

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

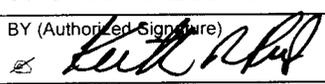
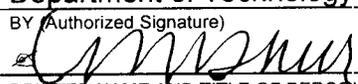
CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 45 Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-22 (DTS 06E1392)	7
REGISTRATION NUMBER	

- 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:
 - Attachment 3–Section 6.3.2.1 Hosted Standalone IP Telephony Business Line Service (1-8) with amended section(1-9)
 - Attachment 4–Section 6.3.2.1 Hosted Standalone IP Telephony Business Line Service (1-2) with amended section (1-2)
 - Attachment 3–Section 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System (1-25) with amended section (1-26)
 - Attachment 4–Section 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System (1-4) with amended section (1-4)
 - Attachment 3–Section 6.3.8.1.2 Station Wiring (1-2) with amended section (1-2)
 - Attachment 4–Section 6.3.8.1.2 Station Wiring (1-2) with amended section (1-2)

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		CALIFORNIA Department of General Services Use Only	
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		DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION APPROVED BY  DATE <u>10/29/08</u>	
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>9/15/08</u>		
PRINTED NAME AND TITLE OF PERSON SIGNING Keith R. Puls, Vice President Sales			
ADDRESS 112 Lakeview Canyon Road, Thousand Oaks, CA 91362		GENERAL SERVICES LEGAL SERVICES <input type="checkbox"/> Exempt per:	
STATE OF CALIFORNIA			
AGENCY NAME Department of Technology Services			
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>9/24/08</u>		
PRINTED NAME AND TITLE OF PERSON SIGNING M. Driver, Chief, Administrative Services Branch			
ADDRESS P.O. Box 1810, MS 304, Rancho Cordova, CA 95741-1810			

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Service Identifier: Hosted Standalone IP Telephony Business Line Service - Hosted IP Centrex (HIPC)

Description of the Service: Verizon's Hosted IP Centrex (HIPC) Service is available throughout the entire State of California. The HIPC Service is deployed in geographically diverse locations to provide redundancy and survivability.

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
Hosted IP Telephony Business Line Service - Hosted IP Centrex (HIPC)	IBBL0000	Full, turnkey Hosted IP Centrex (HIPC) service, including the following features: Call Transfer Call Park Call Pickup Conference Call Hold Call Forward – Busy Don't Answer Call Forward – All Calls Hunt Groups Multi Line Appearance Speed Dial Redial Message Waiting Indicator Auto Attendant Four-digit extension dialing Conference Bridge	Requires Site Survey by Verizon prior to submission of order under the provisions of the Managed Project Work SLA. Provisioning timeframes will be established under the provisions of Managed Project Work.

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Caller ID Group Pickup Web Directory Directory Phone Display 900 Blocking Alternate Numbers Anonymous Call Rejection Authentication Blind Call Transfer Call Blast Personal Call Forwarding-Multi Phone Call Forwarding-No Answer Call Forwarding Selective Call Notify Call Pickup-Directed with Barge-In Call Return Call Screening Call Waiting Calling Line ID Blocking Calling Line ID Blocking per Call Cancel Call Waiting/Call Waiting per Call Communication Manager	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Distinctive Alert/Ringing Do Not Disturb Find Me Flash Call Hold LDAP Directory Integration Loudspeaker Paging Multi-path Forwarding Music on Hold Outbound Caller ID Outlook Integration Personalized Name Recording Phone List Group Phone List Personal Phone List Call Log Priority Alert/Ringing Private Dial Plans PS/ALI Ring Splash Selective Call Acceptance Selective Call Rejection Selective Call Appearance Selective Call Rejection Telephony User	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Interface	
Off-Net Toll	IONT0000	Verizon HIPC service routes call traffic off of the IP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico. This is accomplished using PSTN gateways hosted within the network, further enabling the converged VoIP service.	
Off-Net Toll Free	IOTF0000	The Hosted Standalone IP Telephony service allows CALNET II customers to receive off-net toll free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico.	
Additional Line Appearances	IAAP0000	Provides additional Line Appearance for multi-line phones.	
Account Codes	IACD0000	Enables the tracking of calls made outside of the location by prompting subscribers for an account code.	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Attendant Console	IACN0000	The web-based Attendant Console enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers. All must be built under the same location as the Attendant. The Attendant Console graphically displays subscribers status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window is integrated with the Communication Manager, thereby enabling the attendant to perform functions such as click-to-transfer or click-to-dial.	
Authorization Codes	IATC0000	Prompts subscribers for an authorization code when making calls outside of the location. Calls will not be connected unless a valid code is entered.	
Block of DID Numbers	IDID0000	Used to reserve additional blocks of DID numbers for future requirements	One DID is included in Basic HIPC Package

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		(20 per Block).	
Virtual FX (per line)	IVFX0000	Inbound Only: CALNET II customers can use Virtual FX as an inbound-only application using Direct Inward Dialing (DID) to set up one or more virtual locations and permanently forward incoming calls to another physical hub location. This means that a CALNET II customer may have local DIDs in a variety of cities but have one central location where all of those incoming calls are terminated.	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Auto Attendant (per instance)</p>	<p>IAPI0000</p>	<p>The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to six configurable extensions (e.g., 1 = Marketing, 2 = Sales, etc.). Configuration via the Verizon Customer Center Administrator Dashboard web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed.</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Remote Office	IROF0000	<p>Enables subscribers to access and use their VoIP service from any end point, on-net or off-net (e.g., home office, mobile phone). This service is especially useful for tele-workers and mobile workers, as it enables them to use all of their Communication Manager features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from VoIP, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set-up by the administrator.</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Applicable Service Level Agreements:

- Service Availability Percentage
- Catastrophic Outage 1
- Catastrophic Outage 2
- Catastrophic Outage 3
- One-Way Transmission Delay
- Jitter
- Packet Loss
- Excessive Outage
- Notification
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 4

Service Identifier: Hosted Standalone IP Telephony Business Line Service – Hosted IP Centrex (HIPC)

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges
Hosted Standalone IP Telephony Business Line Service - Hosted IP Centrex (HIPC)	IBBL0000	Per Subscriber	\$26.77	\$20.50	\$0.00
Off-Net Toll	IONT0000	Per Minute	\$0.00	\$0.00	\$0.00
Off-Net Toll Free	IOTF0000	Per Minute	\$0.00	\$0.0290	\$0.00
Additional Line Appearances	IAAP0000	Per Appearance	\$0.00	\$3.75	\$0.00
Account Codes	IACD0000	Per Group	\$0.00	\$8.00	\$0.00
Attendant Console	IACN0000	Per Configured User	\$0.00	\$15.00	\$0.00
Authorization Codes	IATC0000	Per Group	\$0.00	\$8.00	\$0.00
Block of DID Numbers	IDID0000	Per Block of 20	\$0.00	\$6.25	\$0.00
Virtual FX	IVFX0000	Per FX Line	\$0.00	\$4.50	\$0.00
Auto Attendant	IAPI0000	Per Instance	\$0.00	\$22.00	\$0.00
Remote Office	IROF0000	Per Configured User	\$0.00	\$8.00	\$0.00

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
IVR with Standard Applications	IPSA0000	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.	

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"> - Automatic Attendant - Translator - Names Directory - Voice Library - Intelligent Call Transfers - Call Progress Detection - Maintenance 	
<p>IVR with Standard Application – Usage</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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
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>	

Revised: MSA 3 Amendment No. 7 - 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>IP Hosted Intelligent Contact Routing (HICR)</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
<p>IP Hosted Intelligent Contact Routing (HICR)</p>	<p>IVIH0001</p>	<p>IP HICR IVR Routing provides customized call routing capabilities. Monthly charges will apply on a per Agent 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
Voice Forms	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.
Additional Voice Forms Storage	IPFS0000	Additional Voice Forms Storage is available.	IP Transport Service is required to provide Additional Voice Forms Storage.
Menu Routing	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.	

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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
Message Announce	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.	
Announce Connect	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.	
Busy/No Answer Rerouting	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.	

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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
TakeBack/SIP Refer Transfer	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.	
Caller TakeBack	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>	

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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>	

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
Professional Voice Recording	PVRC0000	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.	

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
Call Router Reports	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.	
Custom Reports Package	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
Custom Reports Package	IVRC0001	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.	
Change Administration	IPCA0000	The Network Based IVR service provides Change Administration that allows Customers to make administrative changes to the system without vendor intervention.	

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
Standard Database Routing	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.
Network Database Routing	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.

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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>Credit Card Transactions</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
Speech Recognition	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.	
Consulting – Applications	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
Voice Portal	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
Custom Application Development	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.	
Custom Application Development	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>Custom Identity Management Application Development</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>	

Revised: MSA 3 Amendment No. 7 - 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
		specific development on a case by case basis as defined by a customer requirement.	
Custom Identity Management Application Development	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	

Revised: MSA 3 Amendment No. 7 - 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
		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.	
Custom Project Management	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
Project Manager	OSPM0000	IVR Project Manager associated with custom application deployment. This may include customized on-site project management.	
Project Manager - Overtime	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 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
IP Hosted Intelligent Contact Routing (HICR)	IVIH0001	Per Agent	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

Revised: MSA 3 Amendment No. 7 - 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 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non – Recurring	Unit Recurring	Change Charges
Foreign Language Recording (per language)	FRNL0000	Per Application	\$150.00	N/A	N/A
Interactive Monitoring	INMN0000	Per Application	N/A	ICB	N/A
Professional Voice Recording	PVRC0000	Per Application	N/A	ICB	N/A
Call Detection	CLDT0000	Per Application	N/A	ICB	N/A
Fax on Demand or Fax Reply	IPFD0000	Per Page	\$0.00	\$0.1800	\$0.00
Call Router Reports per Package	IPRR0000	Per Application	\$0.00	\$750.00	\$0.00
Custom Reports Package	IVRC0000	Per Application	N/A	ICB	N/A
Custom Reports Package	IVRC0001	Per Change	N/A	N/A	ICB
Change Administration	IPCA0000	Per System	\$0.00	\$0.00	\$0.00
Database Lookups	IPDL0000	Per Transaction	\$1,167.00	\$1.17	\$0.00
Standard Database Routing	SDRG0000	Per Call	N/A	\$0.07	N/A
Network Database Routing	NDRG0000	Per Call	N/A	\$0.07	N/A
Credit-Card Transactions	IPCC0000	Per Transaction	\$3,500.00	\$1.17	\$0.00
Speech Recognition (IVR with Standard Application Usage per Minute charges apply)	IPSR0000	Per Call	\$1,000.00	\$0.0600	\$0.00
Consulting – Applications	ICNA0000	Per Hour	\$0.00	\$150.00	\$0.00
Voice Portal	IPVP0000	Per Application	ICB	ICB	ICB

Revised: MSA 3 Amendment No. 7 - 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 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non – Recurring	Unit Recurring	Change Charges
Custom Application Development	IVCA0000	Per Application/ Occurrence	ICB	N/A	N/A
Custom Application Development	IVCA0001	Per Application/ Occurrence	N/A	ICB	N/A
Custom Identity Management Application Development	CIMA0000	Per Application/ Occurrence	ICB	N/A	N/A
Custom Identity Management Application Development	CIMA0001	Per Application/ Occurrence	N/A	ICB	N/A
Custom Project Management	IVCP0000	Per Project	ICB	N/A	N/A
Custom Project Management	IVCP0001	Per Project	N/A	ICB	N/A
Custom Help Desk Services	CHDA0000	Per Application	N/A	ICB	N/A
Project Manager	OSPM0000	Per Hour	\$150.00	N/A	N/A
Project Manager – Overtime	OPMO0000	Per Hour	\$225.00	N/A	N/A

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

6.3.8.1.2 Station Wiring Attachment 3

Service Identifier: Station Wiring

Description of the Service: Station cabling services, to include horizontal copper Cat5e, horizontal copper Cat6, and horizontal optical fiber IEEE 802.3Z.

Availability: Statewide. Domestic locations are available on an ICB basis.

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Station Cabling - Horizontal Copper Cat 5e	ICHC0005	Station cabling up to 300 feet, including the necessary Cat5e 4-pair CMP UTP cable, two (2) 3 meter jumpers, one (1) 24 port patch panel (if required), and two (2) RJ45 jacks or equivalent.	To provide this service, Verizon assumes customer to have a pathway. Additional charges will apply if larger panels or longer cable lengths are required.
Station Cabling - Horizontal Copper Cat 6	ICHC0006	The copper demarc extension is up to 300 feet Station cable wiring will include the necessary Cat 6 4-pair CMP UTP cable, two (2) 3 meter jumpers, one (1) 24 port patch panel (if required), and two (2) RJ45 jacks or equivalent.	To provide this service, Verizon assumes customer to have a pathway. Additional charges will apply if larger panels or longer cable lengths are required.

6.3.8.1.2 Station Wiring Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Station Cabling - Horizontal Optical Fiber IEEE 802.3Z	ICOF0000	Includes up to 1,000 feet of 62.5/125 or 50/125 micron two strand CMP fiber drop cable with adapters, connectors and two SC-SC duplex patch cords for each single circuit extension.	To provide this service, Verizon assumes customer to have a pathway. Additional charges will apply for two strand single mode extensions in longer lengths.
Station Cabling Premise Distribution	CPDS0000	Structured campus distribution for intra and inter building facilities in direct support of CALNET 2 services.	
Station Cabling – Horizontal Copper Identify, Test, & Label	IITL0000	Identify, test, and label customer's existing horizontal cable/wire. When testing multiple cables, replace up to 5% of jacks, if required to obtain certification.	
Design Engineer	IWDE0000	Design Engineering resource	Resources are available for Inside Wiring Services Monday through Friday, 8am – 5pm. Overtime applies for hours worked outside of this period.

Performance Commitments:

Rights and Remedies:

6.3.8.1.2 Station Wiring Attachment 4

Service Identifier: Low Voltage Simple Wiring Services, Services Entrance, and Extended Termination

The pricing includes the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Station Cabling - Horizontal Copper Cat 5e	ICHC0005	Each	\$397.96	\$0.00	-
Station Cabling - Horizontal Copper Cat 6	ICHC0006	Each	\$485.71	\$0.00	-
Station Cabling - Horizontal Optical Fiber IEEE 802.3Z	ICOF0000	Each	\$1,377.55	\$0.00	-
Station Cabling Premise Distribution	CPDS0000	Per Project	ICB	ICB	ICB
Station Cabling – Horizontal Copper Identify, Test, & Label	IITL0000	Each	\$47.76	\$0.00	-
Design Engineer – Regular Time	IWDE0000	Hour	\$91.84	\$0.00	-
Design Engineer - Overtime	IWDE000T	Hour	\$132.14	\$0.00	-

Note:

6.3.8.1.2 Station Wiring 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