 cable, User Manual	Uses NEMA L5-30P input connector Output connections: (6) NEMA 5-15R and (2) NEMA 5-10R

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)

Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>APC Smart-Ups RT 48 Volt Rack Mount Battery Pack</b> (SURTA48RMXLBP)	SUBP0048	External battery pack backup for SURTA1500RMXL and SURTA2000RMXL . Maintenance-free sealed Lead-Acid battery with suspended electrolyte: leakproof . Battery Volt-Amp-Hour Capacity= 864	For use XRT 1500 & 2000
<b>APC Smart-Ups RT 10000 Rack Mount XL</b> (SURT10000RMXLT)	SUPS1000	APC Smart-UPS RT, 8000 Watts / 10 kVA, Input 208V / Output 208V, Interface Port DB-9 RS-232, RJ-45 10/100 Base-T, Smart-Slot, Extended runtime model, Rack Height 6 U	Uses Hard-Wire 3-wire (2PH + G) connection Output connection: (2) NEMA L6-20R, (2) NEMA L6-30R and (1) Hard Wire 3-wire (2PH + G)
<b>APC Smart-Ups RT 192 Volt Rack Mount Battery Pack</b> (SURTA192RMXLBP)	SUBP0192	External battery pack backup units Maintenance-free sealed Lead-Acid battery with suspended electrolyte: leakproof. Battery Volt-Amp-Hour Capacity= 864	For use XRT 3000 & 10000

**Cisco**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco MDS 9000 Network Interfaces</b>	MDSS9000	The Cisco MDS 9000 Family, consisting of Cisco MDS 9500 Series multilayer directors, Cisco MDS 9100 and MDS 9200 series multilayer fabric switches, and the Cisco MDS 9020 Series Fabric Switch, provides a full line of products to meet requirements for networks of all sizes and architectures.	The MDS 9000 family transcends both WAN & LAN infrastructures. Cisco MDS 9000 Family optical interface modules.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)

Attachment 3

**Cisco Application Networking Products**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>WAAS</b>			
<b>Cisco WAE-500 Series and Associated Components</b>	CWAE0500	The Cisco® Wide Area Application Engine (WAE) platforms are a portfolio of powerful, scalable network appliances that host WAN optimization and application acceleration solutions that enable branch office server consolidation, performance improvements for centralized applications, and provide remote users with LAN-like access to applications, storage and content across the WAN.	The Cisco WAE-500 Series Wide Area Application Engine is designed for small to medium size branch edge deployments and provides customers with a low-cost, high-performance platform to host Cisco's WAN optimization and application acceleration solutions..
<b>Cisco WAE-600 Series and Associated Components</b>	CWAE0600	The Cisco® Wide Area Application Engine (WAE) platforms are a portfolio of powerful, scalable network appliances that host WAN optimization and application acceleration solutions that enable branch office server consolidation, performance improvements for centralized applications, and provide remote users with LAN-like access to applications, storage and content across the WAN.	The Cisco WAE-600 SERIES Wide Area Application Engine is designed to address the deployment needs at the edge in large enterprise branches and regional offices as well as core installations in medium-sized data centers.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco WAE-7000 Series and Associated Components</b>	CWAE7000	The Cisco® Wide Area Application Engine (WAE) platforms are a portfolio of powerful, scalable network appliances that host WAN optimization and application acceleration solutions that enable branch office server consolidation, performance improvements for centralized applications, and provide remote users with LAN-like access to applications, storage and content across the WAN.	The Cisco WAE-7000 SERIES Wide Area Application Engine offers the highest level of performance and availability in the Cisco WAE Appliance product line and is designed for deployment as a core WAN optimization and application acceleration device in large enterprise data centers.
<b>Load Balancing/XML Gateways</b>			
<b>Cisco CSS-11000 Series and Associated Modules</b>	CCSS1100	The Cisco CSS 11000 Series Content Services Switch is a high-performance, high-availability modular architecture for Web infrastructures.	
<b>Application Oriented Networking</b>			
<b>Cisco AON-8300 Series</b>	AONS8300	The Cisco AON 8300 Series that provides routing capabilities for application messages traveling on the network. The network's ability to identify and intelligently route application messages	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)

Attachment 3

**Security Firewalls and Appliances in Support of WAN access**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco PIX 500 Series</b>	PIXS0500	PIX Security Appliance Series delivers robust user and application policy enforcement, multivector attack protection, and secure connectivity services in cost-effective, easy-to-deploy solutions.	Ranging from compact, plug-and-play desktop appliances for small and home offices to modular gigabit appliances.
<b>Cisco ASA 5500 Series</b>	ASAS5500	Cisco ASA 5500 Series Adaptive Security Appliance is a modular platform that provides the next generation of security and VPN services for small and medium-sized business and enterprise applications.	The comprehensive portfolio of services within the Cisco ASA 5500 Series enables customization for location-specific needs through its tailored package product editions for the enterprise-firewall, IPS, anti-X, and VPN.
<b>Cisco Firewall Service Module (FWM)</b>	CFWM0000	Cisco Firewall service module for the Catalyst 6500 Series Switch or Cisco 7600 Aggregation Router.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>IDS/IPS</b>			
<b>Cisco IPS 4200 Series</b>	IPSS4200	Cisco IPS 4200 sensors offer protection to your network by helping to detect, classify, stop threats, worms, spyware/adware, network viruses, and application abuse.	
<b>Cisco IDS Service Module (IDSM-2)</b>	IDSM0000	Cisco IPS/IDS service module for the Catalyst 6500 series switch or Cisco 7600 Aggregation router.	
<b>Cisco Security Agent (CSA)</b>	CCSA0000	Host Based Intrusion Prevention system, offers managed desktop as well as server agent to behavioral based protection against kernel level threats such as SQL injection and buffer overflow.	
<b>Cisco Security Agent Management Console (CSA-MC)</b>	CSMC0000	Standalone management console for CSA	
<b>Network Admission Control</b>			
<b>Cisco CCA-xxx Series</b>	CCAS0000	Cisco NAC Appliance (formerly Cisco Clean Access) is an easily deployed Network Admission Control (NAC) product that uses the network infrastructure to enforce security policy compliance on all devices seeking to access network computing resources	With NAC Appliance, network administrators can authenticate, authorize, evaluate, and remediate users and their machines prior to network access.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco ACS Solution Engine</b>	ACSE0000	Cisco Secure Access Control Server (ACS) Solution Engine The Cisco Secure ACS Solution Engine provides a centralized identity networking solution and simplified user management. The solution engine helps to ensure enforcement of assigned policies by allowing network administrators to control:	
<b>HTTP Application Security</b>			
<b>Cisco AVS 3100 Series</b>	AVSS3100	The Cisco AVS 3110 Application Velocity System is an enterprise data-center appliance for improving HTML- and XML-based application performance, measuring end-user response time, and managing application security	
<b>DDoS Security</b>			
<b>Cisco DDOS 5600 Series</b>	DDOS5600	Cisco Guard DDoS mitigation appliances provides solutions for detecting and defeating today's highly complex and sophisticated distributed-denial-of-service (DDoS) attacks.	Working in concert with Cisco Traffic Anomaly Detectors, Cisco Guards detect the presence of a potential DDoS attack
<b>Security Monitoring and Analysis</b>	MARS0000	Cisco Security Monitoring, Analysis and Response System (MARS) provides security monitoring for network security devices and host applications made by Cisco and other providers.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Cisco MARS 20 Series</b>	MARS0020	Cisco Security MARS 20 for up to 500 events/second and 15,000 NetFlows/second	
<b>Cisco MARS 50 Series</b>	MARS0050	Cisco Security MARS 50 for up to 1,000 events/second and 30,000 NetFlows/second	
<b>Cisco MARS 100 Series</b>	MARS0100	Cisco Security MARS 100 for up to 5000 events/second and 150,000 NetFlows/second	
<b>Cisco MARS 200 Series</b>	MARS0200	Cisco Security MARS 200 for up to 10,000 events/second and 300,000 NetFlows/second	
<b>Cisco MARS 110R Series (CS-MARS-110R-K9)</b>	MARS0110	Cisco Security MARS 110R for up to 4500 Events/Sec and 75,000 Netflows/sec	
<b>Cisco MARS 110 Series (CS-MARS-110-K9)</b>	MARM0110	Cisco Security MARS 110 for up to 7,500 Events/Sec and 150,000 NetFlows/second	
<b>Cisco MARS 210 Series (CS-MARS 210-K9)</b>	MARS0210	Cisco Security MARS 210 for up to 15,000 Events/sec and 300,000 NetFlows/Sec	
<b>Cisco MARS GC2 Series (CS-MARS-GC2-K9)</b>	MRGC0000	Global Controller for MARS 110R/110, 210 only	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Modules and Misc.</b>			
<b>Modules for ASA 5500 Series</b>	ASMO5500	The Cisco® Advanced Inspection and Prevention Security Services Module (AIP-SSM) for the Cisco ASA 5500 Series Adaptive Security Appliance provides proactive, full-featured intrusion prevention services to stop malicious traffic, including worms and network viruses	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Switches in Support of LAN access</b>			
<b>Cisco Catalyst 500 Series</b>	CATL0500	Catalyst® Express 500 Series Switches are a fixed-configuration managed Ethernet standalone devices that provide wire-speed Fast Ethernet and Gigabit Ethernet connectivity, enabling enhanced LAN services, security, and IP telephony solutions.	
<b>Cisco Catalyst 2900 Series</b>	CATL2900	Catalyst 2900 Series Intelligent Ethernet Switches enable entry-level, medium-sized, and branch office networks to provide enhanced LAN services. This family of fixed-configuration, standalone devices provide desktop 10/100 Fast Ethernet and 10/100/1000 Gigabit Ethernet connectivity.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco Catalyst 3500 Series</b>	CATL3500	The Cisco Catalyst 3500 Series is a line of fixed-configuration, switches that include standard Power over Ethernet (PoE) functionality in Fast Ethernet and Gigabit Ethernet configurations.	
<b>Cisco Catalyst 3700 Series</b>	CATL3700	Catalyst 3700 Series Switch Combining both 10/100/1000 and PoE	
<b>Cisco Catalyst 4500</b>	CATL4500	The Cisco Catalyst 4500 Series is a mid-range modular switch series that offers non-blocking layer 2 through layer 4 switching.	
<b>Cisco Catalyst 4900 Series</b>	CATL4900	Catalyst® 4948 is a wire-speed, low-latency, Layer 2-4, 1 rack unit (RU) fixed-configuration switch for rack-optimized server switching.	
<b>Cisco Catalyst 6500 Series</b>	CATL6500	Catalyst 6500 Series Switch delivers the most comprehensive feature sets for core, distribution, wiring closet, data center.	
<b>Routers in Support of WAN access</b>			
<b>Cisco 800 Series</b>	CRTE0800	The Cisco 800 Series also includes broadband routers that provide highly secure Internet access.	
<b>Cisco 1800 Series</b>	CRTE1800	Cisco 1800 Series integrated services routers, Data, Built-in security Cisco Router and Security Device Manager (SDM) for simplified management Up to two 10/100 Mbps built-in routed ports	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco 2800 Series</b>	CRTE2800	Cisco 2800 Series routers, multiple T1/E1 connections for services including:  Data Security Voice Video	
<b>Cisco 3800 Series</b>	CRTE3800	Cisco 3800 Series routers:  Built-in security Cisco Router and Security Device Manager (SDM) for simplified management Up to two 10/100/1000 Mbps built-in routed ports Up to 112 10/100 Mbps switch ports with optional Power over Ethernet (PoE)	
<b>Cisco 7300 Series</b>	CRTE7300	7300 Series routers are optimized for Multiprotocol Label Switching (MPLS) services.	
<b>Cisco 7200 Series</b>	CRTE7200	Cisco 7200 Series is a modular router that supports a wide range of density, performance, and service requirements.  The industry's most widely deployed universal services aggregation router for enterprise and service provider edge applications.	
<b>Cisco 7600 Series</b>	CRTE7600	Cisco 7600 Series edge router to offer integrated, high-density Ethernet switching, IP/MPLS routing.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco XR 10000 Series</b>	CRXR0000	Cisco® 10000 Series Router is from ATM to Gigabit Ethernet. The Cisco 10000 Series is unique in that it offers a comprehensive, single solution.	
<b>Cisco XR 12000 Series</b>	CRXR1200	Cisco® XR 12000 Series and Cisco 12000 Series routers compose a portfolio of intelligent routing solutions that scale from 2.5- to n x10 Gbps capacity per slot, enabling IP/Multiprotocol Label Switching (MPLS) networks. Optical card can only be purchased in conjunction with MSA3 services.	
<b>Cisco 12000 Series</b>	CRTE1200	Cisco® XR 12000 Series and Cisco 12000 Series routers solutions enabling IP/Multiprotocol Label Switching (MPLS) networks. Optical card can only be purchased in conjunction with MSA3 services.	
<b>Cisco CRS-1 Series</b>	CRSS0000	Cisco® CRS-1 offering continuous system operation, unprecedented service flexibility.	
<b>Cisco UBR Series</b>	URBS0000	The Cisco UBR Universal Broadband Routers are service-enabling, communications-grade cable modem.	
<b>Infiniband</b>			
<b>Cisco SFS 7000 Series</b>	SFSS7000	Cisco SFS 7000 Series InfiniBand Server Switches provide an ideal server interconnect for distributed application.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco SFS 3000 Series</b>	SFSS3000	Cisco SFS 3000 Series Multifabric Server Switches server interconnect with Ethernet and Fibre Channel gateways.	
<b>Cisco RPS-2300 Series with Cables and Associated Modules</b>	RPSS2300	<p>The Cisco Redundant Power System (RPS) 2300 increases availability for converged data, voice, and video networks. The RPS 2300:</p> <p>Delivers power supply redundancy and resiliency for a variety of power requirements, including Power over Ethernet (PoE). Helps ensure uninterrupted operation and protection against device power supply failures by providing seamless failover for Cisco switches i Switches and routers.</p> <p>Uses modular power supplies and fan for flexibility Allows users to define and implement the failover policy Has six RPS connectors and can simultaneously back up as many as two switches or routers</p>	
<b>Line Cards and Modules</b>			
<b>Cisco XENPAK Modules</b>	XNPK0000	XENPAK optics for Cisco devices	
<b>Cisco SFP Modules</b>	SFPM0000	SFP Optics for Cisco devices	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Cisco X2 Modules</b>	XOCD0000	X2 Optics for Cisco devices	
<b>Cisco XFP Modules</b>	XFPM0000	XFP Optics for Cisco devices	
<b>Cisco GBIC Modules</b>	GBOC0000	GBIC Optics for Cisco devices	

**Polycom**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>IP VIDEO Conferencing System</b>			
<b>ViaVideo Desktop Systems</b>	VIAV0000	Desktop IP Video Conferencing Solution. The product offers IP Video benefits of high resolution content sharing, with simultaneous video and secure calling with embedded encryption. This also is an easy way to communicate face-to-face from your office, from your home, or on the road.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
VSX Series	VSXS0000	<p>Polycom StereoSurround: Super wideband 14kHz audio delivered in two channels with true stereo separation – for conversations and rich media sharing. StereoSurround enables natural left/right audio recognition – just like being in the same room! Additionally, StereoSurround adds clarity so that it's possible to hear and process all far side speakers distinctly, even during multiple simultaneous conversations.</p> <p>Polycom Siren™ 14: Super wideband 14kHz audio, but taking up only a small portion of bandwidth. This provides the best audio at any data rate, while not taking bandwidth away from video!</p> <p>Pro-Motion: Combining excellent video resolution with smooth motion handling to provide the best video quality in the industry. Pro-Motion gives video conferencing users double the normal resolution, while maintaining the best possible frame rate for motion handling.</p> <p>SIP support: Polycom's entire video product line-up, from PVX to the VSX 8000 series, includes support for both SIP and H.323. Whichever standard your organization has chosen, Polycom's PVX and VSX systems are the best solutions for your video network.</p> <p>iPriority™: The industry's best QoS for IP networks – a robust set of</p>	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>features to guarantee video, audio and data quality on IP networks. Over 20 QoS features guarantee video, audio and data quality on IP networks. including: IP Precedence, DiffServ, RSVP, lip sync, jitter correction, and correction for packet loss. AES Encryption: For video conferences that must be secure, Polycom includes standards-based encryption on each VSX system. Polycom encryption has been validated externally by NIST approved labs for FIPS compliance and includes a 128-bit key length.</p>	
<p><b>Real Presence Experience (RPX) Series</b></p>	<p>RPXS0000</p>	<p>Polycom RPX is a life like eye to eye surround, immersive, acoustically tuned all inclusive solution. It is standards based with backwards capability with legacy systems. It is the only prefabricated all inclusive environment manufactured in modular movable form.</p>	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>IP Multi Channel Conferencing Unit (MCU)</b>			
<b>Multi Station Gateway Conferencing (MGC) 25</b>	IMG0025	The MGC-25 platform is an economical and easy to use multi-network conferencing solution. The MGC-25 is a small 19" chassis with a sleek, rack mountable design, yet provides value conferencing by supporting the same software as the MGC and MGC+ platforms. With 10 pre-set configurations, the MGC-25 is the perfect solution for any work group environment, or large enterprise with distributed network requirements.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>MGC50/100</b>	IMGC050	Polycom's MGC-50 and MGC-100 are high performance, highly scalable MCU and gateway platforms. These flexible systems, designed to accommodate users' changing multipoint needs, use a modular "universal slot" platform that allows a high degree of customization based on port capacity and functionality requirements. The 8-slot MGC-50 can be used in either a distributed or centralized deployment of conferencing and gateway services. The MGC-100, with twice the scalable capacity of the MGC-50 and redundant power supplies, meets the requirements for a centralized service requiring support for a large number of ports, features and multiple network connections, dedicated, switched and packet.	
<b>Web Office</b>	WEBO0000	Polycom's Suite of Management Products for NS based solutions.	
<b>WebCommander</b>	WEBC0000	Polycom's WebCommander is an intuitive web-based interface for scheduling, monitoring and managing video and audio conferences. WebCommander empowers both administrators and users to control all aspects of setting up and running conferences on Polycom MGC platforms, through a web-based wizard interface or Microsoft Outlook.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>IP Video Accessories</b>			
<b>Video and Voice Accessories</b>	VVAC0000	All accessories for IP voice/video products.	
<b>IP Video Software</b>			
<b>Video Software Personal Video Experience (PVX)</b>	IPVX0000	Polycom PVX software application extends the premier Polycom video conferencing experience to every desktop and delivers unprecedented technology and performance. The Polycom PVX also offers the benefits of high resolution content sharing, with simultaneous video and secure calling with embedded encryption. The Polycom PVX solution is an easy way to communicate face-to-face from your office, from your home, or on the road.	
<b>PathNavigator Software</b>	IPNS0000	Polycom's PathNavigator gatekeeper makes IP and ISDN video communications easy to use, with features such as OneDial (simplified dialing) and on-demand "Meeting Rooms," which allow participants to easily initiate a meeting at any time without third party intervention.	
<b>Polycom Conference Suite Software</b>	PCNF0000	Suite of all conferencing management tools	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Global Management Systems Software</b>	GMSS0000	Designed for IT professionals, the Polycom Global Management System is a web-based system management software solution that enables centralized support of enterprise-wide Polycom video endpoints and MCUs. The feature-rich software includes six major components – System Management, Global Directory, SoftUpdate, Provisioning, Account Management and Reports.	

**Plantronics**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Plantronics H251 Series</b>	PLTR0251	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
<b>Plantronics H261 Series</b>	PLTR0261	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
<b>Plantronics 510S Series</b>	PLTR0510	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)  
Attachment 3

**Bogan**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
<b>Bogan PCMTIM Series</b>	BOGN0000	A Paging Interface Module is for Hosted IP Centrex user access to a customer provided external paging system using an IP Telephone. The paging interface module requires a Hosted IP Centrex seat and Mediatrix device to connect to customer provided analog paging equipment.	

### 6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

**Service Identifier:** 6.3.9 Required Premise Equipment (CPE)

The pricing includes options for the following elements: applicable design and engineering.

#### Ethernet Switches

Ethernet Switches are used to provide LAN service inside the CALNET II customer site with services.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco 2950	CSCO2950	Per Device	-37.3% Mfg List	-	-
Cisco 3550	CSCO3550	Per Device	-37.3% Mfg List	-	-
Cisco 3560	CSCO3560	Per Device	-37.3% Mfg List	-	-
Cisco 3560	CSCO3560	Per Device	-37.3% Mfg List	-	-

#### Routers/Gateways/Combos

Routers can be used with to provide WAN to LAN connectivity with services in Sections 6.3.2, 6.3.3, 6.3.4 and 6.3.5.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco 1841	CSCO1841	Per Device	-37.3% Mfg List	-	-
Cisco 2811	CSCO2811	Per Device	-37.3% Mfg List	-	-
Cisco 2821	CSCA2821	Per Device	-37.3% Mfg List	-	-
Cisco 2851	CSCB2851	Per Device	-37.3% Mfg List	-	-
Cisco 2851	CSCC2851	Per Device	-37.3% Mfg List	-	-
Cisco 2851	CSCD2851	Per Device	-37.3% Mfg List	-	-
Cisco 3825	CSCO3825	Per Device	-37.3% Mfg List	-	-
Cisco 3845	CSCO3845	Per Device	-37.3% Mfg List	-	-
Cisco 2611XM	CSCO2611	Per Device	-37.3% Mfg List	-	-
Cisco 2621XM	CSCO2621	Per Device	-37.3% Mfg List	-	-
Cisco 2651XM	CSCO2651	Per Device	-37.3% Mfg List	-	-
Cisco 3725	CSCO3725	Per Device	-37.3% Mfg List	-	-
Cisco 3745	CSCO3745	Per Device	-37.3% Mfg List	-	-

### 6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

#### Integrated Access Devices

Integrated Access Devices are analog to VoIP adapters used to connect FAX and other analog devices to VoIP services.

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Mediatrix 1104	MTRX1104	Per Device	-13.5% Mfg List	\$0.00	\$0.00
Mediatrix 1124	MTRX1124	Per Device	-13.5% Mfg List	\$0.00	\$0.00

#### SIP Enabled Firewalls

SIP Enabled Firewalls are to be used to provide security and Network Address Translation functionality with services.

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Cisco Pix501	CPIX0501	Per Device	-37.3% Mfg List	-	-
Cisco Pix506	CPIX0506	Per Device	-37.3% Mfg List	-	-
Cisco Pix515	CPIX0515	Per Device	-37.3% Mfg List	-	-

**Note:** Discounts are from Manufacturers Suggested List Price. Feature Identifier is determined by specific make, model, and configuration purchased.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

**APC UPS**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non-Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>APC Smart-Ups RT 1500 Rack Mount XL SURTA1500RML</b>	SUPS1050	Each	38.2% off Mfg List	\$0.00	\$0.00
<b>APC Smart-Ups RT 2000 Rack Mount XL SURTA2000RML</b>	SUPS1400	Each	38.2% off Mfg List	\$0.00	\$0.00
<b>APC Smart-Ups RT 3000 Rack Mount XL SURTA3000RML</b>	SUPS2100	Each	38.2% off Mfg List	\$0.00	\$0.00
<b>APC Smart-Ups RT 48 Volt Rack Mount Battery Pack (SURTA48RMLB P)</b>	SUBP0048	Each	38.2% off Mfg List	\$0.00	\$0.00
<b>APC Smart-Ups RT 10000 Rack Mount XL (SURT10000RML T)</b>	SUPS1000	Each	38.2% off Mfg List	\$0.00	\$0.00
<b>APC Smart-Ups RT 192 Volt Rack Mount Battery Pack (SURTA192RML BP)</b>	SUBP0192	Each	38.2% off Mfg List	\$0.00	\$0.00

**Cisco**

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Unit of Measure</b>	<b>Unit Non-Recurring</b>	<b>Unit Recurring</b>	<b>Change Charges</b>
<b>Cisco MDS 9000 Network Interfaces</b>	MDSS9000	Each	31% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

**Cisco Application Networking Products**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>WAAS</b>					
Cisco WAE-500 Series and Associated Components	CWAE0500	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco WAE-600 Series and Associated Components	CWAE0600	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco WAE-7000 Series and Associated Components	CWAE7000	Each	37.4% off Mfg List	\$0.00	\$0.00
<b>Load Balancing/XML Gateways</b>					
Cisco CSS-11000 Series and Associated Modules	CCSS1100	Each	37.4% off Mfg List	\$0.00	\$0.00
<b>Application Oriented Networking</b>					
Cisco AON-8300 Series	AONS8300	Each	37.4% off Mfg List	\$0.00	\$0.00

**Cisco Security Firewalls and Appliances in Support of WAN access**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco PIX 500 Series	PIXS0500	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco ASA 5500 Series	ASAS5500	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco Firewall Service Module (FWM)	CFWM0000	Each	37.4% off Mfg List	\$0.00	\$0.00
<b>IDS/IPS</b>					
Cisco IPS 4200 Series	IPSS4200	Each	37.4% off Mfg List		
Cisco IDS Service Module (IDSM-2)	IDSM0000	Each	37.4% off Mfg List		
Cisco Security Agent (CSA)	CCSA0000	Each	37.4% off Mfg List		
Cisco Security Agent Management Console (CSA-MC)	CSMC0000	Each	37.4% off Mfg List	\$0.00	\$0.00
<b>Network Admission Control</b>					
Cisco CCA-xxx Series	CCAS0000	Each	37.4% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco ACS Solution Engine	ACSE0000	Each	37.4% off Mfg List	\$0.00	\$0.00
<b>HTTP Application Security</b>					
Cisco AVS 3100 Series	AVSS3100	Each	37.4% off Mfg List	\$0.00	\$0.00
<b>DDoS Security</b>					
Cisco DDOS 5600 Series	DDOS5600	Each	37.4% off Mfg List	\$0.00	\$0.00
Security Monitoring and Analysis	MARS0000	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco MARS 20 Series	MARS0020	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco MARS 50 Series	MARS0050	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco MARS 100 Series	MARS0100	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco MARS 200 Series	MARS0200	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco MARS 110R Series (CS-MARS-110R-K9)	MARS0110	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco MARS 110 Series (CS-MARS-110-K9)	MARM0110	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco MARS 210 Series (CS-MARS 210-K9)	MARS0210	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco MARS GC2 Series (CS-MARS-GC2-K9)	MRGC0000	Each	37.4% off Mfg List	\$0.00	\$0.00
<b>Modules and Misc.</b>					
Modules for ASA 5500 Series	ASMO5500	Each	37.4% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Switches in Support of LAN access</b>					
Cisco Catalyst 500 Series	CATL0500	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 2900 Series	CATL2900	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 3500 Series	CATL3500	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 3700 Series	CATL3700	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 4500 Series	CATL4500	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 4900 Series	CATL4900	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 6500 Series	CATL6500	Each	37.4% off Mfg List	\$0.00	\$0.00
<b>Routers in Support of WAN Access</b>					
Cisco 800 Series	CRTE0800	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco 1800 Series	CRTE1800	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco 2800 Series	CRTE2800	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco 3800 Series	CRTE3800	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco 7300 Series	CRTE7300	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco 7200 Series	CRTE7200	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco 7600 Series	CRTE7600	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco XR 10000 Series	CRXR0000	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco XR 12000 Series	CRXR1200	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco 12000 Series	CRTE1200	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco CRS-1 Series	CRSS0000	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco UBR Series	URBS0000	Each	37.4% off Mfg List	\$0.00	\$0.00
<b>Infiniband</b>					
Cisco SFS 7000 Series	SFSS7000	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco SFS 3000 Series	SFSS3000	Each	37.4% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco RPS-2300 Series with Cables and Associated Modules	RPSS2300	Each	37.4% off Mfg List	\$0.00	\$0.00
<b>Line Cards and Modules</b>					
Cisco XENPAK Modules	XNPK0000	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco SFP Modules	SFPM0000	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco X2 Modules	XOCD0000	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco XFP Modules	XFPM0000	Each	37.4% off Mfg List	\$0.00	\$0.00
Cisco GBIC Modules	GBOC0000	Each	37.4% off Mfg List	\$0.00	\$0.00

**Polycom**

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
<b>IP VIDEO Conferencing System</b>					
ViaVideo Desktop Systems	VIAV0000	Each	29.9% off Mfg List	\$0.00	\$0.00
VSX Series	VSXS0000	Each	35.5% off Mfg List	\$0.00	\$0.00
Real Presence Experience (RPX) Series	RPXS0000	Each	16.6% off Mfg List	\$0.00	\$0.00
<b>IP Multi Channel Conferencing Unit (MCU)</b>					
Multi Station Gateway Conferencing (MGC) 25	IMGC0025	Each	41.0% off Mfg List	\$0.00	\$0.00
MGC50/100	IMGC050	Each	46.6% off Mfg List	\$0.00	\$0.00
Web Office	WEBO0000	Each	46.6% off Mfg List	\$0.00	\$0.00
WebCommander	WEBC0000	Each	46.6% off Mfg List	\$0.00	\$0.00
<b>IP Video Accessories</b>					
Video and Voice Accessories	VVAC0000	Each	18.8% off Mfg List	\$0.00	\$0.00
<b>IP Video Software</b>					
Video Software Personal Video Experience (PVX)	IPVX0000	Each	29.9% off Mfg List	\$0.00	\$0.00
PathNavigator Software	IPNS0000	Each	29.9% off Mfg List	\$0.00	\$0.00

6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
<b>Polycom Conference Suite Software</b>	PCNF0000	Each	29.9% off Mfg List	\$0.00	\$0.00
<b>Global Management Systems Software</b>	GMSS0000	Each	29.9% off Mfg List	\$0.00	\$0.00

**Plantronics**

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
<b>Plantronics H251 Series</b>	PLTR0251	Each	20% off Mfg List	\$0.00	\$0.00
<b>Plantronics H261 Series</b>	PLTR0261	Each	20% off Mfg List	\$0.00	\$0.00
<b>Plantronics 510S Series</b>	PLTR0510	Each	20% off Mfg List	\$0.00	\$0.00

**Bogan**

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
<b>Bogan PCMTIM Series</b>	BOGN0000	Each	20% off Mfg List	\$0.00	\$0.00

### 6.3.9 Converged Services, Required Customer Premise Equipment (CPE) Attachment 4

#### **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

- c 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, DTS/ONS 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

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

	<p><b>Objective (s)</b>                  [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.]</p> <p><b>Immediate Rights and Remedies</b>                  [Allows immediate action by DTS/ONS and the Customer (e.g., DTS/ONS Escalation), and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g., TTR).]</p> <p><b>Monthly Rights and Remedies</b>                  [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]</p>
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The SLAs in the Administrative category shall each consist of the following components: tools, reports and applications, objective(s), measurement process, DTS/ONS rights and remedies, and Customer rights and remedies.

**Administrative Service Level Agreement Format**

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

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  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.

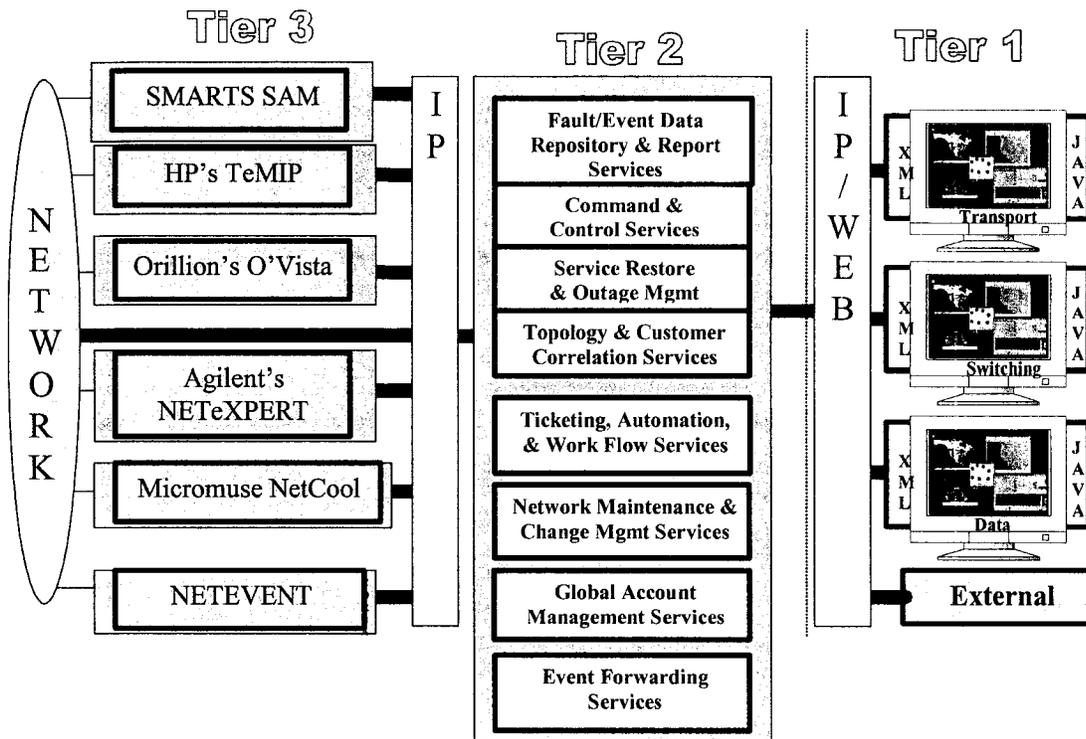


Figure 6.3.14.1.2-1. IMPACT Architecture

### 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 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 DTS/ONS 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 DTS/ONS of any remedy covered by this Contract shall not exclude or limit DTS/ONS'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)**

<b>Services</b>	<b>Availability Percentage</b>
Hosted Standalone IP Telephony Business Line Services	<p><b>Definition</b></p> <p>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.</p>
Hosted Standalone IP Telephony Voice Mail Services	<p><b>Measurement Process</b></p> <p>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.</p>
Hosted Standalone IP Telephony Audio Conferencing (includes WebEx)	
Converged Services, IP and Network IP Transport Services	
Converged Services, IP Telephony Business Line Services	<p><b>Objectives</b></p> <p>99.2 percent</p>
Converged Services, IP Telephony Voice Mail Services	<p><b>Immediate Rights and Remedies</b></p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p>
Converged Services, Managed IP Audio Conferencing (includes WebEx)	<p><b>Monthly Rights and Remedies</b></p> <p>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).</p>
Converged Services, Internet Dedicated Access (IDA) Service	<p>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.</p>
Converged Services, IP Flexible T1 Service	<p>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.</p>
Converged Services, Managed IP Video Conference Services	
Converged Services, Unified Messaging	

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

**6.3.14.2.4 Catastrophic Outage 1 (M)**

Services	Catastrophic Outage 1
Hosted Standalone IP Telephony Business Line Services	<p><b>Definition</b></p> <p>The total loss of two or more services at one address.</p>
Converged Services, IP and Network IP Transport Services	<p><b>Measurement Process</b></p> <p>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.</p>
Converged Services, IP Telephony Business Line Services	<p>(7X24)</p>
Converged Services, Internet Dedicated Access (IDA) Service	<p><b>Objectives</b></p> <p>Less than 2 hours;</p>
Converged Services, IP Flexible T1 Service	<p><b>Immediate Rights and Remedies</b></p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes  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)**

<b>Services</b>	<b>Catastrophic Outage 2</b>
Hosted Standalone IP Telephony Business Line Services	<p><b>Definition</b></p> <p>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. .</p>
Converged Services, IP and Network IP Transport Services	<p><b>Measurement Process</b></p> <p>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</p>
Converged Services, IP Telephony Business Line Services	
Converged Services, Internet Dedicated Access (IDA) Service	<p>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.</p>
Converged Services, IP Flexible T1 Service	<p>(7X24)</p>
	<p><b>Objectives</b></p> <p>Less than 30 minutes</p>
	<p><b>Immediate Rights and Remedies</b></p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 2 fault</p>
	<p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p>
	<p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes  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)**

<b>Services</b>	<b>Catastrophic Outage 3</b>
Hosted Standalone IP Telephony Business Line Services	<p><b>Definition</b></p> <p>The total loss of any service type on a network wide basis.</p> <p><b>Measurement Process</b></p>
Converged Services, IP and Network IP Transport Services	<p>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.</p>
Converged Services, IP Telephony Business Line Services	<p>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.</p>
Converged Services, Internet Dedicated Access (IDA) Service	<p>(7X24)</p>
Converged Services, IP Flexible T1 Service	<p><b>Objectives</b></p> <p>Less than 15 minutes</p> <p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 3 fault</p> <p><b>Monthly Rights and Remedies</b></p>
	<p>N/A</p>

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

*Description:*

Verizon understands and will comply with this requirement as specified.

6.3.14.2.7 Round Trip Transmission Delay (M)

Services	Round Trip Transmission Delay
<p>Converged Services,  IP and Network IP  Transport Services</p>	<p><b>Definition</b></p> <p>Average round trip transfer delay measured from Contractor's to Customer hand off (CCH) to the remote CCH and back</p> <p><b>Measurement Process</b></p> <p>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. DTS/ONS 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.</p> <p>(7x24)</p> <p><b>Objectives</b></p> <p>IP Transport for Converged Services:</p> <p>56Kbps – 1.536Mbps  64 byte ping: &lt;120ms  1000 byte ping: &lt;400ms</p> <p>1.792Mbps – 40Mbps  64 byte ping: &lt;60ms  1000 byte ping: &lt;120ms</p> <p>40Mbps and above  64 byte ping: &lt;65 ms  1000 byte ping: &lt;110 ms</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.  Next consecutive month to fail to meet the SLA objectives shall result</p>

Services	Round Trip Transmission Delay
	<p>in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes  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
<p>Hosted Standalone IP Telephony Services</p> <p>Converged Services, IP Telephony Services</p>	<p><b>Definition</b></p> <p>Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff ("CCH to CCH").</p> <p><b>Measurement Process</b></p> <p>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.</p> <p>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.</p>

Services	One-Way Transmission Delay
	<p>(7x24)</p> <p><b>Objectives</b> less than 130 ms one way</p> <p><b>Immediate Rights and Remedies</b> 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 DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b> N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes  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
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>Converged Services, IP Telephony Business Line Services</p>	<p><b>Definition</b> Variations in transfer delay measured from the CCH to the remote CCH.</p> <p><b>Measurement Process</b> 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</p>

Services	Jitter
<p>Converged Services, IP Flexible T1 Service</p>	<p>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.</p> <p>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)</p> <p><b>Objectives</b></p> <p>Less than 15 ms</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

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 Packet Loss (M)

Services	Packet Loss
Hosted Standalone IP Telephony Business Line Services	<p><b>Definition</b></p> <p>Packet loss is measured from Contractor's hand off to Customer at each end of data channel.</p>
Converged Services, IP and Network IP Transport Services	<p><b>Measurement Process</b></p> <p>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.</p>
Converged Services, IP Telephony Business Line Services	<p>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.</p>
Converged Services, IP Flexible T1 Service	<p>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)</p>
	<p><b>Objectives</b></p> <p>0.5 percent maximum packet loss</p>
	<p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p>
	<p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p>
	<p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p>
	<p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

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.

**6.3.14.2.11 IP Contact Center Service Outage (M)**

Services	IP Contact Center Service Outage
<p>Converged Services, Computer Telephone Integration (CTI) for IP Network Based ACD</p> <p>Converged Services, IP Network Based Automatic Call Distribution (ACD)</p> <p>Converged Services, IP Network Based Interactive Voice Response (IVR) System</p> <ul style="list-style-type: none"> <li>- Open Hosted IVR</li> <li>- IP Hosted Intelligent Contact Routing (HICR)</li> </ul> <p>Converged Services, IP Network Based Specialized Call Routing</p>	<p><b>Definition</b></p> <p>The loss of an IP Contact Center Service or identified feature at a single End-User location.</p> <p><b>Measurement Process</b></p> <p>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.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p><b>Objectives</b></p> <p>Less than 4 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>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</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes  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	<p><b>Definition</b></p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than twelve hours.</p>
Hosted Standalone IP Telephony Voice Mail Services	<p><b>Measurement Process</b></p> <p>The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions.</p>
Hosted Standalone IP Telephony Audio Conferencing (includes WebEx)	<p>Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p>
Converged Services, IP and Network IP Transport Services	<p>(7 x 24)</p> <p><b>Objectives</b></p> <p>Less than 12 hours</p>
Converged Services, IP Telephony Business Line Services	<p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation</p>
Converged Services, IP Telephony Voice Mail Services	<p>Customer may request from Contractor an Excessive Outage restoration briefing.</p> <p>100 percent of the TMRC per occurrence and 2 days of any applicable AMUC-for each service out of service greater than 12 hours.</p>
Converged Services, Managed IP Audio Conferencing (includes WebEx)	<p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>
Converged Services, Internet Dedicated Access (IDA) Service	
Converged Services, IP Flexible T1 Service	
Converged Services, Managed IP Video Conference Services	
Converged Services, IP Network Based Automatic Call Distribution (ACD)	

Services	Excessive Outage
<p>Converged Services, IP Network Based Interactive Voice Response (IVR) System (includes Open Hosted IVR, IP Hosted Intelligent Contact Routing (HICR))</p> <p>Converged Services, IP Network Based Specialized Call Routing</p> <p>Converged Services, Computer Telephone Integration (CTI) for IP Network Based ACD</p> <p>Converged Services, Unified Messaging</p>	

Bidder understands the Requirement and shall meet or exceed it? Yes  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
<p>All Services as listed in Module 3</p>	<p><b>Definition</b></p> <p>The Contractor notification to DTS/ONS 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.</p> <p><b>Measurement Process</b></p> <p>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 DTS/ONS via the Contractor's automated notification system.</p> <p>Updates shall be given on the above-mentioned failures via the Contractor's automated notification system which shall include time</p>

Services	Notification
	<p>and date of the updates.</p> <p><b>Objectives</b></p> <p>Within 30 minutes of a CAT 1, CAT 2, or CAT 3 failure, the Contractor shall notify general stakeholders (as determined by DTS/ONS) via the Contractor's automated notification system.</p> <p>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.</p> <p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

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

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with this requirement as specified.

**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	<p><b>Definition</b></p> <p>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.</p> <p>Note: Provisioning timelines include extended</p>

<b>Services</b>	<b>Business Days</b>	<b>Provisioning</b>
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Day	demarcation, wiring, when appropriate.  <b>Measurement Process</b> 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.
Hosted Standalone IP Telephony Audio Conferencing (includes WebEx) Scheduling	4 hours	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.
Inside Wiring Services	Contracted Service Project Work – Section 6.3.12.1	<b>Objective</b> Individual Order: Service/Transport as appropriate provisioned on or before the due date per install order.
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	Monthly Average percent by Service Type: Greater than 95 percent
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	<b>Immediate Rights and Remedies</b> Individual Order: 50 percent of installation fee refunded to Customer for any missed due date.  End-User Escalation Process  DTS/ONS Escalation Process
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Days	
Converged Services, Managed IP Audio Conferencing (includes WebEx)Scheduling	4 hours	

<b>Services</b>	<b>Business Days</b>	<b>Provisioning</b>
Converged Services, Internet Dedicated Access (IDA) Service  T1 port T3 port OC3 and higher	  40 Business Days 60 Business Days Managed Project	<b>Monthly Rights and Remedies:</b>  - 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, IP Flexible T1 Service  T1 port T3 port OC3 and higher	  40 Business Days 60 Business Days Managed Project	
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	
Station Wiring	Contracted Service Project Work – Section 6.3.12.1	

*Bidder understands the Requirement and shall meet or exceed it? Yes  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)**

<b>Services</b>	<b>Response Duration from Receipt of Order</b>
All Services in Module 3	<p><b>Definition</b></p> <p>The interval for Contractor response to initial request from Customer when initiating a service request.</p> <p><b>Measurement Process</b></p> <p>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.</p> <p><b>Objectives</b></p> <p>Next Business Day for Contractor response to initial request from Customer when initiating a service request.</p> <p><b>Immediate Rights and Remedies</b></p> <p>Escalation to Contractor’s Account Manager</p> <p><b>Monthly Rights and Remedies</b></p> <p>Review process with DTS/ONS</p>

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

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

Verizon understands and will comply with this requirement as specified.

6.3.14.2.16 Latency - IDA

Services	Latency - IDA
<p>Converged Services  Internet Dedicated  Access (IDA)  Service</p>	<p><b>Definition</b></p> <p>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.</p> <p>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.</p> <p><b>Measurement Process</b></p> <p>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.</p> <p>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.</p> <p>(7x24)</p> <p><b>Objectives</b></p> <p>45 ms US</p> <p>90 ms between New York and London</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p>

Services	Latency - IDA
	<p>Monthly Rights and Remedies</p> <p>N/A</p>

6.3.14.2.17 Jitter - IDA

Services	Jitter - IDA
<p>Converged Services  Internet Dedicated  Access (IDA)  Service</p>	<p><b>Definition</b></p> <p>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..</p> <p><b>Measurement Process</b></p> <p>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.</p> <p>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.</p> <p>(7x24)</p> <p><b>Objectives</b></p> <p>1 ms US</p> <p><b>Immediate Rights and Remedies</b></p> <p>15 percent of TMRC per occurrence for the reported service.  Next consecutive month to fail to meet the SLA objectives shall result</p>

Services	Jitter - IDA
	<p>in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

6.3.14.2.18 Packet Loss - IDA

Services	Packet Loss - IDA
<p>Converged Services  Internet Dedicated  Access (IDA)  Service</p>	<p><b>Definition</b></p> <p>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.</p> <p><b>Measurement Process</b></p> <p>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.</p> <p>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.</p> <p>(7x24)</p> <p><b>Objectives</b></p>

Services	Packet Loss - IDA
	<p>0.5 percent maximum packet loss</p> <p><b>Immediate Rights and Remedies</b></p> <p>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.</p> <p>End-User Escalation Process            DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

**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  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)

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

Bidder understands the Requirement and shall meet or exceed it? Yes  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)

<b>Administrative Tools, Reports and Applications</b>	<b>Invoicing Accuracy</b>
Invoices for all proprietary products, services and features provided through CALNET II	<p><b>Definition</b>            Contractor to provide detailed and accurate invoices as stated in RFP Section 6.3.11</p> <p><b>Measurement Process</b>            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.</p> <p><b>Objectives</b>            100 percent invoice accuracy</p> <p><b>DTS/ONS Rights and Remedies</b>            DTS/ONS Escalation Process</p> <p><b>Customer Rights and Remedies</b>            Escalation to Contractor's Account Manager            Escalation to DTS</p>

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)

<b>Administrative Tools, Reports, and Applications</b>	<b>Report Delivery Intervals</b>
<p>Customer Inventory Report Section 6.3.16.5</p> <p>Service Level Agreement Reports Section 6.3.16.6</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.3.15.2.1</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.3.15.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.3.15.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.3.15.2.6</p> <p>Service Location Report Section 6.3.15.2.7</p> <p>General Customer Profile Information Section 6.3.15.2.8</p> <p>Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.3.17.1 and Section 6.3.17.2</p>	<p><b>Definition</b></p> <p>All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Section 6.3.16</p> <p><b>Measurement Process</b></p> <p>See the objectives below</p> <p><b>Objectives</b></p> <p>Deliver all reports within 3 Business Days of the mutually agreed or DTS/ONS designated Delivery Dates from Section 6.3.16</p> <p><b>DTS/ONS Rights and Remedies</b></p> <p>\$400 and \$100 per week thereafter for each report</p> <p><b>Customer Rights and Remedies</b></p> <p>Escalation to DTS/ONS</p>

*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)**

<b>Administrative Tools, Reports, and Applications</b>	<b>Tools and Report Implementation</b>
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 6.3.15.2 DTS/ONS Fiscal Inventory Report of All Services Section 6.3.15.2.1 DTS/ONS Detail of Services Billed Report by Service Section 6.3.15.2.2 DTS/ONS Detail of	<p><b>Definition</b></p> <p>All Contactors provided tools and reports shall be functioning and accepted by the State based on the implementation timeline.</p> <p><b>Measurement Process</b></p> <p>Within 45 Business Days after Contract award, the Contractor and DTS/ONS 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.</p> <p><b>Objectives</b></p> <p>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 DTS/ONS.</p> <p>Additional or replacement tools and reports shall be fully functional and accepted by the State by dates agreed upon by DTS/ONS and the Contractor.</p> <p><b>DTS/ONS Rights and Remedies</b></p>

Administrative Tools, Reports, and Applications	Tools and Report Implementation
Services Billed Report by Agency Section 6.3.15.2.3  Trouble Ticket/SLS Credits Fiscal Report Section 6.3.15.2.4  DTS/ONS 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	\$1000 per tool/report on the first Business Day after due date and \$250 per week thereafter  <b>Customer Rights and Remedies</b>  N/A

Bidder understands the Requirement and shall meet or exceed it? Yes  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	<b>Definition</b>  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.  <b>Measurement Process</b>

Administrative Tools, Reports, and Applications	Tool Availability
<p>Network Monitoring Application/Tool Section 6.3.16.4  Fiscal Management Database(s) Section 6.3.15.1</p>	<p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>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.</p> <p>The Availability percent shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p> <p><b>Objectives</b></p> <p>100 percent Functional 90percent of the time for each tool, measured on a monthly basis.</p> <p><b>DTS/ONS Rights and Remedies</b></p> <p>\$400 per month, per tool</p> <p><b>Customer Rights and Remedies</b></p> <p>Escalation to DTS/ONS</p>

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
Availability percent	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.

SLA	Definition
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.
Packet Loss	Packet loss measured from Contractor's hand off to Customer at each end of data channel.
Response Duration from Receipt of Order	The interval for Contractor response to initial request from Customer when initiating a project request.
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.