

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

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 304 Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-23 (DTS 06E1393)	2
REGISTRATION NUMBER	
EP 1001350	

- 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 6.4.3.1 BFWA Data Channel Basic Line Rate Services and Features pages (1-2) with amended BFWA Data Channel Basic Line Rate Service – 1x pages (1-2).
    - Attachment 4 – Section 6.4.3.1 BFWA Data Channel Basic Line Rate Services and Features pages (1-4) with amended BFWA Data Channel Basic Line Rate Service – 1x pages (1-4).
    - Attachment 3 – Section 6.4.3.2 BFWA Data Channel Enhanced Line Rate Services and Features pages (1-2) with amended BFWA Data Channel Enhanced Line Rate Service – EVDO pages (1-2).

(continued on page 2 of 2)

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

<b>CONTRACTOR</b>		CALIFORNIA Department of General Services Use Only <b>GENERAL SERVICES          LEGAL SERVICES</b>  DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION  <b>APPROVED</b> BY <u>[Signature]</u> DATE <u>4/13/09</u>
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) <b>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</b>		
BY (Authorized Signature) <u>[Signature]</u>	DATE SIGNED (Do not type) <u>2-23-09</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING <b>Suleiman Hessami, Vice President Pricing and Contracts</b>		
ADDRESS <b>22001 Loudoun County Parkway, Ashburn, VA 20147</b>		
AGENCY NAME <b>Department of Technology Services</b>		
BY (Authorized Signature) <u>[Signature]</u>	DATE SIGNED (Do not type) <u>2/27/09</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING <b>M. Driver, Chief, Administrative Services Branch</b>		
ADDRESS <b>P.O. Box 1810, MS 304, Rancho Cordova, CA 95741-1810</b>		

Exempt per:

**a. Replace the following pages:**

- i. Attachment 3 – Section 6.4.3.1 BFWA Data Channel Basic Line Rate Services and Features pages (1-2) with amended BFWA Data Channel Basic Line Rate Service – 1x pages (1-2).
- ii. Attachment 4 – Section 6.4.3.1 BFWA Data Channel Basic Line Rate Services and Features pages (1-4) with amended BFWA Data Channel Basic Line Rate Service – 1x pages (1-4).
- iii. Attachment 3 – Section 6.4.3.2 BFWA Data Channel Enhanced Line Rate Services and Features pages (1-2) with amended BFWA Data Channel Enhanced Line Rate Service – EVDO pages (1-2).
- iv. Attachment 4 – Section 6.4.3.2 BFWA Data Channel Enhanced Line Rate Services and Features pages (1-5) with amended BFWA Data Channel Enhanced Line Rate Service – EVDO pages (1-5).
- v. Attachment 3 – Section 6.4.3.3 BFWA Data Channel Additional Line Rate (200k-700k) Services and Features pages (1-2) with amended BFWA Additional Line Rate Data Channel Service – EVDO pages (1-2).
- vi. Attachment 4 – Section 6.4.3.3 BFWA Data Channel Additional Line Rate (200k-700k) Services and Features pages (1-2) with amended BFWA Additional Line Rate Data Channel Service – EVDO pages (1-2).
- vii. Attachment 3 – Section 6.4.3.3b BFWA Data Channel Additional Line Rate (700k+) Services and Features pages (1-4) with amended Additional Line Rate Data Channel Service – VSAT pages (1-4).
- viii. Attachment 4 – Section 6.4.3.3b BFWA Data Channel Additional Line Rate (700k+) Services and Features pages (1-5) with amended Additional Line Rate Data Channel Service – VSAT pages (1-5).
- ix. Attachment 3 – Section 6.4.4.1 Wireline Data Channel Basic Line Rate Services and Features pages (1-2) with amended Wireline Data Channel Basic Line Rate Service pages (1).
- x. Attachment 4 – Section 6.4.4.1 Wireline Data Channel Basic Line Rate Services and Features pages (1-2) with amended Wireline Data Channel Basic Line Rate Service pages (1).
- xi. Attachment 3 – Section 6.4.4.2 Wireline Data Channel Enhanced Line Rate Services and Features pages (1-2) with amended Wireline Data Channel Enhanced Line Rate Service pages (1-2).
- xii. Attachment 4 – Section 6.4.4.2 Wireline Data Channel Enhanced Line Rate Services and Features pages (1-2) with amended Wireline Data Channel Enhanced Line Rate Service pages (1).
- xiii. Attachment 3 – Section 6.4.4.3A Additional Wireline Data Channel Line Rate Service (200k-700k) pages (1-2) with amended Additional Wireline Line Rate Data Channel Service 200k-700k section pages (1).
- xiv. Attachment 4 – Section 6.4.4.3A Additional Wireline Data Channel Line Rate Service (200k-700k) pages (1-2) with amended Additional Wireline Line Rate Data Channel Service 200k-700k section pages (1).
- xv. Attachment 3 – Section 6.4.4.3B Additional Wireline Data Channel Line Rate Service (700k+) pages (1-2) with amended Additional Wireline Line Rate Data Channel Service - VSAT pages (1-2).
- xvi. Attachment 4 – Section 6.4.4.3B Additional Wireline Data Channel Line Rate Service (700k+) pages (1-2) with amended Additional Wireline Line Rate Data Channel Service - VSAT pages (1).

- xvii. Attachment 4 – Section 6.4.6.1.1 Low Voltage Simple Wiring Services, Services Entrance, and Extended Termination pages (1-2) with amended Low Voltage Simple Wiring Services, Services Entrance, and Extended Termination pages (1).
- xviii. Attachment 4 – Section 6.4.6.1.2 Station Wiring pages (1-2) with amended pages (1-2).

**a. Addition of the following pages:**

- i. Attachment 3 – Section 6.4.3.3c BFWA Additional Line Rate Data Channel Over 700k pages (1-192).
- ii. Attachment 4 – Section 6.4.3.3c BFWA Additional Line Rate Data Channel Over 700k pages (1-27).

**b. Replace the following Final Proposal, Module 4 Volume 1 pages with amended pages:**

- i. Section 6.4 Broadband Fixed Wireless Access (BFWA) TABLE OF CONTENTS pages (6.4-i to 6.4-v) with amended TABLE of CONTENTS pages (6.4-i to 6.4-vi)
- ii. Section 6.4.12 to 6.4.12.4 SERVICE LEVEL AGREEMENTS (SLA) pages (6.4-255 to 6.4-284) with amended (SLA) pages (6.4-255 to 6.4-285)

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.

## Additional services available for purchase:

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Wireless Data Channel Basic Line Rate (1 end point) – 1Mb (1,000kb) Usage - Monthly Service Fee	WB010000	Per Channel	\$685.00	\$13.99	-
BFWA Basic Line Rate Usage Over 1Mb (1,000kb)	WBUC0000	Per Mb	-	\$0.005/Mb	-
Wireless Data Channel Basic Line Rate (1 end point) – 2Mb (2,000kb) Usage - Monthly Service Fee	WB020000	Per Channel	\$685.00	\$15.99	-
BFWA Basic Line Rate Usage Over 2Mb (2,000kb)	WBUC0000	Per Mb	-	\$0.005/Mb	-
Wireless Data Channel Basic Line Rate (1 end point) – 3Mb (3,000kb) Usage - Monthly Service Fee	WB030000	Per Channel	\$685.00	\$17.99	-
BFWA Basic Line Rate Usage Over 3Mb (3,000kb)	WBUC0000	Per Mb	-	\$0.005/Mb	-
Wireless Data Channel Basic Line Rate (1 end point) – 4Mb (4,000kb) Usage - Monthly Service Fee	WB040000	Per Channel	\$685.00	\$19.99	-
BFWA Basic Line Rate Usage Over 4Mb (4,000kb)	WBUC0000	Per Mb	-	\$0.005/Mb	-

6.4.3.1 BFWA Data Channel Basic Line Rate Service – 1x Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Wireless Data Channel Basic Line Rate (1 end point) – 5Mb (5,000kb) Usage - Monthly Service Fee	WB050000	Per Channel	\$685.00	\$21.99	-
BFWA Basic Line Rate Usage Over 5Mb (5,000kb)	WBUC0000	Per Mb	-	\$0.005/Mb	-
Wireless Data Channel Basic Line Rate (1 end point) – 25Mb (25,000kb) Usage - Monthly Service Fee	WB250000	Per Channel	\$685.00	\$24.99	-
BFWA Basic Line Rate Usage Over 25Mb (25,000kb)	WBUC0000	Per Mb	-	\$0.005/Mb	-
Wireless Data Channel Basic Line Rate (1 end point) – 50Mb (50,000kb) Usage - Monthly Service Fee	WB500000	Per Channel	\$685.00	\$44.99	-
BFWA Basic Line Rate Usage Over 50Mb (50,000kb)	WBUC0000	Per Mb	-	\$0.005/Mb	-
Wireless Data Channel Basic Line Rate (1 end point) – 75Mb (75,000kb) Usage - Monthly Service Fee	WB750000	Per Channel	\$685.00	\$54.99	-
BFWA Basic Line Rate Usage Over 75Mb (75,000kb)	WBUC0000	Per Mb	-	\$0.005/Mb	-
Wireless Data Channel Basic	WB1H0000	Per Channel	\$685.00	\$64.99	-

6.4.3.1 BFWA Data Channel Basic Line Rate Service – 1x Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Line Rate (1 end point) – 100Mb (100,000kb) Usage - Monthly Service Fee					
BFWA Basic Line Rate Usage Over 100Mb (100,000kb)	WBUC0000	Per Mb	-	\$0.005/Mb	-

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 4 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

6.4.3.2 BFWA Data Channel Enhanced Line Rate Service - EVDO Attachment 3

**Service Identifier:** BFWA Data Channel Enhanced Line Rate

**Description of the Service:** Local Wireless Segment using CDMA-EVDO ("EVDO"), Customer Premise Data Communications Equipment, and provides technology based (CDMA) Encryption Open Standards Based Network Interface. Wireless Channel line average throughput is greater than 200Kbps.

**Availability:** Availability can be determined real-time at <http://www.verizonwireless.com/b2c/CoverageLocatorController?requesttype=NEWREQUEST> by entering City/State or Zip Code and selecting 'BroadBandAccess', or by contacting your Verizon Business CALNET Account Manager.

Unless noted separately in Attachment C4, 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
<b>EVDO Wireless Data Channel Enhanced Line Rate (1 end point)</b>	WE010000 WE020000 WE030000 WE040000 WE050000 WE100000 WE250000 WE500000 WE750000 WE1H0000	Includes EVDO wireless data device and bridge/router.  Available EVDO Wireless Data Channel Enhanced Line Rate packages and allotment of base usage in increments: <ul style="list-style-type: none"> <li>• 1 Mb (1,000kb)</li> <li>• 2 Mb (2,000kb)</li> <li>• 3 Mb (3,000kb)</li> <li>• 4 Mb (4,000kb)</li> <li>• 5 Mb (5,000kb)</li> <li>• 10 Mb (10,000kb)</li> <li>• 25 Mb</li> </ul>	

6.4.3.2 BFWA Data Channel Enhanced Line Rate Service - EVDO Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		(25,000kb) • 50 Mb (50,000kb) • 75 Mb (75,000kb) • 100 Mb (100,000kb)	
<b>BFWA Enhanced Line Rate Usage</b>	WEUC0000	Usage is measured in Mbps. Usage over the subscribed allotment is measured and charged per Mb.	

**Applicable Service Level Agreements:**

- Service Availability Percentage
- Catastrophic Outage 1
- Catastrophic Outage 3
- Round Trip Transmission Delay
- Excessive Outage
- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.4.3.2 BFWA Data Channel Enhanced Line Rate Service - EVDO Attachment 4

**Service Identifier:** BFWA Data Channel Enhanced Line Rate

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Wireless Data Channel Enhanced Line Rate (1 end point) – 10Mb (10,000kb) Usage - Monthly Service Fee	WE100000	Per Channel	\$685.00	\$27.00	-
BFWA Enhanced Line Rate Usage Over 10Mb (10,000kb)	WEUC0000	Per Mb	-	\$0.005/Mb	-

**Additional services available for purchase:**

<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>Wireless Data Channel Enhanced Line Rate (1 end point) – 1Mb (1,000kb) Usage - Monthly Service Fee</b>	WE010000	Per Channel	\$685.00	\$18.99	-
<b>BFWA Enhanced Line Rate Usage Over 1Mb (1,000kb)</b>	WEUC0000	Per Mb	-	\$0.005/Mb	-
<b>Wireless Data Channel Enhanced Line Rate (1 end point) – 2Mb (2,000kb) Usage - Monthly Service Fee</b>	WE020000	Per Channel	\$685.00	\$20.00	-
<b>BFWA Enhanced Line Rate Usage Over 2Mb (2,000kb)</b>	WEUC0000	Per Mb	-	\$0.005/Mb	-
<b>Wireless Data Channel Enhanced Line Rate (1 end point) – 3Mb (3,000kb) Usage - Monthly Service Fee</b>	WE030000	Per Channel	\$685.00	\$22.99	-
<b>BFWA Enhanced Line Rate Usage Over 3Mb (3,000kb)</b>	WEUC0000	Per Mb	-	\$0.005/Mb	-
<b>Wireless Data Channel Enhanced Line Rate (1 end point) – 4Mb (4,000kb) Usage - Monthly Service Fee</b>	WE040000	Per Channel	\$685.00	\$24.99	-

## 6.4.3.2 BFWA Data Channel Enhanced Line Rate Service - EVDO Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>BFWA Enhanced Line Rate Usage Over 4Mb (4,000kb)</b>	WEUC0000	Per Mb	-	\$0.005/Mb	-
<b>Wireless Data Channel Enhanced Line Rate (1 end point) – 5Mb (5,000kb) Usage - Monthly Service Fee</b>	WE050000	Per Channel	\$685.00	\$26.99	-
<b>BFWA Enhanced Line Rate Usage Over 5Mb (5,000kb)</b>	WEUC0000	Per Mb	-	\$0.005/Mb	-
<b>Wireless Data Channel Enhanced Line Rate (1 end point) – 25Mb (25,000kb) Usage - Monthly Service Fee</b>	WE250000	Per Channel	\$685.00	\$29.99	-
<b>BFWA Enhanced Line Rate Usage Over 25Mb (25,000kb)</b>	WEUC0000	Per Mb	-	\$0.005/Mb	-
<b>Wireless Data Channel Enhanced Line Rate (1 end point) – 50Mb (50,000kb) Usage - Monthly Service Fee</b>	WE500000	Per Channel	\$685.00	\$49.99	-
<b>BFWA Enhanced Line Rate Usage Over 50Mb (50,000kb)</b>	WEUC0000	Per Mb	-	\$0.005/Mb	-
<b>Wireless Data Channel Enhanced Line Rate (1 end point) – 75Mb (75,000kb) Usage - Monthly</b>	WE750000	Per Channel	\$685.00	\$59.99	-

Revised: MSA 4 Amendment 2 - 6.4.3.2 BFWA Data Channel Enhanced Line Rate Service - EVDO

6.4.3.2 BFWA Data Channel Enhanced Line Rate Service - EVDO Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Service Fee</b>					
<b>BFWA Enhanced Line Rate Usage Over 75Mb (75,000kb)</b>	WEUC0000	Per Mb	-	\$0.005/Mb	-
<b>Wireless Data Channel Enhanced Line Rate (1 end point) – 100Mb (100,000kb) Usage - Monthly Service Fee</b>	WE1H0000	Per Channel	\$685.00	\$69.99	-
<b>BFWA Enhanced Line Rate Usage Over 100Mb (100,000kb)</b>	WEUC0000	Per Mb	-	\$0.005/Mb	-

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 4 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

#### 6.4.3.2 BFWA Data Channel Enhanced Line Rate Service - EVDO Attachment 4

Regulatory Charge
Administrative Charge

6.4.3.3 BFWA Additional Line Rate Data Channel Service - EVDO Attachment 3

**Service Identifier:** BFWA Data Channel Additional Line Rate (200k-700k)

**Description of the Service:** Local Wireless Segment using CDMA-EVDO ("EVDO"), Customer Premise Data Communications Equipment, and provides technology based (CDMA) Encryption Open Standards Based Network Interface. Wireless Channel line average throughput is between than 200k and 700k.

**Availability:** Availability can be determined real-time at <http://www.verizonwireless.com/b2c/CoverageLocatorController?requesttype=NEWREQUEST> by entering City/State or Zip Code and selecting 'BroadBandAccess', or by contacting your Verizon Business CALNET Account Manager.

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
<b>EVDO Wireless Data Channel Additional Line Rate (200k-700k) (1 end point)</b>	WE100000	Includes EVDO wireless data device and bridge/router.  Available EVDO Wireless Data Channel Additional Line Rate (200k-700k) package and allotment of base usage in increments: <ul style="list-style-type: none"> <li>• 10 Mb (10,000kb)</li> </ul>	
<b>BFWA Additional Line Rate (200k-700k) Usage</b>	WEUC0000	Usage is measured in Mbps. Usage over the subscribed allotment is measured and charged per Mb.	

Revised: MSA 4 Amendment 2 - 6.4.3.3 BFWA Additional Line Rate Data Channel Service – EVDO

**Applicable Service Level Agreements:**

- Service Availability Percentage
- Catastrophic Outage 1
- Catastrophic Outage 3
- Round Trip Transmission Delay
- Excessive Outage
- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.4.3.3 BFWA Additional Line Rate Data Channel Service - EVDO Attachment 4

**Service Identifier:** BFWA Data Channel Additional Line Rate (200k-700k)

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Wireless Data Channel Additional Line Rate (200k-700k) (1 end point) – 10Mb (10,000kb) Usage - Monthly Service Fee	WA100000	Per Channel	\$685.00	\$32.00	-
BFWA Additional Line Rate Usage Over 10Mb (10,000kb)	WAUC0000	Per Mb	-	\$0.005/Mb	-

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 4 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

6.4.3.3 BFWA Additional Line Rate Data Channel Service - EVDO Attachment 4

Regulatory Charge
Administrative Charge

**Service Identifier:** Additional Line Rate Data Channel - VSAT

**Description of the Service:** Local Wireless Segment using satellite service ("VSAT"), Customer Premise Data Communications Equipment, and provides technology based (VSAT) Encryption Open Standards Based Network Interface. Wireless Channel line access speeds are available between 32k and 1544k.

**Availability:** In order to deploy Verizon VSAT services, a Site Survey must be performed to evaluate coverage availability and the RF requirements and characteristics of each site. Site surveys are a "best practice" during deployment, and are performed to address network and transmission limitations, customer equipment, weather, topography, building location, building structure, and other environmental considerations associated with radio technology that could be identified as service affecting. At the conclusion of site survey, Verizon will provide a gap analysis of requirements, as necessary, to implement the service. Generally, VSAT services are available statewide.

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
VSAT Wireless Data Channel Additional Line Rate (1 end point)	VSAT0000	Includes: <ul style="list-style-type: none"> <li>• Indoor Unit – The indoor unit (IDU) provides a two-way satellite modem function, Internet Protocol (IP) routing, IP acceleration, network management functions, and 10/100 Ethernet customer handoff</li> <li>• Satellite Dish – The satellite dish is mounted on a roof, wall, or on the ground, depending on the site</li> </ul>	In order to deploy Verizon VSAT services, a Site Survey must be performed to evaluate coverage availability and the RF requirements and characteristics of each site. Site surveys are a "best practice" during deployment, and are performed to address network and transmission limitations, customer equipment, weather, topography,

6.4.3.3.b Additional Line Rate Data Channel Service - VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>characteristics. The satellite dish includes the azimuth-elevation position, feed support beam and rods, and a radio unit to transmit and receive data</p> <ul style="list-style-type: none"> <li>• Radio – The radio used to transmit and receive data via satellite includes an upconverter power amplifier, ortho-mode transducer, low-noise block down-converter, and transmit reject filter</li> <li>• Cable – The satellite dish is connected to the IDU by two shielded radio frequency (RF) coaxial cables, both of which carry signal and power</li> </ul> <p>Available VSAT Wireless Data Channel Access Speeds (Uplink/Downlink):</p> <ul style="list-style-type: none"> <li>•32Kb/32Kb</li> <li>•64Kb/32Kb</li> <li>•64Kb/64Kb</li> </ul>	<p>building location, building structure, and other environmental considerations associated with radio technology that could be identified as service affecting. At the conclusion of site survey, Verizon will provide a gap analysis of requirements, as necessary, to implement the service</p>

6.4.3.3.b Additional Line Rate Data Channel Service - VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<ul style="list-style-type: none"> <li>•128Kb/32Kb</li> <li>•128Kb/64Kb</li> <li>•128Kb/128Kb</li> <li>•256Kb/32Kb</li> <li>•256Kb/64Kb</li> <li>•256Kb/128Kb</li> <li>•256Kb/256Kb</li> <li>•384Kb/32Kb</li> <li>•384Kb/64Kb</li> <li>•384Kb/128Kb</li> <li>•384Kb/256Kb</li> <li>•384Kb/384Kb</li> <li>•512Kb/32Kb</li> <li>•512Kb/64Kb</li> <li>•512Kb/128Kb</li> <li>•512Kb/256Kb</li> <li>•512Kb/384Kb</li> <li>•512Kb/512Kb</li> <li>•768Kb/32Kb</li> <li>•768Kb/64Kb</li> <li>•768Kb/128Kb</li> <li>•768Kb/256Kb</li> <li>•768Kb/384Kb</li> <li>•768Kb/512Kb</li> <li>•768Kb/768Kb</li> <li>•1024Kb/32Kb</li> <li>•1024Kb/64Kb</li> <li>•1024Kb/128Kb</li> <li>•1024Kb/256Kb</li> <li>•1024Kb/384Kb</li> <li>•1024Kb/512Kb</li> <li>•1024Kb/768Kb</li> <li>•1024Kb/1024Kb</li> <li>•1544Kb/32Kb</li> <li>•1544Kb/64Kb</li> <li>•1544Kb/128Kb</li> <li>•1544Kb/256Kb</li> <li>•1544Kb/384Kb</li> <li>•1544Kb/512Kb</li> <li>•1544Kb/768Kb</li> <li>•1544Kb/1024Kb</li> </ul>	

6.4.3.3.b Additional Line Rate Data Channel Service - VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		•1544Kb/1544Kb	

**Applicable Service Level Agreements:**

- Service Availability Percentage
- Catastrophic Outage 1
- Catastrophic Outage 3
- Excessive Outage
- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.4.3.3.b Additional Line Rate Data Channel Service - VSAT Attachment 4

**Service Identifier:** Additional Line Rate Data Channel - VSAT

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

<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>Wireless Data Channel Additional Line Rate – VSAT (1 end point)</b>	VSAT0000	See Below	See Below	See Below	See Below
<b>768Kb/768Kb</b>		Per Up/Down Channel	\$4,989.00	\$1,233.00	-

6.4.3.3.b Additional Line Rate Data Channel Service - VSAT Attachment 4

**Additional services available for purchase:**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Wireless Data Channel Additional Line Rate – VSAT (1 end point)</b>	VSAT0000		See Below	See Below	See Below
<b>32Kb/32Kb</b>		Per Up/Down Channel	\$4,989.00	\$90.00	-
<b>64Kb/32Kb</b>		Per Up/Down Channel	\$4,989.00	\$91.00	-
<b>64Kb/64Kb</b>		Per Up/Down Channel	\$4,989.00	\$92.00	-
<b>128Kb/32Kb</b>		Per Up/Down Channel	\$4,989.00	\$94.00	-
<b>128Kb/64Kb</b>		Per Up/Down Channel	\$4,989.00	\$95.00	-
<b>128Kb/128Kb</b>		Per Up/Down Channel	\$4,989.00	\$98.00	-
<b>256Kb/32Kb</b>		Per Up/Down Channel	\$4,989.00	\$100.00	-
<b>256Kb/64Kb</b>		Per Up/Down Channel	\$4,989.00	\$101.00	-
<b>256Kb/128Kb</b>		Per Up/Down Channel	\$4,989.00	\$104.00	-
<b>256Kb/256Kb</b>		Per Up/Down Channel	\$4,989.00	\$110.00	-
<b>384Kb/32Kb</b>		Per Up/Down Channel	\$4,989.00	\$106.00	-
<b>384Kb/64Kb</b>		Per Up/Down Channel-	\$4,989.00	\$107.00	-
<b>384Kb/128Kb</b>		Per Up/Down Channel	\$4,989.00	\$110.00	-
<b>384Kb/256Kb</b>		Per Up/Down Channel	\$4,989.00	\$116.00	-
<b>384Kb/384Kb</b>		Per Up/Down Channel	\$4,989.00	\$122.00	-
<b>512Kb/32Kb</b>		Per Up/Down Channel	\$4,989.00	\$112.00	-
<b>512Kb/64Kb</b>		Per Up/Down	\$4,989.00	\$113.00	-

6.4.3.3.b Additional Line Rate Data Channel Service - VSAT Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
		Channel			
512Kb/128Kb		Per Up/Down Channel	\$4,989.00	\$116.00	-
512Kb/256Kb		Per Up/Down Channel	\$4,989.00	\$122.00	-
512Kb/384Kb		Per Up/Down Channel	\$4,989.00	\$142.00	-
512Kb/512Kb		Per Up/Down Channel	\$4,989.00	\$150.00	-
768Kb/32Kb		Per Up/Down Channel	\$4,989.00	\$136.00	-
768Kb/64Kb		Per Up/Down Channel	\$4,989.00	\$138.00	-
768Kb/128Kb		Per Up/Down Channel	\$4,989.00	\$142.00	-
768Kb/256Kb		Per Up/Down Channel	\$4,989.00	\$150.00	-
768Kb/384Kb		Per Up/Down Channel	\$4,989.00	\$158.00	-
768kb/512Kb		Per Up/Down Channel	\$4,989.00	\$205.00	-
1024Kb/32Kb		Per Up/Down Channel	\$4,989.00	\$152.00	-
1024Kb/64Kb		Per Up/Down Channel	\$4,989.00	\$154.00	-
1024Kb/128Kb		Per Up/Down Channel	\$4,989.00	\$158.00	-
1024Kb/256Kb		Per Up/Down Channel	\$4,989.00	\$205.00	-
1024Kb/384Kb		Per Up/Down Channel	\$4,989.00	\$217.00	-
1024Kb/512Kb		Per Up/Down Channel	\$4,989.00	\$229.00	-
1024Kb/768Kb		Per Up/Down Channel	\$4,989.00	\$253.00	-
1024Kb/1024Kb		Per Up/Down Channel	\$4,989.00	\$467.00	-
1544Kb/32Kb		Per Up/Down Channel	\$9,729.00	\$233.00	-
1544Kb/64Kb		Per Up/Down	\$9,729.00	\$236.00	-

6.4.3.3.b Additional Line Rate Data Channel Service - VSAT Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
		Channel			
1544Kb/128Kb		Per Up/Down Channel	\$9,729.00	\$242.00	-
1544Kb/256Kb		Per Up/Down Channel	\$9,729.00	\$421.00	-
1544Kb/384Kb		Per Up/Down Channel	\$9,729.00	\$444.00	-
1544Kb/512Kb		Per Up/Down Channel	\$9,729.00	\$468.00	-
1544Kb/768Kb		Per Up/Down Channel	\$9,729.00	\$945.00	-
1544Kb/1024Kb		Per Up/Down Channel	\$9,729.00	\$1,040.00	-
1544Kb/1544Kb		Per Up/Down Channel	\$9,729.00	\$1,233.00	-

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 4 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
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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

**Service Identifier:** BFWA Data Channel Additional Line Rate - VSAT

**Description of the Service:** Local Wireless Segment using satellite service ("VSAT"), Customer Premise Data Communications Equipment, and provides technology based (VSAT) Encryption Open Standards Based Network Interface. Wireless Channel line access speeds are available between 32k and 6144k.

**Availability:** In order to deploy Verizon VSAT services, a Site Survey must be performed to evaluate coverage availability and the RF requirements and characteristics of each site. Site surveys are a "best practice" during deployment, and are performed to address network and transmission limitations, customer equipment, weather, topography, building location, building structure, and other environmental considerations associated with radio technology that could be identified as service affecting. At the conclusion of site survey, Verizon will provide a gap analysis of requirements, as necessary, to implement the service. Generally, VSAT services are available statewide.

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

**VSAT Terminal CPE**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Site Ready Installation Standard – 0.98 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b>	VSIU0001	A fixed VSAT system with a .98m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 256Kbps that connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation Standard – 0.98 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VSIU0002</p>	<p>A fixed VSAT system with a .98m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, De-Ice, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 256Kbps that connects to the</p>	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation Standard – 0.98 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VSIU0003</p>	<p>A fixed VSAT system with a .98m antenna, 4 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 512Kbps that connects to the</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation Standard – 0.98 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VSIU0004</p>	<p>A fixed VSAT system with a .98m antenna, 4 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, De-Ice, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 512Kbps that connects to the</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation Standard – 1.2 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VSTI0003</p>	<p>A fixed VSAT system with a 1.2m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 512Kbps that connects to the</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation High-Wind – 1.2 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VHWI0003</p>	<p>A fixed VSAT high-wind system with a 1.2m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 512Kbps</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>that connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation Standard – 1.2 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VSTD0003</p>	<p>A fixed VSAT system with a 1.2m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, De-Ice, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 512Kbps that connects to the</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation High-Wind – 1.2 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VHWD0003</p>	<p>A fixed VSAT high-wind system with a 1.2m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, De-Ice, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 512Kbps</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>that connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation Standard – 1.2 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VSTI0004</p>	<p>A fixed VSAT system with a 1.2m antenna, 4 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 1,024Kbps that</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation High-Wind – 1.2 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VHWA0003</p>	<p>A fixed VSAT high-wind system with a 1.2m antenna, 4 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>1,024Kbps that connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation Standard – 1.2 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VSTD0004</p>	<p>A fixed VSAT system with a 1.2m antenna, 4 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, De-Ice, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 1,024Kbps that</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation High-Wind – 1.2 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VHWD0004</p>	<p>A fixed VSAT high-wind system with a 1.2m antenna, 4 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, De-Ice, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>1,024Kbps that connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation Standard – 1.8 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VSNI0003</p>	<p>A fixed VSAT system with a 1.8m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 512Kbps that connects to the</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation High-Wind – 1.8 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VHNI0003</p>	<p>A fixed VSAT high-wind system with a 1.8m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 512Kbps</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>that connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	



Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation Standard – 1.8 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VSND0003</p>	<p>A fixed VSAT system with a 1.8m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, De-Ice, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 512Kbps that connects to the</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation High-Wind – 1.8 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VHND0003</p>	<p>A fixed VSAT high-wind system with a 1.8m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, De-Ice, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 512Kbps</p>	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>that connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation Standard – 1.8 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VSNI0004</p>	<p>A fixed VSAT system with a 1.8m antenna, 4 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 2,048Kbps that</p>	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	



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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation High-Wind – 1.8 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VHNI0004</p>	<p>A fixed VSAT high-wind system with a 1.8m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to</p>	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>2,048Kbps that connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation Standard – 1.8 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VSND0004</p>	<p>A fixed VSAT system with a 1.8m antenna, 4 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, De-Ice, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non-penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to 2,048Kbps that</p>	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Site Ready Installation High-Wind – 1.8 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b></p>	<p>VHND0004</p>	<p>A fixed VSAT high-wind system with a 1.8m antenna, 3 watt Block Up Converter (BUC) Spare BUC, Low Noise Block Converter (LNB), Spare LNB, De-Ice, 250 Feet Dual RG6 Inter Facility Link (IFL) Cable and a Site Survey. This includes a standard non- penetrating flat roof antenna mount and installation of this system. Site survey includes, but not limited to, confirm satellite line of site, define placement of outdoor antenna, antenna mount selection type, confirm customer provided path for RG6 IFL cable placement from roof to Router/Modem room closet and location for router/modem (grounding included on antenna and BUC). This system supports transmission speeds between 32Kbps to</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		2,048Kbps that connects to the Wireline service (Private IP network). Router/Modem and Bandwidth is ordered separately. VSAT training is recommended for VSAT Terminal CPE system with feature identifiers identified below (TRQA0000 or TRCL0000).	

**Optional VSAT CPE Installations, Service Upgrades & Training**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>1.2m – Pole Mount with Installation</b>	VPLM0000	Price includes Pole mount and additional installation required for the Pole mount for a 1.2m VSAT antenna. The price shown is in addition to the standard 1.2m VSAT CPE. The pole is mounted in the ground. This includes digging the hole, (manually or by machine) providing the pole, supplying the cement, pouring it and setting the pole in place <u>at time of installation</u> of the VSAT Terminal CPE.	
<b>1.2m – Ridge Mount with Installation</b>	VRMI0000	Price includes Ridge mount and additional installation required for the Ridge mount for a 1.2m VSAT antenna <u>at time of installation</u> of the VSAT Terminal CPE. The price shown is in addition to the standard 1.2m VSAT CPE.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
1.2m – Wall Mount with Installation	VWMI0000	Price includes Wall mount and additional installation required for the Wall mount for a 1.2m VSAT antenna <u>at time of installation</u> of the VSAT Terminal CPE. The price shown is in addition to the standard 1.2m VSAT CPE.	
1.2m – Canopy Mount with Installation	VCMIO000	Price includes Canopy mount and additional installation required for the Canopy mount for a 1.2m VSAT antenna <u>at time of installation</u> of the VSAT Terminal CPE. The price shown is in addition to the standard 1.2m VSAT CPE. VSAT service.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>1.8m – Pole Mount with Installation</b></p>	<p>VPMI0000</p>	<p>Price includes Pole mount and additional installation required for the Pole mount for a 1.8m VSAT antenna. The price shown is in addition to the standard 1.8m VSAT CPE. The pole is mounted in the ground includes digging the hole, (manually or by machine) providing the pole, supplying the cement, pouring it and setting the pole in place <u>at time of installation</u> of the VSAT Terminal CPE.</p>	
<p><b>Custom Mount Configuration with Installation</b></p>	<p>VCMN0000</p>	<p>This custom mount configuration would be design to meet customer specifications outside the defined mounts. This item is only for VSAT installation to support this service.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Dual RG6 PVC Inter Facility Link (IFL) Cable	VPVC0006	Dual RG6 PVC IFL Cable. Standard VSAT CPE Options service includes cable and installation up to 250 feet. This price per foot includes labor, connectors, tie-wraps and cable <u>at time of installation</u> of the VSAT Terminal CPE. This item is only for VSAT installation to support this service.	
Dual RG6 Plenum Inter Facility Link (IFL) Cable	VPLN0006	Dual RG6 Plenum IFL Cable. Standard VSAT CPE Options service includes cable and installation up to 250 feet. This price per foot includes labor, connectors, tie-wraps and cable <u>at time of installation</u> of the VSAT Terminal CPE.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Dual RG11 PVC Inter Facility Link (IFL) Cable	VOVC0011	Dual RG11 PVC (IFL) Cable. Standard VSAT CPE Options service includes cable and installation up to 250 feet. This price per foot includes labor, connectors, tie-wraps and cable <u>at time of installation</u> of the VSAT Terminal CPE.	
Dual RG11 Plenum PVC Inter Facility Link (IFL) Cable	VPLN0011	Dual RG11 Plenum PVC IFL Cable. Standard VSAT CPE Options service includes cable and installation up to 250 feet. This price per foot includes labor, connectors, tie-wraps and cable <u>at time of installation</u> of the VSAT Terminal CPE.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Custom Inter Facility Link (IFL) Cable</b>	VCIF0000	This is for custom IFL cable for extended ranges from VSAT external to internal unit. Standard VSAT CPE Options service includes cable and installation up to 250 feet. This price per foot includes labor, connectors, tie-wraps and cable <u>at time of installation</u> of the VSAT Terminal CPE.	
<b>19" Rack Mount Kit for iDirect 3XXX / 5XXX Modem</b>	VRMN0019	Rack Mount Kit with installation for iDirect 3100 / 5100 19" Rack-mount kit (2 Rack Units or 3 1/2 Inches) at time of installation of the VSAT Terminal CPE.	
<b>Custom Spares Kit</b>	VCSP0000	This would support a custom spares kit defined by the customer requires outside the defined spares kits.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Custom Installation/ Upgrade/ Modification/ Retrofit</b></p>	<p>VCIR0000</p>	<p>This will provide a custom VSAT capabilities as a upgrade or retrofit to an existing system. All pricing will be an Individual Case Bases (ICB). These could include but not limited to replacement of antenna, BUC, LNB, IFL cabling, deice, alternate antenna mount, indoor unit, mobile command center or other vehicle.</p>	
<p><b>19" Rack Mount Kit for LinkStar Modem</b></p>	<p>VRLS0019</p>	<p>LinkStar RCST 19" Rack-mount kit (1 Rack Unit or 1.75 Inches) with <u>installation at time of installation</u> of the VSAT Terminal CPE.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Snow Shield for 1.2m Antenna (Gore-Tex®)</b></p>	<p>SSGT0000</p>	<p>Walton Passive Gore-Tex® Snow Shield for the 1.2-meter round single reflector optics antenna consisting of reflector cover made from UV Stable PTFE Coated Gore-Tex® radome material with ports to add heater option at a later date. This includes installation of the Snow Shield <u>at time of installation</u> of the VSAT Terminal CPE. Feed Horn Cover also recommended.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Snow Shield for 1.2m Antenna (Vinyl)</b></p>	<p>SSAV0000</p>	<p>Walton Passive Vinyl Snow Shield for the 1.2-meter antenna round single reflector optics antenna consisting of reflector cover made from Architect heavy duty vinyl material w/ports to add heater option at a later date. This includes installation of the Snow Shield <u>at time of installation</u> of the VSAT Terminal CPE. Feed Horn Cover also recommended.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Snow Shield for 1.8m Antenna (Gore-Tex®)</b></p>	<p>SNGT0000</p>	<p>Walton Passive Gore-Tex® Snow Shield for the 1.8-meter round single reflector optics antenna consisting of reflector cover made from UV Stable PTFE Coated Gore-Tex® radome material with ports to add heater option at a later date. This includes installation of the Snow Shield <u>at time of installation</u> of the VSAT Terminal CPE. Feed Horn Cover also recommended.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Snow Shield for 1.8m Antenna (Vinyl)</b></p>	<p>SNAV0000</p>	<p>Walton Passive Vinyl Snow Shield for the 1.8-meter antenna round single reflector optics antenna consisting of reflector cover made from Architect heavy duty vinyl material w/ports to add heater option at a later date. This includes installation of the Snow Shield <u>at time of installation</u> of the VSAT Terminal CPE. Feed Horn Cover also recommended.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Snow Shield for 2.4m Antenna (Gore-Tex®)</b></p>	<p>SHGT0000</p>	<p>Walton Passive Gore-Tex® Snow Shield for the 2.4-meter round single reflector optics antenna consisting of reflector cover made from UV Stable PTFE Coated Gore-Tex® radome material with ports to add heater option at a later date. This includes installation of the Snow Shield at time of installation of the VSAT Terminal CPE. Feed Horn Cover also recommended.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Snow Shield for 2.4m Antenna (Vinyl)</b></p>	<p>SHVN0000</p>	<p>Walton Passive Vinyl Snow Shield for the 2.4-meter antenna round single reflector optics antenna consisting of reflector cover made from Architect heavy duty vinyl material w/ports to add heater option at a later date. This includes installation of the Snow Shield at time of installation of the VSAT Terminal CPE. Feed Horn Cover also recommended.</p>	
<p><b>Snow Shield Feed Horn Cover</b></p>	<p>SFHC0000</p>	<p>Walton Passive Gore-Tex® Feed Horn Cover made from UV Stable PTFE Coated Gore-Tex® radome material. Universal 1.2m – 2.4m. This includes installation of the Snow Shield <u>at time of installation</u> of the VSAT Terminal CPE.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Training for Quick / Auto Deploy and VSAT Terminal CPE System</b>	TRQA00000	One day on-site customer operational training fee for Quick / Auto Deploy and VSAT Terminal CPE Systems at time of service installation. This training will include up to 3 participants.	
<b>Training for Quick / Auto Deploy and VSAT Terminal CPE Classroom Based Per Trainee</b>	TRCL0000	One day classroom based operational training for Quick/Auto Deploy & VSAT Terminal CPE system. Training can be at either Verizon's VSAT Training Center in Plano, Texas or at Customer Premise. If at customer site (other than time of install) customer will incur travel expenses of Verizon Trainer.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
VSAT Site Pre-Qualification	VSRV0000	Site survey fee conducted by Verizon field personnel. This includes, but not limited to, satellite line of site confirmation, outdoor antenna placement, mount type selection, Inter Facility Link (IFL) cable placement, cable run placement and installation of indoor unit.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>VSAT Field Service Rep Installation labor to complete other on-site work or Additional VSAT Field Visits</b>	VFSR0000	This field service rep is certified on complete installation of VSAT systems. Installation labor fee to complete other On-Site work such as external customer provided router and/or other customer provided protocol translation equipment. This hourly rate also applies to additional installations for those occasions when a VSAT Field Service Rep is required after the standard VSAT Terminal CPE installation for the truck roll (drive time).	
<b>VSAT Bandwidth Change</b>	VBND0000	This is a Service Fee to upgrade or downgrade satellite link bandwidth (within antenna capability).	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>VSAT Installation Expedite Fee</b>	VIEX0000	Expedite fee for installation, if requested by customer, will be to improve the provisioning date originally committed to the customer for this Managed Project.	

**VSAT Retermination or Re-Termination/Re-Installation**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>.98 Meter or 1.2 Meter VSAT Retermination consists of De-Install, Move, Re-Install within 50 miles of original location</b></p>	<p>VRTM0000</p>	<p>This includes the de-install, move and re-installation of .98 or 1.2m fixed antenna system both the outdoor and indoor satellite components within 50 miles of original location. The move includes shipping and handling of the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
.98 Meter or 1.2 Meter VSAT De-installation Only	VRDM0000	<p>This includes the de-installation of .98 or 1.2m fixed antenna system both the outdoor and indoor satellite components. The de-installation includes both the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units. Customer is responsible for shipping and/or storage of this equipment.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>.98 Meter or 1.2 Meter VSAT Re-installation Only</b></p>	<p>VSDN0000</p>	<p>This includes the re-installation of .98 or 1.2m fixed antenna system both the outdoor and indoor satellite components. The re-installation includes both the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units. Customer is responsible to provide equipment on-site prior to re-installation.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>.98 Meter or 1.2 Meter VSAT Retermination consists of De-Install, Move, Re-Install with deice with in 50 Miles of Original Location</b></p>	<p>VSRN0000</p>	<p>This includes the de-install, move and re-installation of .98 or 1.2m fixed antenna system with deice both the outdoor and indoor satellite components within 50 miles of original location. The move includes shipping and handling the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>.98 Meter or 1.2 Meter VSAT Re-installation with Deice</b></p>	<p>VRDE0000</p>	<p>This includes the re-installation of .98 or 1.2m fixed antenna system with deice both the outdoor and indoor satellite components. The re-installation includes both the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units. Customer is responsible to provide equipment on-site prior to re-installation.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>1.8 Meter VSAT Retermination consists of De-Install, Move, Re-Install within 50 miles of original location</b></p>	<p>VRNS0000</p>	<p>This includes the de-install, move and re-installation of 1.8m fixed antenna system both the outdoor and indoor satellite components within 50 miles of original location. The move includes shipping and handling the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
1.8 Meter VSAT De-installation	VDNS0000	<p>This includes the de-installation of 1.8m fixed antenna system both the outdoor and indoor satellite components. The de-installation includes both the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units. Customer is responsible for shipping and/or storage of this equipment.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>1.8 Meter VSAT Re-installation</b></p>	<p>VRIN0000</p>	<p>This includes the re-installation of 1.8m fixed antenna system both the outdoor and indoor satellite components. The re-installation includes both the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units. Customer is responsible to provide equipment on-site prior to re-installation.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>1.8 Meter VSAT with deice: Retermination consists of De-Install, Move, Re-Install within 50 miles of original location</b></p>	<p>VRTD0000</p>	<p>This includes the de-install, move and re-installation of 1.8m fixed antenna system with deice both the outdoor and indoor satellite components within 50 miles of original location. The move includes shipping and handling the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>1.8 Meter VSAT Re-installation with Deice</b></p>	<p>VRND0000</p>	<p>This includes the re-installation of 1.8m fixed antenna system with deice both the outdoor and indoor satellite components. The re-installation includes both the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units. Customer is responsible to provide equipment on-site prior to re-installation.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>2.4 Meter VSAT Retermination consists of De-Install, Move, Re-Install within 50 miles of original location</b></p>	<p>VSDR0000</p>	<p>This includes the de-install, move and re-installation of 2.4m fixed antenna system both the outdoor and indoor satellite components within 50 miles of original location. The move includes shipping and handling the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition the Inter Facility Link (IFL) cables that connects the outdoor and indoor units.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>2.4 Meter VSAT De-installation</b></p>	<p>VSDI0000</p>	<p>This includes the de-installation of 2.4m fixed antenna system both the outdoor and indoor satellite components. The de-installation includes both the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units. Customer is responsible for shipping and/or storage of this equipment.</p>	



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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>2.4 Meter VSAT Re-installation</b>	VSRI0000	This includes the re-installation of 2.4m fixed antenna system both the outdoor and indoor satellite components. The re-installation includes both the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units. Customer is responsible to provide equipment on-site prior to re-installation.	



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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>2.4 Meter VSAT Retermination consist of De-Install, Move, Re-Install with deice within 50 miles of original location</b></p>	<p>VSRT0000</p>	<p>This includes the de-install, move and re-installation of 2.4m fixed antenna system with deice both the outdoor and indoor satellite components within 50 miles of original location. The move includes both the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units.</p>	

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>2.4 Meter VSAT Re-installation with Deice</b></p>	<p>VSRD0000</p>	<p>This includes the re-installation of 2.4m fixed antenna system with deice both the outdoor and indoor satellite components. The move includes both the outdoor and indoor satellite systems. This includes the following items relevant to the outdoor unit: antenna main reflector, antenna mount, and all RF "radio frequency" components: Block up Converter and Low noise block converter. The indoor unit consists of: satellite modem/router. In addition, the Inter Facility Link (IFL) cables that connects the outdoor and indoor units. Customer is responsible to provide equipment on-site prior to re-installation.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Moving VSAT Antenna on the Same Roof. (.98, 1.2, 1.8 and 2.4m)</b></p>	<p>VMAS0000</p>	<p>This charge is for moving .98, 1.2, 1.8 or 2.4m satellite outdoor antenna assembly from one location to another on the same roof. This would include moving of the standard non-penetrating antenna system, re-pointing of the antenna and moving existing cables (additional cable can be provided at additional cost). This excludes moving the customer provided AC outlet used for the electric deice.</p>	
<p><b>VSAT Install / Maintenance Canceling Fee 48 Hour Notice</b></p>	<p>VCNF0000</p>	<p>Cancelling fee for install or Maintenance of service. Remote site cancellation policy is 48 hours (2 Business Day) in advance of scheduled installation.</p>	

**VSAT Router/Modem (requires Bandwidth Line Rate Data Channel Option)**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Required CPE - VSAT Fixed Router/Modem</b>			
<b>Router Bundle 1 - Required with Service - iDirect 3100, iDirect 3100 Spare, Proactive Mgmt, Maintenance, and Installation</b>	RBND0001	This is the Router/Modem bundle assembly that works in conjunction with the VSAT Terminal CPE and Bandwidth Line Rate Data Channel. This bundle includes the iDirect Satellite Router, Router Spare, Proactive InBand Management to the iDirect Router, Installation of the Router and 24x7 Same Day Maintenance (must be within 150 miles of the nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Angeles, Sherman Oaks, Dominguez Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and VSAT Terminal CPE is ordered separately.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Router Bundle 2 - Required with Service - iDirect 3125, iDirect 3125 Spare, Proactive Mgmt, Maintenance, and Installation</b>	RBND0002	This is the Router/Modem bundle assembly that works in conjunction with the VSAT Terminal CPE and Bandwidth Line Rate Data Channel. This bundle includes the iDirect Satellite Router, Router Spare, Proactive InBand Management to the iDirect Router, Installation of the Router and 24x7 Same Day Maintenance (must be within 150 miles of the nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and VSAT Terminal CPE is ordered separately.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Router Bundle 3 - Required with Service - iDirect 5100, iDirect 5100 Spare, Proactive Mgmt Maintenance, and Installation</b></p>	<p>RBND0003</p>	<p>This is the Router/Modem bundle assembly that works in conjunction with the VSAT Terminal CPE and Bandwidth Line Rate Data Channel. This bundle includes the iDirect Satellite Router, Router Spare, Proactive InBand Management to the iDirect Router, Installation of the Router and 24x7 Same Day Maintenance (must be within 150 miles of the nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and VSAT Terminal CPE is ordered separately.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Router Bundle 4 - Required with Service - iDirect 5150, iDirect 5150 Spare, Proactive Mgmt, Maintenance, and Installation</b></p>	<p>RBND0004</p>	<p>This is the Router/Modem bundle assembly that works in conjunction with the VSAT Terminal CPE and Bandwidth Line Rate Data Channel. This bundle includes the iDirect Satellite Router, Router Spare, Proactive InBand Management to the iDirect Router, Installation of the Router and 24x7 Same Day Maintenance (must be within 150 miles of the nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and VSAT Terminal CPE is ordered separately.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Router Bundle 5 - Required with Service - iDirect 5300, iDirect 5300 Spare, Proactive Mgmt, Maintenance, and Installation.</b></p>	<p>RBND0005</p>	<p>This is the Router/Modem bundle assembly that works in conjunction with the VSAT Terminal CPE and Bandwidth Line Rate Data Channel. This bundle includes the iDirect Satellite Router, Router Spare, Proactive InBand Management to the iDirect Router, Installation of the Router and 24x7 Same Day Maintenance (must be within 150 miles of the nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and VSAT Terminal CPE is ordered separately.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Router Bundle 6 - Required with Service - iDirect 5350, iDirect 5350 Spare, Proactive Mgmt, Maintenance, and Installation</b></p>	<p>RBND0006</p>	<p>This is the Router/Modem bundle assembly that works in conjunction with the VSAT Terminal CPE and Bandwidth Line Rate Data Channel. This bundle includes the iDirect Satellite Router, Router Spare, Proactive InBand Management to the iDirect Router, Installation of the Router and 24x7 Same Day Maintenance (must be within 150 miles of the nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and VSAT Terminal CPE is ordered separately.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Router Bundle 7 - Required with Service - iDirect 7350, iDirect 7350 Spare, Proactive Mgmt, Maintenance, and Installation</b></p>	<p>RBND0007</p>	<p>This is the Router/Modem bundle assembly that works in conjunction with the VSAT Terminal CPE and Bandwidth Line Rate Data Channel. This bundle includes the iDirect Satellite Router, Router Spare, Proactive InBand Management to the iDirect Router, Installation of the Router and 24x7 Same Day Maintenance (must be within 150 miles of the nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and VSAT Terminal CPE is ordered separately.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Router Bundle 8 - Required with Service - iDirect 8100, iDirect 8100 Spare, Proactive Mgmt, Maintenance, and Installation</b></p>	<p>RBND0008</p>	<p>This is the Router/Modem bundle assembly that works in conjunction with the VSAT Terminal CPE and Bandwidth Line Rate Data Channel. This bundle includes the iDirect Satellite Router, Router Spare, Proactive InBand Management to the iDirect Router, Installation of the Router and 24x7 Same Day Maintenance (must be within 150 miles of the nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and VSAT Terminal CPE is ordered separately.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Router Bundle 9 - Required with Service - iDirect 8350, iDirect 8350 Spare, Proactive Mgmt, Maintenance, and Installation</b></p>	<p>RBND0009</p>	<p>This is the Router/Modem bundle assembly that works in conjunction with the VSAT Terminal CPE and Bandwidth Line Rate Data Channel. This bundle includes the iDirect Satellite Router, Router Spare, Proactive InBand Management to the iDirect Router, Installation of the Router and 24x7 Same Day Maintenance (must be within 150 miles of the nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and VSAT Terminal CPE is ordered separately.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Router Bundle10 - Required with Service - ViaSat LinkStar RCST , ViaSat LinkStar RCST Spare, Proactive Mgmt, Maintenance, and Installation</b></p>	<p>RBND0010</p>	<p>This is the Router/Modem bundle assembly that works in conjunction with the VSAT Terminal CPE and Bandwidth Line Rate Data Channel. This bundle includes the iDirect Satellite Router, Router Spare, Proactive InBand Management to the iDirect Router, Installation of the Router and 24x7 Same Day Maintenance (must be within 150 miles of the nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and VSAT Terminal CPE is ordered separately.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Optional iDirect 1200 Hub Accelerator - iDirect 1200, iDirect 1200 Spare, Maintenance, and Installation</b></p>	<p>OIDR1200</p>	<p>This is an optional iDirect 1200 Hub device that would be deployed at VzB earth station and work in conjunction with the VSAT iDirect 1100 remote device below to provide WAN acceleration. The remote site requires the iDirect 1100 accelerator. This iDirect 1200 Hub Accelerator works with one or more iDirect 1100's at the remote sites. This accelerator prioritizes traffic based upon customer identified application priority. This bundle includes the iDirect 1200 hub, installation and Proactive InBand Management to the iDirect Hub. Bandwidth and VSAT Terminal CPE is ordered separately. Installation of the Router and 24x7 Same Day Maintenance (must be within 150 miles of the nearest</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Optional iDirect 1110 Remote Accelerator - iDirect 1110, iDirect 1110 Spare, Maintenance, and Installation</b></p>	<p>OIDR1110</p>	<p>This is an optional iDirect 1100 Remote Accelerator that would be deployed at the customer site and work in conjunction with the iDirect 1200 Hub Accelerator located at the VzB earth station. The iDirect 1100 requires the iDirect 1200 at the earth station. This accelerator prioritizes traffic based upon customer identified application priority. This bundle includes the iDirect 1100 remote accelerator, installation and Proactive InBand Management to the remote accelerator. Installation of the Router and 24x7 Same Day Maintenance (must</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>be within 150 miles of the nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and VSAT Terminal CPE is ordered separately.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Required CPE - VSAT Portable Quick/Auto Deploy (requires Bandwidth Line Rate Data Channel Option)</b>			
<b>Bundle Quick Deploy - 1.2 Meter Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	STQD0001	This Quick Deploy bundle includes the iDirect Router, Router Spare, Proactive InBand Management to the iDirect Router and Next Day Maintenance. Bandwidth is ordered separately. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Training is required for Quick Deploy with feature identifiers identified above TRQA0000 or TRCL0000.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Bundle Quick Deploy - 1.2 Meter Antenna, 8 watt BUC, LNB, iDirect 7350, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b></p>	<p>STQD0002</p>	<p>This Quick Deploy bundle includes the iDirect Router, Router Spare, Proactive InBand Management to the iDirect Router and Next Day Maintenance. Bandwidth is ordered separately. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Training is required for Quick Deploy with feature identifiers identified above TRQA0000 or TRCL0000.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Bundle Quick Deploy - 1.8 Meter Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b></p>	<p>STQD0003</p>	<p>This Quick Deploy bundle includes the iDirect Router, Router Spare, Proactive InBand Management to the iDirect Router and Next Day Maintenance. Bandwidth is ordered separately. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Training is required for Quick Deploy with feature identifiers identified above TRQA0000 or TRCL0000.</p>	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Bundle Quick Deploy - 1.8 Meter Antenna, 8 watt BUC, LNB, iDirect 7350, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b></p>	<p>STQD0004</p>	<p>This Quick Deploy bundle includes the iDirect Router, Router Spare, Proactive InBand Management to the iDirect Router and Next Day Maintenance. Bandwidth is ordered separately. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Training is required for Quick Deploy with feature identifiers identified above TRQA0000 or TRCL0000.</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Bundled Auto Deploy (Standard) - .98 Meter 1-Piece Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b></p>	<p>STAD0001</p>	<p>This Quick Deploy bundle includes the iDirect Router, Router Spare, Proactive InBand Management to the iDirect Router and Next Day Maintenance. Bandwidth is ordered separately. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Training is recommended for Auto Deploy with feature identifiers identified above TRQA0000 or TRCL0000.</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Bundled Auto Deploy (Standard) - 1.2 Meter 1-Piece Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b></p>	<p>STAD0002</p>	<p>This Quick Deploy bundle includes the iDirect Router, Router Spare, Proactive InBand Management to the iDirect Router and Next Day Maintenance. Bandwidth is ordered separately. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Training is recommended for Auto Deploy with feature identifiers identified above TRQA0000 or TRCL0000.</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Bundled Auto Deploy (Standard) - 1.2 Meter 1-Piece Antenna, 8 watt BUC, LNB, iDirect 7350, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	STAD0003	This Quick Deploy bundle includes the iDirect Router, Router Spare, Proactive InBand Management to the iDirect Router and Next Day Maintenance. Bandwidth is ordered separately. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Training is recommended for Auto Deploy with feature identifiers identified above TRQA0000 or TRCL0000.	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Bundled Auto Deploy (Rugged) - .96 Meter 1-Piece Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	SADR0001	This Quick Deploy bundle includes the iDirect Router, Router Spare, Proactive InBand Management to the iDirect Router and Next Day Maintenance. Bandwidth is ordered separately. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Training is recommended for Auto Deploy with feature identifiers identified above TRQA0000 or TRCL0000.	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Bundled Auto Deploy (Rugged) - 1.2 Meter 4-Piece Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	SADR0002	This Quick Deploy bundle includes the iDirect Router, Router Spare, Proactive InBand Management to the iDirect Router and Next Day Maintenance. Bandwidth is ordered separately. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Training is recommended for Auto Deploy with feature identifiers indentified above TRQA0000 or TRCL0000.	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>Bundled Auto Deploy (Rugged) - 1.2 Meter 4-Piece Antenna, 8 watt BUC, LNB, iDirect 7350, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b></p>	<p>SADR0003</p>	<p>This Quick Deploy bundle includes the iDirect Router, Router Spare, Proactive InBand Management to the iDirect Router and Next Day Maintenance. Bandwidth is ordered separately. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Training is recommended for Auto Deploy with feature identifiers identified above TRQA0000 or TRCL0000.</p>	
<p><b>Auto Deploy Mobile Vehicle Integration</b></p>	<p>ADMV0001</p>	<p>Turn Key solution which includes design, installation and test of standard Auto Deploy system on customer provided vehicle. This line item requires feature identifiers of STAD0001 and STAD0002.</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Mobile Communications Command Center (MC3)</b>	MCCC0000	Mobile Communication Command Center (MC3) to allow for emergency VSAT communications with the capability of providing Voice, Video and Data solutions. Pre-arranged ICB pricing must be established in advanced. A minimum of 4 weeks must be given for processing. These mobile vehicles have the following general features: 1.) range between 40-foot and 53-foot self-contained vehicles 2.) each vehicle is outfitted with up to 24 individual stations, each with a telephone jack, an Ethernet port, and an electrical outlet 3.) equipped with wired VoIP telephones, wireless IP telephones, and both wired and wireless Ethernet access for laptops 4.) MC3 vehicles offer ports with	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>customer provided PCs attached as well as ports available for personal PC attachment 5.) Each Mobile Communications Command Center is equipped with 2 satellite televisions (1 LCD flat-screen and 1 CRT regular). Bandwidth Line Rate Data Channel is ordered separately. Services need to be ordered and reserved in advance with this MC3 option.</p>	

**Primary VSAT Bandwidth Line Rate Data Channel (requires VSAT CPE)**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Transmit/Receive</b>			
32kb / 32kb	VSPB0001	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
32kb / 64kb	VSPB0002	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
32kb / 128kb	VSPB0004	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
32kb / 256kb	VSPB0007	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
32kb / 384kb	VSPB0010	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations	
32kb / 512kb	VSPB0014	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
32kb / 768kb	VSPB0020	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations	
32kb / 1024kb	VSPB0026	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
32kb / 1544kb	VSPB0035	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
32kb / 2048kb	VSPB0043	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
64kb / 64kb	VSPB0003	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
64kb / 128kb	VSPB0005	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
64kb / 256kb	VSPB0008	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
64kb / 384kb	VSPB0011	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
64kb / 512kb	VSPB0015	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
64kb / 768kb	VSPB0021	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
64kb / 1024kb	VSPB0027	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
64kb / 1544kb	VSPB0036	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
64kb / 2048kb	VSPB0044	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
128kb / 128kb	VSPB0006	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
128kb / 256kb	VSPB0009	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
128kb / 384kb	VSPB0012	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
128kb / 512kb	VSPB0016	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations	
128kb / 768kb	VSPB0022	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
128kb / 1024kb	VSPB0028	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
128kb / 1544kb	VSPB0037	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations. VSAT service.	
128kb / 2048kb	VSPB0045	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
256kb / 256kb	VSPB0013	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
256kb / 384kb	VSPB0017	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations. VSAT service.	
256kb / 512kb	VSPB0018	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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## 6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
256kb / 768kb	VSPB0024	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
256kb / 1024kb	VSPB0030	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations. VSAT service.	
256kb / 1544kb	VSPB0039	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
256kb / 2048kb	VSPB0046	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
384kb / 384kb	VSPB0019	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
384kb / 512kb	VSPB0023	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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## 6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
384kb / 768kb	VSPB0029	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
384kb / 1024kb	VSPB0032	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations. VSAT service.	
384kb / 1544kb	VSPB0040	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
384kb / 2048kb	VSPB0048	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
512kb / 512kb	VSPB0025	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
512kb / 768kb	VSPB0031	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
512kb / 1024kb	VSPB0033	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
512kb / 1544kb	VSPB0042	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
512kb / 2048kb	VSPB0049	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
768kb / 768kb	VSPB0034	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations	
768kb / 1024kb	VSPB0038	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations	
768kb / 1544kb	VSPB0047	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
768kb / 2048kb	VSPB0051	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
1024kb / 1024kb	VSPB0041	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
1024kb / 1544kb	VSPB0050	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
1024kb / 2048kb	VSPB0052	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
1544kb / 1544kb	VSPB0053	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
1544kb / 2048kb	VSPB0054	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
2048kb / 2048kb	VSPB0055	This service includes VSAT systems transmit and receive bandwidth for 1 end point. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

**Backup VSAT Bandwidth Line Rate Data Channel**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Transmit/Receive</b>			
32kb / 32kb	VSBB0001	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
32kb / 64kb	VSBB0002	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
32Kb / 128kb	VSBB0004	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
32kb / 256kb	VSBB0007	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
32kb / 384kb	VSBB0010	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
32kb / 512kb	VSBB0014	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
32kb / 768kb	VSBB0020	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
32kb / 1024kb	VSBB0026	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
32kb / 1544kb	VSBB0035	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
32kb / 2048kb	VSBB0043	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
64kb / 64kb	VSBB0003	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
64kb / 128kb	VSBB0005	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
64kb / 256kb	VSBB0008	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
64kb / 384kb	VSBB0011	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
64kb / 512kb	VSBB0015	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
64kb / 768kb	VSBB0021	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
64kb / 1024kb	VSBB0027	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
64kb / 1544kb	VSBB0036	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
64kb / 2048kb	VSBB0044	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
128kb / 128kb	VSBB0006	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
128kb / 256kb	VSBB0009	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
128kb / 384kb	VSBB0012	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
128kb / 512kb	VSBB0016	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
128kb / 768kb	VSBB0022	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
128kb / 1024kb	VSBB0028	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
128kb / 1544kb	VSBB0037	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
128kb / 2048kb	VSBB0045	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
256kb / 256kb	VSBB0013	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
256kb / 384kb	VSBB0017	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
256kb / 512kb	VSBB0018	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
256kb / 768kb	VSBB0024	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
256kb / 1024kb	VSBB0030	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
256kb / 1544kb	VSBB0039	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations	
256kb / 2048kb	VSBB0046	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
384kb / 384kb	VSBB0019	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
384kb / 512kb	VSBB0023	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

<b>Feature Name</b>	<b>Feature Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
384kb / 768kb	VSBB0029	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
384kb / 1024kb	VSBB0032	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
384kb / 1544kb	VSBB0040	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
384kb / 2048kb	VSBB0048	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
512kb / 512kb	VSBB0025	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
512kb / 768kb	VSBB0031	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
512kb / 1024kb	VSBB0033	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
512kb / 1544kb	VSBB0042	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
512kb / 2048kb	VSBB0049	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
768kb / 768kb	VSBB0034	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
768kb / 1024kb	VSBB0038	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
768kb / 1544kb	VSBB0047	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
768kb / 2048kb	VSBB0051	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
1024kb / 1024kb	VSBB0041	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
1024kb / 1544kb	VSBB0050	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
1024kb / 2048kb	VSBB0052	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
1544kb / 1544kb	VSBB0053	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	
1544kb / 2048kb	VSBB0054	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
2048kb / 2048kb	VSBB0055	This service includes VSAT transmit and receive bandwidth for 1 end point for backup service only. Backup service is based on customer having a minimum of ten disaster recovery sites included in the network. Reactive network management includes notification of outage, trouble ticket generation and escalations.	

**Primary VSAT Bandwidth Expedite Forwarding (EF) Line Rate Data Channel**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Transmit/Receive</b>			
<b>32kb / 32kb</b>	VSEF0001	This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.	
<b>64kb / 64kb</b>	VSEF0002	This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
96kb / 96kb	VSEF0003	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.</p>	
128kb / 128kb	VSEF0004	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
160kb / 160kb	VSEF0005	This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.	
192kb / 192kb	VSEF0006	This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
224kb / 224kb	VSEF0007	This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.	
256kb / 256kb	VSEF0008	This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
288kb / 288kb	VSEF0009	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.</p>	
320kb / 320kb	VSEF0010	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
352kb / 352kb	VSEF0011	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.</p>	
384kb / 384kb	VSEF0012	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
2048kb / 2048kb	VSEF0017	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth.</p>	

**Backup VSAT Bandwidth Expedite Forwarding (EF) Line Rate Data Channel**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Transmit/Receive</b>			
32kb / 32kb	WDRB0001	This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
64kb / 64kb	WDRB0002	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
96kb / 96kb	WDRB0003	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
128kb / 128kb	WDRB0004	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
160kb / 1160kb	WDRB0005	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
192kb / 192kb	WDRB0006	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
224kb / 224kb	WDRB0007	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
256kb / 256kb	WDRB0008	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
288kb / 288kb	WDRB0009	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
320kb / 320kb	WDRB0010	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
352kb / 352kb	WDRB0011	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
384kb / 384kb	WDRB0012	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
512kb / 512kb	WDRB0013	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
768kb / 768kb	WDRB0014	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
1024kb / 1024kb	WDRB0015	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
1544kb / 1544kb	WDRB0016	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
2048kb / 2048kb	WDRB0017	<p>This service includes VSAT transmit and receive Expedite Forwarding (EF) bandwidth for 1 end point for backup service only. This service provides QoS to allow for priority queuing across the VSAT link only. This is incremental service to the VSAT Primary or Backup bandwidth. Backup service is based on customer having a minimum of ten VSAT Terminal CPE disaster recovery sites included in the network.</p>	

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

**VSAT Bandwidth Data Channel Additional Network Bandwidth In/Out Service**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>Transmit/Receive</b>			
<b>512kb Outroute Bandwidth</b>	WDOB0512	This service includes VSAT Bandwidth on the network that is dedicated to the requesting agency (remotes are still required to signup for a minimum 32k x 32k B/W on a per site bases). Reactive network management includes notification of outage, trouble ticket generation and escalations.	
<b>1024kb Outroute Bandwidth</b>	WDOB1024	This service includes VSAT Bandwidth on the network that is dedicated to the requesting agency (remotes are still required to signup for a minimum 32k x 32k B/W on a per site bases). Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>2048kb Outroute Bandwidth</b>	WDOB2048	This service includes VSAT Bandwidth on the network that is dedicated to the requesting agency (remotes are still required to signup for a minimum 32k x 32k B/W on a per site bases). Reactive network management includes notification of outage, trouble ticket generation and escalations.	
<b>512kb Inroute Bandwidth</b>	WDIB0512	This service includes VSAT Bandwidth on the network that is dedicated to the requesting agency (remotes are still required to signup for a minimum 32k x 32k B/W on a per site bases). Reactive network management includes notification of outage, trouble ticket generation and escalations.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>1024kb Inroute Bandwidth</b>	WDIB01024	This service includes VSAT Bandwidth on the network that is dedicated to the requesting agency (remotes are still required to signup for a minimum 32k x 32k B/W on a per site bases). Reactive network management includes notification of outage, trouble ticket generation and escalations.	
<b>2048kb Inroute Bandwidth</b>	WDIB2048	This service includes VSAT Bandwidth on the network that is dedicated to the requesting agency (remotes are still required to signup for a minimum 32k x 32k B/W on a per site bases). Reactive network management includes notification of outage, trouble ticket generation and escalations.	

**VSAT High Speed System Service**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<b>VSAT System 3.072 Meg Service Full Turn Key Service</b>	VFTK3072	This is a Custom assembly of equipment requirements to include all elements required for a VSAT system. This would include but not limited to Satellite Router, Router Spare, Proactive InBand Management, Antenna, Block Up Converter (BUC), Spare BUC, Low Noise Block Converter (LNB), Spare LNB, System installation, 250 Feet Dual Inter Facility Link (IFL) Cable, 24x7 Same Day Maintenance (must be within 150 miles of nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland,	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Dublin, Hayward, San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and Site Survey.</p>	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>VSAT System 4.096 Meg Service Full Turn Key Service</b></p>	<p>VFTK4096</p>	<p>This is a Custom assembly of equipment requirements to include all elements required for a VSAT system. This would include but not limited to Satellite Router, Router Spare, Proactive InBand Management, Antenna, Block Up Converter (BUC), Spare BUC, Low Noise Block Converter (LNB), Spare LNB, System installation, 250 Feet Dual Inter Facility Link (IFL) Cable, 24x7 Same Day Maintenance (must be within 150 miles of nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward,</p>	

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and Site Survey.</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p><b>VSAT System 6.144 Meg Service Full Turn Key Service</b></p>	<p>VFTK6144</p>	<p>This is a Custom assembly of equipment requirements to include all elements required for a VSAT system. This would include but not limited to Satellite Router, Router Spare, Proactive InBand Management, Antenna, Block Up Converter (BUC), Spare BUC, Low Noise Block Converter (LNB), Spare LNB, System installation, 250 Feet Dual Inter Facility Link (IFL) Cable, 24x7 Same Day Maintenance (must be within 150 miles of nearest service city otherwise next day maintenance will apply). Customer will be notified of the maintenance plan (same day or next day) prior to order submission. Service areas include West Sacramento, Redding, Stockton, Concord, Oakland, Dublin, Hayward,</p>	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>San Jose, San Francisco, Santa Rosa, Salinas, Los Angeles, Sherman Oaks, Dominguez Hills, Irvine, San Diego, Bloomington, (Rialto), Fresno, Bakersfield. Next Day Maintenance Hours are Monday thru Friday, 8:00AM to 5:00PM local time only, excluding holidays. Trouble ticket must be in by 1:00PM prior day. Bandwidth and Site Survey.</p>	

**Applicable Service Level Agreements:**

- VSAT Service Availability Percentage
- VSAT Service Network Packet Delivery / Transit Delay
- Catastrophic Outage 1
- Catastrophic Outage 3
- Round Trip Transmission Delay
- Excessive Outage
- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

**Service Identifier:** BFWA Data Channel Additional Line Rate - VSAT

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

**VSAT Terminal CPE**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Site Ready Installation Standard – 0.98 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable & Site Survey.	VSIU0001	Per System	\$2,024.71	N/A	N/A
Site Ready Installation Standard – 0.98 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable & Site Survey.	VSIU0002	Per System	\$2,625.20	N/A	N/A
Site Ready Installation Standard – 0.98 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable & Site Survey.	VSIU0003	Per System	\$3,032.13	N/A	N/A

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Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Site Ready Installation Standard – 0.98 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b>	VSIU0004	Per System	\$3,632.62	N/A	N/A
<b>Site Ready Installation Standard – 1.2 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b>	VSTI0003	Per System	\$2,136.64	N/A	N/A
<b>Site Ready Installation High-Wind – 1.2 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b>	VHWI0003	Per System	\$2,832.74	N/A	N/A

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT 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>Site Ready Installation Standard – 1.2 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b>	VSTD0003	Per System	\$2,865.39	N/A	N/A
<b>Site Ready Installation High-Wind – 1.2 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b>	VHWD0003	Per System	\$2,832.74	N/A	N/A
<b>Site Ready Installation Standard – 1.2 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b>	VSTI0004	Per System	\$3,144.07	N/A	N/A

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Site Ready Installation High-Wind – 1.2 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable & Site Survey.	VHWA0003	Per System	\$3,840.17	N/A	N/A
Site Ready Installation Standard – 1.2 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable & Site Survey.	VSTD0004	Per System	\$3,872.82	N/A	N/A
Site Ready Installation High-Wind – 1.2 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable & Site Survey.	VHWD0004	Per System	\$4,452.32	N/A	N/A

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Site Ready Installation Standard – 1.8 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable & Site Survey.	VSNI0003	Per System	\$3,189.54	N/A	N/A
Site Ready Installation High-Wind – 1.8 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable & Site Survey.	VHNI0003	Per System	\$5,266.19	N/A	N/A
Site Ready Installation Standard – 1.8 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable & Site Survey.	VSND0003	Per System	\$4,466.31	N/A	N/A

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Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Site Ready Installation High-Wind – 1.8 Meter Non-Penetrating Antenna, 3 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable & Site Survey.	VHND0003	Per System	\$6,542.96	N/A	N/A
Site Ready Installation Standard – 1.8 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable & Site Survey.	VSNI0004	Per System	\$4,196.96	N/A	N/A
Site Ready Installation High-Wind – 1.8 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, 250 Feet dual RG6 IFL Cable & Site Survey.	VHNI0004	Per System	\$6,273.61	N/A	N/A

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT 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>Site Ready Installation Standard – 1.8 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b>	VSND0004	Per System	\$5,473.73	N/A	N/A
<b>Site Ready Installation High-Wind – 1.8 Meter Non-Penetrating Antenna, 4 Watt BUC, Spare BUC, LNB, Spare LNB, De-Ice, 250 Feet dual RG6 IFL Cable &amp; Site Survey.</b>	VHND0004	Per System	\$7,550.38	N/A	N/A

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

**Optional VSAT CPE Installations, Service Upgrades & Training**

<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>1.2m – Pole Mount with Installation</b>	VPLM0000	Per Unit	\$1,530.40	N/A	N/A
<b>1.2m – Ridge Mount with Installation</b>	VRMI0000	Per Unit	\$510.40	N/A	N/A
<b>1.2m – Wall Mount with Installation</b>	VWMI0000	Per Unit	\$420.00	N/A	N/A
<b>1.2m – Canopy Mount with Installation</b>	VCMIO0000	Per Unit	\$420.00	N/A	N/A
<b>1.8m – Pole Mount with Installation</b>	VPMIO0000	Per Unit	\$1,980.00	N/A	N/A
<b>Custom Mount Configuration with Installation</b>	VCMN0000	Per Unit	ICB	N/A	N/A
<b>Dual RG6 PVC Inter Facility Link (IFL) Cable</b>	VPVC0006	Per Foot	\$1.80	N/A	N/A
<b>Dual RG6 Plenum Inter Facility Link (IFL) Cable</b>	VPLN0006	Per Foot	\$1.80	N/A	N/A
<b>Dual RG11 PVC Inter Facility Link (IFL) Cable</b>	VOVC0011	Per Foot	\$2.00	N/A	N/A
<b>Dual RG11 Plenum PVC Inter Facility Link (IFL) Cable</b>	VPLN0011	Per Foot	\$3.00	N/A	N/A
<b>Custom Inter Facility Link (IFL) Cable</b>	VCIF0000	Per Foot	ICB	N/A	N/A
<b>19" Rack Mount Kit for iDirect 3XXX / 5XXX Modem</b>	VRMN0019	Per Unit	\$186.40	N/A	N/A

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<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 Spares Kit</b>	VCSP0000	Per Kit	ICB	N/A	N/A
<b>Custom Installation/Upgrade/Modification/Retrofit</b>	VCIR0000	Per Occurrence	ICB	N/A	N/A
<b>19" Rack Mount Kit for LinkStar Modem</b>	VRLS0019	Per Unit	\$21.00	N/A	N/A
<b>Snow Shield for 1.2m Antenna (Gore-Tex®)</b>	SSGT0000	Per Unit	\$552.00	N/A	N/A
<b>Snow Shield for 1.2m Antenna (Vinyl)</b>	SSAV0000	Per Unit	\$222.00	N/A	N/A
<b>Snow Shield for 1.8m Antenna (Gore-Tex®)</b>	SNGT0000	Per Unit	\$1,092.00	N/A	N/A
<b>Snow Shield for 1.8m Antenna (Vinyl)</b>	SNAV0000	Per Unit	\$330.00	N/A	N/A
<b>Snow Shield for 2.4m Antenna (Gore-Tex®)</b>	SHGT0000	Per Unit	\$1,674.00	N/A	N/A
<b>Snow Shield for 2.4m Antenna (Vinyl)</b>	SHVN0000	Per Unit	\$600.00	N/A	N/A
<b>Snow Shield Feed Horn Cover</b>	SFHC0000	Per Unit	\$78.00	N/A	N/A
<b>Training for Quick / Auto Deploy and VSAT Terminal CPE System</b>	TRQA0000	Per Person	\$808.00	N/A	N/A
<b>Training for Quick / Auto Deploy and VSAT Terminal CPE Classroom Based Per Trainee</b>	TRCL0000	Per Person	\$1,200.00	N/A	N/A
<b>VSAT Site Pre-Qualification</b>	VSRV0000	Per Occurrence	\$272.00	N/A	N/A

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>VSAT Field Service Rep Installation labor to complete other on-site work or Additional VSAT Field Visits</b>	VFSR0000	Per Hour	\$129.00		N/A
<b>VSAT Bandwidth Change</b>	VBND0000	Per Occurrence	\$52.00		N/A
<b>VSAT Installation Expedite Fee</b>	VIEX0000	Per Occurrence	\$400.00		N/A

**VSAT Retermination or Re-Termination/Re-Installation**

<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>.98 Meter or 1.2 Meter VSAT Retermination consists of De-Install, Move, Re-Install within 50 miles of original location</b>	VRTM0000	Per Occurrence	\$960.00	N/A	N/A
<b>.98 Meter or 1.2 Meter VSAT De-installation Only</b>	VRDM0000	Per Occurrence	\$304.00	N/A	N/A
<b>.98 Meter and 1.2 Meter VSAT Re-installation Only</b>	VSDN0000	Per Occurrence	\$656.00	N/A	N/A
<b>.98 Meter or 1.2 Meter VSAT Retermination consists of De-Install, Move, Re-Install with deice with in 50 Miles of Original Location</b>	VSRN0000	Per Occurrence	\$1,080.00	N/A	N/A
<b>.98 Meter or 1.2 Meter VSAT Re-installation with Deice</b>	VRDE0000	Per Occurrence	\$776.00	N/A	N/A
<b>1.8 Meter VSAT Retermination consists of De-Install, Move, Re-Install within 50 miles of original location</b>	VRNS0000	Per Occurrence	\$1,376.00	N/A	N/A
<b>1.8 Meter VSAT De-installation</b>	VDNS0000	Per Occurrence	\$480.00	N/A	N/A
<b>1.8 Meter VSAT Re-installation</b>	VRIN0000	Per Occurrence	\$1,016.00	N/A	N/A

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6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>1.8 Meter VSAT with deice: Retermination consists of De-Install, Move, Re-Install within 50 miles of original location</b>	VRTD0000	Per Occurrence	\$1,496.00	N/A	N/A
<b>1.8 Meter VSAT Re-installation with Deice</b>	VRND0000	Per Occurrence	\$1,136.00	N/A	N/A
<b>2.4 Meter VSAT Retermination consists of De-Install, Move, Re-Install within 50 miles of original location</b>	VSDR0000	Per Occurrence	ICB	N/A	N/A
<b>2.4 Meter VSAT De-installation</b>	VSDI0000	Per Occurrence	ICB	N/A	N/A
<b>2.4 Meter VSAT Re-installation</b>	VSRI0000	Per Occurrence	ICB	N/A	N/A
<b>2.4 Meter VSAT Retermination consist of De-Install, Move, Re-Install with deice within 50 miles of original location</b>	VSRT0000	Per Occurrence	ICB	N/A	N/A
<b>2.4 Meter VSAT Re-installation with Deice</b>	VSRD0000	Per Occurrence	ICB	N/A	N/A
<b>Moving VSAT Antenna on the Same Roof. (.98, 1.2, 1.8 and 2.4m)</b>	VMAS0000	Per Occurrence	\$664.00	N/A	N/A

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<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>VSAT Install / Maintenance Canceling Fee 48 Hour Notice</b>	VCNF0000	Per Occurrence	\$240.00	N/A	N/A

**VSAT Router/Modem (requires Bandwidth Line Rate Data Channel Option)**

<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>Required CPE - VSAT Fixed Router/Modem</b>					
<b>Router Bundle 1 - Required with Service - iDirect 3100, iDirect 3100 Spare, Proactive Mgmt, Maintenance, and Installation</b>	RBND0001	Per System	\$275.00	\$234.54	N/A
<b>Router Bundle 2 - Required with Service - iDirect 3125, iDirect 3125 Spare, Proactive Mgmt, Maintenance, and Installation</b>	RBND0002	Per System	\$275.00	\$234.54	N/A
<b>Router Bundle 3 - Required with Service - iDirect 5100, iDirect 5100 Spare, Proactive Mgmt, Maintenance, and Installation</b>	RBND0003	Per System	\$275.00	\$298.54	N/A
<b>Router Bundle 4 - Required with Service - iDirect 5150, iDirect 5150 Spare, Proactive Mgmt, Maintenance, and Installation</b>	RBND0004	Per System	\$275.00	\$316.54	N/A
<b>Router Bundle 5 - Required with Service - iDirect 5300, iDirect 5300 Spare, Proactive Mgmt, Maintenance, and Installation</b>	RBND0005	Per System	\$275.00	\$412.54	N/A

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Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Router Bundle 6 - Required with Service - iDirect 5350, iDirect 5350 Spare, Proactive Mgmt, Maintenance, and Installation	RBND0006	Per System	\$275.00	\$426.54	N/A
Router Bundle 7 - Required with Service - iDirect 7350, iDirect 7350 Spare, Proactive Mgmt, Maintenance, and Installation	RBND0007	Per System	\$275.00	\$564.54	N/A
Router Bundle 8 - Required with Service - iDirect 8100, iDirect 8100 Spare, Proactive Mgmt, Maintenance, and Installation	RBND0008	Per System	\$275.00	\$748.54	N/A
Router Bundle 9 - Required with Service - iDirect 8350, iDirect 8350 Spare, Proactive Mgmt, Maintenance, and Installation	RBND0009	Per System	\$275.00	\$1,148.54	N/A
Router Bundle10 - Required with Service - ViaSat LinkStar RCST , ViaSat LinkStar RCST Spare, Proactive Mgmt, Maintenance, and Installation	RBND0010	Per System	\$275.00	\$220.54	N/A

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Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Optional iDirect 1200 Hub Accelerator - iDirect 1200, iDirect 1200 Spare, Maintenance, and Installation	OIDR1200	Per System	\$275.00	\$851.07	N/A
Optional iDirect 1110 Remote Accelerator - iDirect 1110, iDirect 1110 Spare, Maintenance, and Installation	OIDR1110	Per System	\$275.00	\$493.07	N/A
<b>Required CPE - VSAT Portable Quick/Auto Deploy (requires Bandwidth Line Rate Data Channel Option)</b>					
Bundle Quick Deploy - 1.2 Meter Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm	STQD0001	Per System	\$23,468.02	\$138.42	N/A
Bundle Quick Deploy - 1.2 Meter Antenna, 8 watt BUC, LNB, iDirect 7350, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm	STQD0002	Per System	\$36,755.58	\$138.42	N/A

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Bundle Quick Deploy - 1.8 Meter Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	STQD0003	Per System	\$38,529.92	\$138.42	N/A
<b>Bundle Quick Deploy - 1.8 Meter Antenna, 8 watt BUC, LNB, iDirect 7350, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	STQD0004	Per System	\$51,817.48	\$138.42	N/A
<b>Bundled Auto Deploy (Standard) - .98 Meter 1-Piece Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	STAD0001	Per System	\$36,126.38	\$138.42	N/A

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Bundled Auto Deploy (Standard) - 1.2 Meter 1-Piece Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	STAD0002	Per System	\$40,662.34	\$138.42	N/A
<b>Bundled Auto Deploy (Standard) - 1.2 Meter 1-Piece Antenna, 8 watt BUC, LNB, iDirect 7350, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	STAD0003	Per System	\$53,947.61	\$138.42	N/A
<b>Bundled Auto Deploy (Rugged) - .96 Meter 1-Piece Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	SADR0001	Per System	\$51,381.62	\$138.42	N/A

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT 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>Bundled Auto Deploy (Rugged) - 1.2 Meter 4-Piece Antenna, 4 watt BUC, LNB, iDirect 5150, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	SADR0002	Per System	\$78,700.34	\$138.42	N/A
<b>Bundled Auto Deploy (Rugged) - 1.2 Meter 4-Piece Antenna, 8 watt BUC, LNB, iDirect 7350, Spare Kit w Case, Proactive Management, Next Business Day Maintenance 8am to 5pm</b>	SADR0003	Per System	\$91,989.04	\$138.42	N/A
<b>Auto Deploy Mobile Vehicle Integration</b>	ADMV0001	Per Occurrence	ICB	ICB	N/A
<b>Mobile Communications Command Center (MC3)</b>	MCCC0000	Per Occurrence	ICB	ICB	N/A

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

**Primary VSAT Bandwidth Line Rate Data Channel (requires VSAT CPE)**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Transmit/Receive</b>					
32kb / 32kb	VSPB0001	Per Month	N/A	\$49.00	N/A
32kb / 64kb	VSPB0002	Per Month	N/A	\$60.00	N/A
32kb / 128kb	VSPB0004	Per Month	N/A	\$82.00	N/A
32kb / 256kb	VSPB0007	Per Month	N/A	\$125.00	N/A
32kb / 384kb	VSPB0010	Per Month	N/A	\$169.00	N/A
32kb / 512kb	VSPB0014	Per Month	N/A	\$212.00	N/A
32kb / 768kb	VSPB0020	Per Month	N/A	\$299.00	N/A
32kb / 1024kb	VSPB0026	Per Month	N/A	\$385.00	N/A
32kb / 1544kb	VSPB0035	Per Month	N/A	\$562.00	N/A
32kb / 2048kb	VSPB0043	Per Month	N/A	\$732.00	N/A
64kb / 64kb	VSPB0003	Per Month	N/A	\$71.00	N/A
64kb / 128kb	VSPB0005	Per Month	N/A	\$93.00	N/A
64kb / 256kb	VSPB0008	Per Month	N/A	\$136.00	N/A
64kb / 384kb	VSPB0011	Per Month	N/A	\$179.00	N/A
64kb / 512kb	VSPB0015	Per Month	N/A	\$223.00	N/A
64kb / 768kb	VSPB0021	Per Month	N/A	\$310.00	N/A
64kb / 1024kb	VSPB0027	Per Month	N/A	\$396.00	N/A
64kb / 1544kb	VSPB0036	Per Month	N/A	\$572.00	N/A
64kb / 2048kb	VSPB0044	Per Month	N/A	\$743.00	N/A
128kb / 128kb	VSPB0006	Per Month	N/A	\$114.00	N/A
128kb / 256kb	VSPB0009	Per Month	N/A	\$158.00	N/A
128kb / 384kb	VSPB0012	Per Month	N/A	\$201.00	N/A
128kb / 512kb	VSPB0016	Per Month	N/A	\$245.00	N/A
128kb / 768kb	VSPB0022	Per Month	N/A	\$331.00	N/A
128kb / 1024kb	VSPB0028	Per Month	N/A	\$418.00	N/A
128kb / 1544kb	VSPB0037	Per Month	N/A	\$594.00	N/A
128kb / 2048kb	VSPB0045	Per Month	N/A	\$765.00	N/A
256kb / 256kb	VSPB0013	Per Month	N/A	\$201.00	N/A
256kb / 384kb	VSPB0017	Per Month	N/A	\$245.00	N/A
256kb / 512kb	VSPB0018	Per Month	N/A	\$288.00	N/A
256kb / 768kb	VSPB0024	Per Month	N/A	\$375.00	N/A
256kb / 1024kb	VSPB0030	Per Month	N/A	\$461.00	N/A
256kb / 1544kb	VSPB0039	Per Month	N/A	\$638.00	N/A
256kb / 2048kb	VSPB0046	Per Month	N/A	\$808.00	N/A
384kb / 384kb	VSPB0019	Per Month	N/A	\$288.00	N/A
384kb / 512kb	VSPB0023	Per Month	N/A	\$331.00	N/A

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
384kb / 768kb	VSPB0029	Per Month	N/A	\$418.00	N/A
384kb / 1024kb	VSPB0032	Per Month	N/A	\$505.00	N/A
384kb / 1544kb	VSPB0040	Per Month	N/A	\$681.00	N/A
384kb / 2048kb	VSPB0048	Per Month	N/A	\$852.00	N/A
512kb / 512kb	VSPB0025	Per Month	N/A	\$375.00	N/A
512kb / 768kb	VSPB0031	Per Month	N/A	\$461.00	N/A
512kb / 1024kb	VSPB0033	Per Month	N/A	\$548.00	N/A
512kb / 1544kb	VSPB0042	Per Month	N/A	\$724.00	N/A
512kb / 2048kb	VSPB0049	Per Month	N/A	\$895.00	N/A
768kb / 768kb	VSPB0034	Per Month	N/A	\$548.00	N/A
768kb / 1024kb	VSPB0038	Per Month	N/A	\$635.00	N/A
768kb / 1544kb	VSPB0047	Per Month	N/A	\$811.00	N/A
768kb / 2048kb	VSPB0051	Per Month	N/A	\$982.00	N/A
1024kb / 1024kb	VSPB0041	Per Month	N/A	\$722.00	N/A
1024kb / 1544kb	VSPB0050	Per Month	N/A	\$898.00	N/A
1024kb / 2048kb	VSPB0052	Per Month	N/A	\$1,068.00	N/A
1544kb / 1544kb	VSPB0053	Per Month	N/A	\$1,074.00	N/A
1544kb / 2048kb	VSPB0054	Per Month	N/A	\$1,245.00	N/A
2048kb / 2048kb	VSPB0055	Per Month	N/A	\$1,415.00	N/A

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

**Backup VSAT Bandwidth Line Rate Data Channel**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Transmit/Receive</b>					
32kb / 32kb	VSBB0001	Per Month	N/A	\$36.55	N/A
32kb / 64kb	VSBB0002	Per Month	N/A	\$38.25	N/A
32Kb / 128kb	VSBB0004	Per Month	N/A	\$40.80	N/A
32kb / 256kb	VSBB0007	Per Month	N/A	\$45.90	N/A
32kb / 384kb	VSBB0010	Per Month	N/A	\$51.00	N/A
32kb / 512kb	VSBB0014	Per Month	N/A	\$56.10	N/A
32kb / 768kb	VSBB0020	Per Month	N/A	\$65.45	N/A
32kb / 1024kb	VSBB0026	Per Month	N/A	\$75.65	N/A
32kb / 1544kb	VSBB0035	Per Month	N/A	\$75.65	N/A
32kb / 2048kb	VSBB0043	Per Month	N/A	\$116.45	N/A
64kb / 64kb	VSBB0003	Per Month	N/A	\$39.10	N/A
64kb / 128kb	VSBB0005	Per Month	N/A	\$41.65	N/A
64kb / 256kb	VSBB0008	Per Month	N/A	\$46.75	N/A
64kb / 384kb	VSBB0011	Per Month	N/A	\$51.85	N/A
64kb / 512kb	VSBB0015	Per Month	N/A	\$56.95	N/A
64kb / 768kb	VSBB0021	Per Month	N/A	\$67.15	N/A
64kb / 1024kb	VSBB0027	Per Month	N/A	\$77.35	N/A
64kb / 1544kb	VSBB0036	Per Month	N/A	\$77.35	N/A
64kb / 2048kb	VSBB0044	Per Month	N/A	\$117.30	N/A
128kb / 128kb	VSBB0006	Per Month	N/A	\$44.20	N/A
128kb / 256kb	VSBB0009	Per Month	N/A	\$49.30	N/A
128kb / 384kb	VSBB0012	Per Month	N/A	\$54.40	N/A
128kb / 512kb	VSBB0016	Per Month	N/A	\$59.50	N/A
128kb / 768kb	VSBB0022	Per Month	N/A	\$69.70	N/A
128kb / 1024kb	VSBB0028	Per Month	N/A	\$79.90	N/A
128kb / 1544kb	VSBB0037	Per Month	N/A	\$79.90	N/A
128kb / 2048kb	VSBB0045	Per Month	N/A	\$119.85	N/A
256kb / 256kb	VSBB0013	Per Month	N/A	\$54.40	N/A
256kb / 384kb	VSBB0017	Per Month	N/A	\$59.50	N/A
256kb / 512kb	VSBB0018	Per Month	N/A	\$64.60	N/A
256kb / 768kb	VSBB0024	Per Month	N/A	\$74.80	N/A
256kb / 1024kb	VSBB0030	Per Month	N/A	\$85.00	N/A
256kb / 1544kb	VSBB0039	Per Month	N/A	\$105.40	N/A
256kb / 2048kb	VSBB0046	Per Month	N/A	\$124.95	N/A
384kb / 384kb	VSBB0019	Per Month	N/A	\$64.60	N/A
384kb / 512kb	VSBB0023	Per Month	N/A	\$69.70	N/A

Revised: MSA 4 Amendment 2 - 6.4.3.3.c Additional Line Rate Data Channel Service - VSAT

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT 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>
384kb / 768kb	VSBB0029	Per Month	N/A	\$79.90	N/A
384kb / 1024kb	VSBB0032	Per Month	N/A	\$90.10	N/A
384kb / 1544kb	VSBB0040	Per Month	N/A	\$110.50	N/A
384kb / 2048kb	VSBB0048	Per Month	N/A	\$130.05	N/A
512kb / 512kb	VSBB0025	Per Month	N/A	\$74.80	N/A
512kb / 768kb	VSBB0031	Per Month	N/A	\$85.00	N/A
512kb / 1024kb	VSBB0033	Per Month	N/A	\$95.20	N/A
512kb / 1544kb	VSBB0042	Per Month	N/A	\$115.60	N/A
512kb / 2048kb	VSBB0049	Per Month	N/A	\$135.15	N/A
768kb / 768kb	VSBB0034	Per Month	N/A	\$95.20	N/A
768kb / 1024kb	VSBB0038	Per Month	N/A	\$104.55	N/A
768kb / 1544kb	VSBB0047	Per Month	N/A	\$125.80	N/A
768kb / 2048kb	VSBB0051	Per Month	N/A	\$145.35	N/A
1024kb / 1024kb	VSBB0041	Per Month	N/A	\$114.75	N/A
1024kb / 1544kb	VSBB0050	Per Month	N/A	\$136.00	N/A
1024kb / 2048kb	VSBB0052	Per Month	N/A	\$155.55	N/A
1544kb / 1544kb	VSBB0053	Per Month	N/A	\$156.40	N/A
1544kb / 2048kb	VSBB0054	Per Month	N/A	\$175.95	N/A
2048kb / 2048kb	VSBB0055	Per Month	N/A	\$195.50	N/A

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

**Primary VSAT Bandwidth Expedite Forwarding (EF) Line Rate Data Channel**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Transmit / Receive</b>					
32kb / 32kb	VSEF0001	Per Month	N/A	\$844.90	N/A
64kb / 64kb	VSEF0002	Per Month	N/A	\$1,664.30	N/A
96kb / 96kb	VSEF0003	Per Month	N/A	\$2,483.70	N/A
128kb / 128kb	VSEF0004	Per Month	N/A	\$3,303.10	N/A
160kb / 160kb	VSEF0005	Per Month	N/A	\$4,121.65	N/A
192kb / 192kb	VSEF0006	Per Month	N/A	\$4,941.05	N/A
224kb / 224kb	VSEF0007	Per Month	N/A	\$5,760.45	N/A
256kb / 256kb	VSEF0008	Per Month	N/A	\$6,579.00	N/A
288kb / 288kb	VSEF0009	Per Month	N/A	\$7,398.40	N/A
320kb / 320kb	VSEF0010	Per Month	N/A	\$8,217.80	N/A
352kb / 352kb	VSEF0011	Per Month	N/A	\$9,037.20	N/A
384kb / 384kb	VSEF0012	Per Month	N/A	\$9,855.75	N/A
512kb / 512kb	VSEF0013	Per Month	N/A	\$13,132.50	N/A
768kb / 768kb	VSEF0014	Per Month	N/A	\$19,686.00	N/A
1024kb / 1024kb	VSEF0015	Per Month	N/A	\$26,238.65	N/A
1544kb / 1544kb	VSEF0016	Per Month	N/A	\$39,345.65	N/A
2048kb / 2048kb	VSEF0017	Per Month	N/A	\$52,451.80	N/A

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

**Backup VSAT Bandwidth Expedite Forwarding (EF) Line Rate Data Channel**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Transmit / Receive</b>					
32kb / 32kb	WDRB0001	Per Month	N/A	\$135.15	N/A
64kb / 64kb	WDRB0002	Per Month	N/A	\$236.30	N/A
96kb / 96kb	WDRB0003	Per Month	N/A	\$337.45	N/A
128kb / 128kb	WDRB0004	Per Month	N/A	\$438.60	N/A
160kb / 1160kb	WDRB0005	Per Month	N/A	\$539.75	N/A
192kb / 192kb	WDRB0006	Per Month	N/A	\$640.05	N/A
224kb / 224kb	WDRB0007	Per Month	N/A	\$741.20	N/A
256kb / 256kb	WDRB0008	Per Month	N/A	\$842.35	N/A
288kb / 288kb	WDRB0009	Per Month	N/A	\$943.50	N/A
320kb / 320kb	WDRB0010	Per Month	N/A	\$1,044.65	N/A
352kb / 352kb	WDRB0011	Per Month	N/A	\$1,145.80	N/A
384kb / 384kb	WDRB0012	Per Month	N/A	\$1,246.95	N/A
512kb / 512kb	WDRB0013	Per Month	N/A	\$1,650.70	N/A
768kb / 768kb	WDRB0014	Per Month	N/A	\$2,459.05	N/A
1024kb / 1024kb	WDRB0015	Per Month	N/A	\$3,267.40	N/A
1544kb / 1544kb	WDRB0016	Per Month	N/A	\$4,883.25	N/A
2048kb / 2048kb	WDRB0017	Per Month	N/A	\$6,499.95	N/A

6.4.3.3.c Additional Line Rate Data Channel Service – VSAT Attachment 4

**VSAT Bandwidth Data Channel Additional Network Bandwidth In/Out Service**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Transmit / Receive</b>					
512kb Outroute Bandwidth	WDOB0512	Per Month	N/A	\$6,579.00	N/A
1024kb Outroute Bandwidth	WDOB1024	Per Month	N/A	\$13,132.50	N/A
2048kb Outroute Bandwidth	WDOB2048	Per Month	N/A	\$26,238.65	N/A
512kb Inroute Bandwidth	WDIB0512	Per Month	N/A	\$6,579.00	N/A
1024kb Inroute Bandwidth	WDIB01024	Per Month	N/A	\$13,132.50	N/A
2048kb Inroute Bandwidth	WDIB2048	Per Month	N/A	\$26,238.65	N/A

**VSAT High Speed System Service**

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
VSAT System 3.072 Meg Service Full Turn Key Service	VFTK3072	Per System	ICB	ICB	N/A
VSAT System 4.096 Meg Service Full Turn Key Service	VFTK4096	Per System	ICB	ICB	N/A
VSAT System 6.144 Meg Service Full Turn Key Service	VFTK6144	Per System	ICB	ICB	N/A

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 4 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

#### 6.4.4.1 Wireline Data Channel Basic Line Rate Service Attachment 3

**Service Identifier:** Wireline Data Channel Basic Line Rate

**Description of the Service:** Wireline data channel solution at an average throughput of 100Kbps, consisting of a 128k Verizon Private IP (PIP) Port and DS1 (1.544Mb) Private Line access circuit to customer premise.

**Availability:** Nationwide. International 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 training, where applicable.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Wireline Data Channel Basic Line Rate	WDBL0000	Wireline data channel solution at an average throughput of 100Kbps.	
Wireline Port	WDWP0000	128Kbps Private IP (PIP) Port	
Wireline Connection	WDWC0000	Wireline Connection delivered on DS1 (1.544Mb) Private Line facility to customer premise.	
Order Expedite	WDEO0000	Best effort order entry expedite is available for this service.	

#### Applicable Service Level Agreements:

- Service Availability Percentage
- Catastrophic Outage 1
- Catastrophic Outage 3
- Round Trip Transmission Delay
- Excessive Outage
- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

#### 6.4.4.1 Wireline Data Channel Basic Line Rate Service Attachment 4

#### Service Identifier: Wireline Data Channel Basic Line Rate

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Wireline Data Channel Basic Line Rate</b>	WDBL0000	Per Channel	\$0.00	\$0.00	\$0.00
<b>Wireline Port</b>	WDWP0000	Per Port	\$200.00	\$250.00	\$0.00
<b>Wireline Connection</b>	WDWC0000	Per Connection	\$200.00	\$150.00	\$0.00
<b>Order Expedite</b>	WDEO0000	Per Occurrence	\$1,300.00	\$0.00	\$0.00

#### Taxes and Surcharges

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 4 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

#### 6.4.4.2 Wireline Data Channel Enhanced Line Rate Service Attachment 3

**Service Identifier:** Wireline Data Channel Enhanced Line Rate

**Description of the Service:** Wireline data channel solution at an average throughput of 200Kbps, consisting of a 256k Verizon Private IP (PIP) Port and DS1 (1.544Mb) Private Line access circuit to customer premise.

**Availability:** Nationwide. International 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 training, where applicable.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Wireline Data Channel Enhanced Line Rate	WDEL0000	Wireline data channel solution at an average throughput of 200Kbps.	
Wireline Port	WEWP0000	256Kbps Private IP (PIP) Port	
Wireline Connection	WEWC0000	Wireline Connection delivered on DS1 (1.544Mb) Private Line facility to customer premise.	
Order Expedite	EWEO0000	Best effort order entry expedite is available for this service.	

#### Applicable Service Level Agreements:

- Service Availability Percentage
- Catastrophic Outage 1
- Catastrophic Outage 3
- Round Trip Transmission Delay
- Excessive Outage
- Notification
- Provisioning

#### 6.4.4.2 Wireline Data Channel Enhanced Line Rate Service Attachment 3

- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.4.4.2 Wireline Data Channel Enhanced Line Rate Service Attachment 4

**Service Identifier:** Wireline Data Channel Enhanced Line Rate

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Wireline Data Channel Enhanced Line Rate	WDEL0000	Per Channel	\$200.00	\$0.00	\$0.00
Wireline Port	WDWP0000	Per Port	\$0.00	\$300.00	\$0.00
Wireline Connection	WDWC0000	Per Connection	\$200.00	\$150.00	\$0.00
Order Expedite	WDEO0000	Per Occurrence	\$1,300.00	\$0.00	\$0.00

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 4 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

6.4.4.3.A Additional Wireline Line Rate Data Channel Service 200k-700k  
Attachment 3

**Service Identifier:** Additional Wireline Data Channel Line Rate (200k-700k)

**Description of the Service:** Wireline data channel solution at an average throughput between 200-700Kbps, consisting of a 768k Verizon Private IP (PIP) Port and DS1 (1.544Mb) Private Line access circuit to customer premise.

**Availability:** Nationwide. International 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 training, where applicable.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Wireline Data Channel Line Rate (200k-700k)	WDAL0700	Wireline data channel solution at an average throughput between 200-700Kbps.	
Wireline Port	WDWP0768	768Kbps Private IP (PIP) Port	
Wireline Connection	WDWC0000	Wireline Connection delivered on DS1 (1.544Mb) Private Line facility to customer premise.	
Order Expedite	EWEO0000	Best effort order entry expedite is available for this service.	

**Applicable Service Level Agreements:**

- Service Availability Percentage
- Catastrophic Outage 1
- Catastrophic Outage 3
- Round Trip Transmission Delay
- Excessive Outage
- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.4.4.3.A Additional Wireline Line Rate Data Channel Service 200k-700k Attachment 4

**Service Identifier:** Additional Wireline Data Channel Line Rate (200k-700k)

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Additional Wireline Data Channel Line Rate (200k-700k)</b>	WDAL0700	Per Channel	\$0.00	\$0.00	\$0.00
<b>Wireline Port</b>	WDWP0768	Per Port	\$200.00	\$375.00	\$0.00
<b>Wireline Connection</b>	WDWC0000	Per Connection	\$200.00	\$150.00	\$0.00
<b>Order Expedite</b>	WDEO0001	Per Occurrence	\$1,300.00	\$0.00	\$0.00

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 4 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

6.4.4.3.B Additional Wireline Line Rate Data Channel Service Over 700k  
Attachment 3

**Service Identifier:** Additional Wireline Data Channel Line Rate (700k+)

**Description of the Service:** Wireline data channel solution at an average throughput greater than 700Kbps, consisting of a 1,544k Verizon Private IP (PIP) Port and DS1 (1.544Mb) Private Line access circuit to customer premise.

**Availability:** Nationwide. International 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 training, where applicable.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Wireline Data Channel Line Rate (700k+)	WDAL0701	Wireline data channel solution at an average throughput of greater than 700Kbps.	
Wireline Port	WDWP1544	1544Kbps Private IP (PIP) Port	
Wireline Connection	WDWC0000	Wireline Connection delivered on DS1 (1.544Mb) Private Line facility to customer premise.	
Order Expedite	EWEO0000	Best effort order entry expedite is available for this service.	

**Applicable Service Level Agreements:**

- Service Availability Percentage
- Catastrophic Outage 1
- Catastrophic Outage 3
- Round Trip Transmission Delay
- Excessive Outage
- Notification

Revised: MSA 4 Amendment 2 - 6.4.4.3.B Additional Wireline Line Rate Data Channel Service Over 700k

6.4.4.3.B Additional Wireline Line Rate Data Channel Service Over 700k  
Attachment 3

- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.4.4.3.B Additional Wireline Line Rate Data Channel Service Over 700k Attachment 4

**Service Identifier:** Additional Wireline Data Channel Line Rate (700k+)

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
<b>Additional Wireline Data Channel Line Rate (700k+)</b>	WDAL0701	Per Channel	\$0.00	\$0.00	\$0.00
<b>Wireline Port</b>	WDWP1544	Per Port	\$200.00	\$400.00	\$0.00
<b>Wireline Connection</b>	WDWC0000	Per Connection	\$200.00	\$150.00	\$0.00
<b>Order Expedite</b>	WDEO0001	Per Occurrence	\$1,300.00	\$0.00	\$0.00

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 4 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

6.4.6.1.1 Low Voltage Simple Wiring Services, Services Entrance, and Extended Termination 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, wiring, termination, installation, and training, where applicable.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Extended Termination - Copper	ETCO0000	Each	\$397.96	-	-
Extended Termination – Optical Fiber Link	ETOF0000	Each	\$1,377.55	-	-

**Note:**

**Taxes and Surcharges**

The following taxes and/or surcharges apply. See Taxes and Surcharges section in this binder for specific detail.

Federal Excise Tax
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

Revised: MSA 4 Amendment 2 - 6.4.6.1.1 Low Voltage Simple Wiring Services, Services Entrance, and Extended Termination

6.4.6.1.2 Station Wiring Attachment 4

**Service Identifier:** Station Wiring

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Station Cabling - Horizontal Copper Cat 5e	WSCC0005	Each	\$397.96	-	-
Station Cabling - Horizontal Copper Cat 6	WSSC0006	Each	\$485.71	-	-
Station Cabling - Horizontal Optical Fiber IEEE 802.3Z	WCOF0000	Each	\$1,377.55		-

**Taxes and Surcharges**

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 4 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

#### 6.4.6.1.2 Station Wiring Attachment 4

Regulatory Charge
Administrative Charge

**SECTION 6.4 - BROADBAND FIXED WIRELESS ACCESS (BFWA)**

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**6.4.12 SERVICE LEVEL AGREEMENTS (SLA) (M)**

**NOTE – Noticed that we seem to insert additional State SLA requirement boxes I assume because we have different SLAs for PIP and EVDO and VSAT. This gets very confusing – maybe if headings were included it would be clearer – don’t know – but I got confused.**

**6.4.12.1 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 Technical or Administrative in nature. The intent of this section is to define performance objectives and measurement processes for the BFWA minimum geographic location requirements and the Wireline requirements for statewide coverage.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must identify their 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]	<p><b>Definition</b> [Definition or description of the SLA]</p> <p><b>Measurement Process</b> [Instructions on how to measure network performance in order to determine compliance]</p> <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 6.4.3-6.4.4.3 et. al.]</p> <p><b>Immediate Rights and Remedies</b></p>

	<p>[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>Administrative Tools, Reports and Applications</u>	<u>SLA Name</u>
[List of all applicable tools, reports and application]	<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>

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

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

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

Description:

Verizon understands and agrees that the intent of this Section is to provide the Contract Customers, DTS/STND, and Verizon with Requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for Module 4 services identified in the RFP. The SLAs are categorized as Network or Administrative. The intent of this section is to define performance objectives and measurement processes.

Where Verizon proposes a service that has been designated as Desirable, Verizon has indicated that the proposed SLA meets or exceeds the associated SLAs described in this Section.

Verizon has identified the associated SLAs for unsolicited services.

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

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

#### 6.4.12.1.1 Technical Requirements versus SLA (M)

This section shall distinguish between technical Requirements and the SLA objectives. Sections 6.4.3 to 6.4.4.3 identify the technical Requirements for each service. These Requirements are the minimum parameters each Bidder must meet in order for their Bid to qualify for award. Upon award the committed technical Requirements will be maintained throughout the remainder of the Contract.

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

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

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

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

*Description:*

Verizon understands and will comply with the technical Requirements and SLA objectives defined in the RFP. Verizon understands that these requirements are the minimum parameters

which must be met in order to qualify for award. The committed technical Requirements are the minimum Requirements, which Verizon will meet or exceed throughout the remainder of the Contract. The committed SLA objectives are the minimum Requirements against which Verizon will be held accountable for all rights and remedies accordingly.

#### 6.4.12.1.2 Two methods of outage reporting: Customer or Contractor (M)

When applicable, there shall be 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 agrees that 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 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 will open a ticket as a result of network alarms or identification of a service failure in the backbone (i.e. Catastrophic Outage 2 or 3). In each instance a trouble ticket shall be assigned and monitored until service is restored.

All customer reported outages will be tracked by a trouble ticket which will be created by the Customer Service Center Help Desk staff or automated trouble ticketing system when reported (first method) or when an alarm condition/service failure identification occurs (second method). Verizon recognizes and supports the objective of DTS/STND to track service failures and quality of service issues with trouble tickets. The proactive monitoring of many of the Module 4 network elements will produce a record of outages with trouble tickets reported through network

systems as described below. In each instance a trouble ticket shall be assigned and monitored until the service is restored.

As required, outage reporting may originate from two possible sources – directly from the Customer in reporting any outage and from Verizon when its systems recognize a problem. In either case, the first task is to correctly notify the proper personnel, Customer and Verizon, so that corrective remediation can be started in an expeditious manner. Notification on outages will be flexible and concise. Contact by e-mail, fax, page, Web portal and telephone will be available. The creation of Trouble Tickets will start the remedial process with prioritization, regular updates, and escalation as required.

Verizon will be proactively monitoring many network components within CALNET II Module 4.

#### **6.4.12.2 Technical Service Level Agreements (M)**

SLAs have been established for various aspects of the service Requirements of this Module 4. The Technical SLAs address the performance and delivery of services as described throughout this Module.

##### **6.4.12.2.1 General Requirements (M)**

The following general Requirements are applicable to the Technical SLAs:

The total rights and remedies for failure to satisfy a single channel or service SLA for any given month shall not exceed 100 percent of the Total Monthly Recurring Cost (TMRC)

If a 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.

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 ILEC's or CLEC's 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 6.4.12.2.3 through 6.4.12.2.10

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 DTS/STND's requirements for Module 4 Technical SLAs, to include:

The total rights and remedies for failure to satisfy a single channel or service SLA for any given month will not exceed 100 percent of the Total Monthly Recurring Cost (TMRC)

If a 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.

To the extent that Verizon 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 ILEC's or CLEC's, Verizon shall provide the State or Customer, at a minimum, the same service level agreements provided to Verizon by each subcontractor. Copies of all Service Level Agreements between subcontractors and Verizon related to this Contract shall be provided to DTS/STND for all services

When Verizon 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 6.4.12.2.3 through 6.4.12.2.10

The election by DTS/STND of any remedy covered by this Contract will not exclude or limit DTS/STND's or any Customer's rights and remedies otherwise available within the Contract or at law or equity

Verizon will be 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

Verizon has provided SLAs for proposed unsolicited services in the description field below

#### **6.4.12.2.2 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.)

1. 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.
2. 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.
3. 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.
4. 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.

5. Trouble caused by a power problem outside of the responsibility of the Contractor.
6. 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
7. 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.
8. End-User applications that interfere with repair of the trouble.
9. Repair/replacement of CPE not provided by Contractor if the problem has reasonably been isolated to the CPE.
10. 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.
11. 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 stop clock criteria.

12. 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.
13. 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 fully with DTS/STND's definition of what constitutes a Trouble Ticket Stop Clock condition(s).

**6.4.12.2.3 Service Availability Percentage (M)**

Services	Service Availability Percentage
BFWA Data Channel Basic Line Rate Service 6.4.3.1 -1x	<p><b>Definition</b> Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.</p>
BFWA Data Channel Enhanced Line Rate Service 6.4.3.2 - EVDO	<p><b>Measurement Process</b> All outage durations applied to other SLA's, which result in a remedy, will be excluded from the monthly accumulative total. Monthly Network Availability (%) = 1 - [(total minutes of connection outage per month)/(days in month x 24hours x 60mins)] x 100.</p>
BFWA Additional Line Rate Data Channel Service - EVDO 6.4.3.3 VSAT 6.4.3.3.b Wireline Data Channel Basic Line Rate Service	<p><b>Objectives</b> BFWA Data Channel Basic Line Rate Service &gt;98.5 percent BFWA Data Channel Enhanced Line Rate Service &gt;98.5 percent BFWA Additional Line Rate Data Channel Service &gt;98.5 percent  Wireline Data Channel Basic Line Rate Service &gt;99.2 percent Wireline Data Channel Basic Line Rate Service &gt; 99.2 percent Additional Wireline Rate Data Channel Service &gt;99.2 percent</p>
Wireline Data Channel Enhanced Line Rate Service	<p><b>Immediate Rights and Remedies</b> End-User Escalation Process DTS/ONS Escalation Process</p>

Services	Service Availability Percentage
Additional Wireline Line Rate Data Channel Service 200k - 700k	<p><b>BFWA Monthly Rights and Remedies</b>  First month to exceed fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC.</p>
Additional Wireline Line Rate Data Channel Service Over 700k	<p><b>Wireline Monthly Rights and Remedies</b>  First month to exceed fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC.  Next consecutive month to exceed fail to meet the SLA objective shall result in a 25 percent rebate of TMRC.  Each additional consecutive month to exceed fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</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 DTS/STND's SLA for Service Availability Percentage.

6.4.12.2.3.1 VSAT Service Availability Percentage (D)

Services	Service Availability Percentage
<p>BFWA Additional Line Rate Data Channel Service – VSAT 6.4.3.3.c</p>	<p><b>Definition</b>  Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.</p> <p><b>Measurement Process</b>  All outage durations applied to other SLA's, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p>Monthly Network Availability (%) = <math>1 - \frac{\text{total minutes of connection outage per month}}{\text{days in month} \times 24 \text{ hours} \times 60 \text{ mins}} \times 100</math>. VSAT is considered unavailable only from the time that a Trouble Ticket is opened by the Ticket Management group or customer to the time the service is restored, based on the time stamp noted on the Trouble Ticket, less any stop clock conditions.</p> <p>Measurement of Availability is between the VSAT Router at customer premise and the router at VzB Teleport.</p> <p>Note: The Availability measurement will begin 24 hours after the opening of a trouble ticket for (Portable Quick/Auto Deploy and VSAT Fixed Router/Modem outside 150 driving miles from the service cities.</p> <p><b>Objectives</b>  ≥ 99.9% California Area</p> <p>These Availability Objectives apply to the following Transmission rates, Antenna and BUC systems:  ≤ 512kbps, Antenna 1.2m/1.8m with 3w BUC  ≤ 1,024kbps, Antenna 1.2m with 4w BUC, Antenna 1.8m with 3w BUC  ≤ 2,048kbps, Antenna 1.8m w 4w BUC, Antenna 2.4m with 4w BUC  - Does not apply for the .98 Meter Antenna  - Does not apply for VSAT High Speed System Service unless negotiated prior to ICB approval</p> <p><b>Immediate Rights and Remedies</b>  End-User Escalation Process  DTS/ONS Escalation Process</p> <p><b>BFWA Monthly Rights and Remedies</b>  For each Hour or fraction thereof in any calendar month that Network Availability fell below the measurement the pro-rated charges for one day of the MRC for VSAT service, not to exceed the total of those charges for one month.</p>

**6.4.12.2.3.2 VSAT Service Network Packet Delivery / Transit Delay (D)**

Services	Network Packet Delivery / Transit Delay																				
BFWA Additional Line Rate Data Channel Service – VSAT 6.4.3.3.c	<p><b>Definition</b> Network Packet Delivery and Transit Delay are measured from the VSAT hub located at the Verizon Business teleport to the customer's VSAT modem and back to the VSAT hub.</p> <p><b>Measurement Process</b> Each remote terminal is pinged once every two hours with a succession of 30 packets. Round trip is measured as an average delay of all 30 packets. The average delay results for every two hour cycle are then averaged to derive a 24 hour or daily average delay/packet delivery. Finally, all 30 or 31 days are then averaged to derive a monthly round trip delay/packet delivery for the network taking into account all remotes across the VzB VSAT service.</p> <p><b>Objectives</b> BFWA Data Additional Line Rate (700+) 6.4.3.3.c Table:</p> <table border="1" data-bbox="649 846 1333 1310"> <thead> <tr> <th>Region</th> <th>Antenna/BUC Size</th> <th>Maximum Throughput</th> <th>Network Transit Delay (round trip) Milliseconds (Less or equal to)</th> <th>Network Packet Delivery (Greater or equal to)</th> </tr> </thead> <tbody> <tr> <td>CA</td> <td>1.2m/3w 1.8m/3w</td> <td>&lt;512 Kbps</td> <td>800</td> <td>99%</td> </tr> <tr> <td>CA</td> <td>1.2m/4w 1.8m/3w</td> <td>&lt; 1024 Kbps</td> <td>800</td> <td>99%</td> </tr> <tr> <td>CA</td> <td>1.8m/4w 2.4m/4w</td> <td>&lt; 2048 Kbps</td> <td>800</td> <td>99%</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>- Does not apply for the .98 Meter Antenna</li> <li>- Does not apply for VSAT High Speed System Service unless negotiated prior to ICB approval</li> </ul> <p><b>Immediate Rights and Remedies</b> End-User Escalation Process DTS/ONS Escalation Process</p> <p><b>BFWA Monthly Rights and Remedies</b> For each Month in which VzB fails to meet the Network Packet Delivery or Network Transit Delay SLA, customer us eligible for a credit equal to 1/30<sup>th</sup> of the MRC for the VSAT service.</p>	Region	Antenna/BUC Size	Maximum Throughput	Network Transit Delay (round trip) Milliseconds (Less or equal to)	Network Packet Delivery (Greater or equal to)	CA	1.2m/3w 1.8m/3w	<512 Kbps	800	99%	CA	1.2m/4w 1.8m/3w	< 1024 Kbps	800	99%	CA	1.8m/4w 2.4m/4w	< 2048 Kbps	800	99%
Region	Antenna/BUC Size	Maximum Throughput	Network Transit Delay (round trip) Milliseconds (Less or equal to)	Network Packet Delivery (Greater or equal to)																	
CA	1.2m/3w 1.8m/3w	<512 Kbps	800	99%																	
CA	1.2m/4w 1.8m/3w	< 1024 Kbps	800	99%																	
CA	1.8m/4w 2.4m/4w	< 2048 Kbps	800	99%																	

6.4.12.2.4 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1
<p><b>BFWA Data Channel Basic Line Rate Service 6.4.3.1 -1x</b></p> <p><b>BFWA Data Channel Enhanced Line Rate Service 6.4.3.2 -EVDO</b></p> <p><b>BFWA Additional Line Rate Data Channel Service – EVDO 6.4.3.3 VSAT 6.4.3.3.b, VSAT 6.4.3.3.c</b></p>	<p><b>Definition</b> Any component failure that results in loss of service to 40 or more sites.</p> <p><b>Measurement Process</b> 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 service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)</p> <p><b>Objectives</b> Less than 12 hours</p> <p><b>Immediate Rights and Remedies</b> 25 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 1 fault 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 DTS/STND's SLA for Catastrophic Outage 1.

Services	Catastrophic Outage 1
<p>Wireline Data Channel Basic Line Rate Service</p> <p>Wireline Data Channel Enhanced Line Rate Service</p> <p>Additional Wireline Line Rate Data Channel Service 200k - 700k</p> <p>Additional Wireline Line Rate Data Channel Service Over 700k</p>	<p><b>Definition</b> Any component failure that results in loss of service to 40 or more sites.</p> <p><b>Measurement Process</b> 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 service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7x24)</p> <p><b>Objectives</b> Less than 2 hours</p> <p><b>Immediate Rights and Remedies</b> 100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 1 fault 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 DTS/STND's SLA for Catastrophic Outage 1.

**6.4.12.2.5 Catastrophic Outage 3 (M)**

Services	Catastrophic Outage 3
<p><b>BFWA Data Channel Basic Line Rate Service 6.4.3.1 -1x</b></p> <p><b>BFWA Data Channel Enhanced Line Rate Service 6.4.3.2 -EVDO</b></p> <p><b>BFWA Additional Line Rate Data Channel Service – EVDO 6.4.3.3 VSAT 6.4.3.3.b, VSAT 6.4.3.3.c</b></p>	<p><b>Definition</b> The total loss of any service type on a system wide basis.</p> <p><b>Measurement Process</b> 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 Equipment or trouble ticket. The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7x24)</p> <p><b>Objectives</b> Less than 4 hours</p> <p><b>Immediate Rights and Remedies</b> Senior Management Escalation Process 50 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> 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 DTS/STND's SLA for Catastrophic Outage 3.

Services	Catastrophic Outage 3
<b>Wireline Data  Channel Basic Line  Rate Service</b>	<b>Definition</b> The total loss of any service type on a system wide basis.
<b>Wireline Data  Channel Enhanced  Line Rate Service</b>	<b>Measurement Process</b> 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 Equipment or trouble ticket. The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each 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.
<b>Additional Wireline  Line Rate Data  Channel Service  200k - 700k</b>	(7x24)
<b>Additional Wireline  Line Rate Data  Channel Service  200k - 700k</b>	<b>Objectives</b> Less than 15 Minutes <b>Immediate Rights and Remedies</b> Senior Management Escalation Process 100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 3 fault <b>Monthly Rights and Remedies</b> N/A

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

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

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

Description:

Verizon understands and will comply with DTS/STND's SLA for Catastrophic Outage 3.

**6.4.12.2.6 Round Trip Transmission Delay (M)**

Services	Round Trip Transmission Delay
<p><b>BFWA Data Channel Basic Line Rate Service 6.4.3.1 -1x</b></p> <p><b>BFWA Data Channel Enhanced Line Rate Service 6.4.3.2 -EVDO</b></p> <p><b>BFWA Additional Line Rate Data Channel Service – EVDO 6.4.3.3 VSAT 6.4.3.3.b, VSAT 6.4.3.3.c</b></p>	<p><b>Definition</b> Round trip transfer delay measured from Contractor to Customer Handoff (CCH) to CCH.</p> <p><b>Measurement Process</b> End-User/Customer is responsible for opening a trouble ticket with the Contractor’s Customer Service Center (helpdesk) when the frame/packet/cell 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. (7x24)</p> <p><b>Objectives</b> 64 byte ping: &lt; 800ms</p> <p><b>Immediate Rights and Remedies</b> 10 percent of TMRC per occurrence for the reported channel service that fails to meet the SLA objective. 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 DTS/STND’s SLA for Round Trip Transmission Delay.

Services	Round Trip Transmission Delay
Wireline Data Channel Basic Line Rate Service	<b>Definition</b> Round trip transfer delay measured from Contractor to Customer Handoff (CCH) to CCH.
Wireline Data Channel Enhanced Line Rate Service	<b>Measurement Process</b> End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the frame/packet/cell transfer delay is below the committed level.
Additional Wireline Line Rate Data Channel Service 200k - 700k	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.
Additional Wireline Line Rate Data Channel Service Over 700k	(7x24) <b>Objectives</b> 64 byte ping: <130ms 1000 byte ping: <400ms
	<b>Immediate Rights and Remedies</b> 20 percent of TMRC per occurrence for the reported channel service that fails to meet the SLA objective. End-User Escalation Process DTS/ONS Escalation Process <b>Monthly Rights and Remedies</b> N/A

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

Reference: document \_\_\_\_\_  
location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with DTS/STND's SLA for Round Trip Transmission Delay.

6.4.12.2.7 Excessive Outage (M)

Services	Excessive Outage
<p><b>BFWA Data Channel Basic Line Rate Service 6.4.3.1 -1x</b></p> <p><b>BFWA Data Channel Enhanced Line Rate Service 6.4.3.2 -EVDO</b></p> <p><b>BFWA Additional Line Rate Data Channel Service – EVDO 6.4.3.3 VSAT 6.4.3.3.b, VSAT 6.4.3.3.c</b></p>	<p><b>Definition</b> An Excessive Outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than 48 hours.</p> <p><b>Measurement Process</b> The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7 x 24)</p> <p><b>Objectives</b> Less than 48 hours</p> <p><b>Immediate Rights and Remedies</b> Senior Management Escalation Customer may request from Contractor an Excessive Outage restoration briefing 75 percent of the TMRC per occurrence for each service outage greater than 48 hours.</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 DTS/STND's SLA for Excessive Outage.

Services	Excessive Outage
Wireline Data Channel Basic Line Rate Service	<b>Definition</b> An Excessive Outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than twelve hours. <b>Measurement Process</b> The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions.
Wireline Data Channel Enhanced Line Rate Service	Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. (7 x 24)
Additional Wireline Line Rate Data Channel Service 200k - 700k	<b>Objectives</b> Less than 12 hours <b>Immediate Rights and Remedies</b> Senior Management Escalation
Additional Wireline Line Rate Data Channel Service Over 700k	Customer may request from Contractor an Excessive Outage restoration briefing 100 percent of the TMRC per occurrence for each service outage of service greater than 12 hours. <b>Monthly 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 DTS/STND's SLA for Excessive Outage.

6.4.12.2.8 Notification (M)

Services	Notification
BFWA Data Channel Basic Line Rate Service 6.4.3.1 -1x	<b>Definition</b> The Contractor notification to DTS/ONS in the event of a Catastrophic Outage, network failure, terrorist activity/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.
BFWA Data Channel Enhanced Line Rate Service 6.4.3.2 -EVDO	<b>Measurement Process</b>
BFWA Additional Line Rate Data Channel Service – EVDO 6.4.3.3 VSAT 6.4.3.3.b, VSAT 6.4.3.3.c	The Contractor shall invoke the notification process for all CAT 1 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. Updates shall be given on the above-mentioned failures via the Contractor's automated notification system which shall include time and date of the updates.
Wireline Data Channel Basic Line Rate Service	<b>Objectives</b>
Wireline Data Channel Enhanced Line Rate Service	Within 30 minutes of a Cat 1 or Cat 3 failure, the Contractor shall notify general stakeholders (as determined by DTS/ONS) via the Contractor's automated notification system. At 60 minute intervals, updates shall be given on the above mentioned failures via the Contractors automated notification system which shall include time and date of the updates.
Additional Wireline Line Rate Data Channel Service 200k - 700k	<b>Immediate Rights and Remedies</b> Senior Management Escalation
Additional Wireline Line Rate Data Channel Service Over 700k	<b>Monthly Rights and Remedies</b> N/A

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

Reference: document \_\_\_\_\_  
location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with DTS/STND's SLA for Notification.

6.4.12.2.9 Provisioning (M)

Services	Business Days	Provisioning
BFWA Data Channel Basic Line Rate Service 6.4.3.1 -1x	Managed Project	<p><b>Definition</b> Provisioning shall be defined as new service, adds, moves, changes 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><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.</p> <p>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 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.</p>
BFWA Data Channel Enhanced Line Rate Service 6.4.3.2 - EVDO	Managed Project	
BFWA Additional Line Rate Data Channel Service – EVDO 6.4.3.3 VSAT 6.4.3.3.b, VSAT 6.4.3.3.c	Managed Project	
Wireline Data Channel Basic Line Rate Service	25 Days	
Wireline Data Channel Enhanced Line Rate Service	25 Days	
Additional Wireline Line Rate Data Channel Service 200k - 700k	25 Days	
Additional Wireline Line Rate Data Channel Service Over 700k	25 Days	

*this table is continued on the next page...*

Services	Business Days	Provisioning
Inside Wiring Services	Contracted Service Project Work – Section 6.4.10.1	<b>Objective</b> Individual Order: Service provisioned on or before the due date per install order. Monthly Average percent by Service Type: Greater than 90 percent  <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  <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.
Station Wiring	Contracted Service Project Work – Section 6.4.10.1	
Low Voltage Simple Wiring Services	Contracted Service Project Work – Section 6.4.10.1	
Services Entrance	Contracted Service Project Work – Section 6.4.10.1	
Extended Termination	Contracted Service Project Work – Section 6.4.10.1	

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 DTS/STND's SLA for Provisioning.

**6.4.12.2.10 Response Duration from Receipt of Order (M)**

Services	Response Duration from Receipt of Order
All Services in Module 4	<p><b>Definition</b>  The interval for Contractor response to initial request from Customer when initiating a service request</p> <p><b>Measurement Process</b>  The Response SLA shall be based on the Customer order submittal date when using either the STD 20 or the ordering system to 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>  Next Business Day for Contractor response to initial request from Customer when initiating a service request.</p> <p><b>Immediate Rights and Remedies</b>  Escalation to Contractor's Account Manager</p> <p><b>Monthly Rights and Remedies</b>  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 DTS/STND's SLA for Response Duration from Receipt of Order.

**6.4.12.3 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 4. Specific administrative responsibilities as described throughout this RFP Section 6.4. are included in this Section 6.4.12.3

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

*Reference: document \_\_\_\_\_  
location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

Verizon understands and will comply with DTS/STND's SLAs for the administrative responsibilities associated with the contract resulting from the award of the RFP for Module 4.

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

<b>Administrative Tools, Reports and Applications</b>	<b>Administration Fee Reports /Electronic Fund Transfer Notification Delivery Intervals</b>
<p>DTS/ONS Detail of Services Billed Report by Agency Section 6.4.13.2.3 DTS/ONS Detail of Services Billed Report by Service Section 6.4.13.2.2 Receipt of Electronic Fund Transfer Notification</p>	<p><b>Definition</b> The reports and electronic fund transfer notification include the total monthly administrative fee monies owed DTS/ONS.</p> <p><b>Measurement Process</b> 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> 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> 0.5 percent of a month's administrative fees shall be paid to DTS/ONS 61 calendar days from the end each calendar month that a bill is rendered.</p> <p><b>Customer Rights and Remedies</b> 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 DTS/STND's SLA for Administrative Fee Reports/Electronic Fund Transfer Notification Delivery Intervals.

6.4.12.3.2 Invoicing Accuracy (M)

<b>Administrative Tools, Reports and Applications</b>	<b>Invoicing Accuracy</b>
Invoices for all products and services provided through RFP 6.4	<p><b>Definition</b> Contractor to provide detailed and accurate invoices as stated in RFP Section 6.4.9</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 discrepancy notification.</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  No

Reference: document \_\_\_\_\_  
location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_  
Description \_\_\_\_\_

Verizon understands and will comply with DTS/STND's SLA for Invoicing Accuracy.

**6.4.12.3.3 Report Delivery Intervals (M)**

<b>Administrative Tools, Reports and Applications</b>	<b>Report Delivery Intervals</b>
Service Level Agreement Reports Section 6.4.14.5 DTS/ONS Fiscal Inventory Report of All Services Section 6.4.13.2.1 Trouble Ticket/SLS Credits Fiscal Report Section 6.4.13.2.4 DTS/ONS Service Order/Provisioning Fiscal Report Section 6.4.13.2.5 DVBE Tracking Fiscal Report Section 6.4.13.2.6 Service Location Report Section 6.4.13.2.7 General Customer Profile Information Section 6.4.13.2.8 Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.4.15.1 and Section 6.4.15.2	<p><b>Definition</b> All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Section 6.4.12.3.3</p> <p><b>Measurement Process</b> See objectives below <b>Objectives</b> Deliver all reports within 3 Business Days of the mutually agreed or DTS/ONS designated Delivery Dates from Section 6.4.14</p> <p><b>DTS/ONS Rights and Remedies</b> \$400 and \$100 per week thereafter for each report</p> <p><b>Customer Rights and Remedies</b> 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 DTS/STND's SLA for Report Delivery Intervals.

**6.4.12.3.4 Tools and Report Implementation (M)**

<b>Administrative Tools, Reports and Applications</b>	<b>Tools and Report Implementation</b>
<p>Customer Trouble Ticket Reporting and Tracking System Section 6.4.14.3</p> <p>Customer Inventory Report Section 6.4.14.4</p> <p>Service Level Agreement Reports Section 6.4.14.5</p> <p>Fiscal Management Databases Section 6.4.13.1</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.4.13.2.1</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.4.13.2.2</p> <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.4.13.2.3</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.4.13.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.4.13.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.4.13.2.6</p>	<p><b>Definition</b> All Contractors provided tools and reports shall be functioning and accepted by the State based on the implementation timeline</p> <p><b>Measurement Process</b> 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> All tools and reports shall meet the Requirements and be fully functional and provided in accordance with the timeline required in Section 6.4.14 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> \$1000 per tool/report on the first day after due date and \$250 per week thereafter</p> <p><b>Customer Rights and Remedies</b> N/A</p>

Administrative Tools, Reports, and Applications	Tools and Report Implementation
Service Location Report Section 6.4.13.2.7  General Customer Profile Information Section 6.4.13.2.8	

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

Reference: document \_\_\_\_\_  
location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

Verizon understands and will comply with DTS/STND's SLA for Tools and Report Implementation.

6.4.12.3.5 Tool Availability (M)

Administrative Tools, Reports and Applications	Tool Availability
<p>Public Web Site Section 6.4.14.1</p> <p>Private Web Site Section 6.4.14.2</p> <p>Customer Trouble Ticket and Tracking System Section 6.4.14.3</p> <p>Fiscal Management Database(s) Section 6.4.13.1</p>	<p><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 number of days in the month.</p> <p><b>Measurement Process</b> DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened. The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.4.12.2.2 shall apply. The Availability percentage 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> 100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p><b>DTS/ONS Rights and Remedies</b> \$400 per month, per tool</p> <p><b>Customer Rights and Remedies</b> Escalation to 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 DTS/STND's SLA for Tool Availability.

6.4.12.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this contract:

SLA	Definition
Availability percentage	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Catastrophic Outage 1 CAT 1	The total loss of 10 channels or greater per service type, statewide.
Catastrophic Outage 3 CAT 3	The total loss of any service type on a system wide basis.
CAT Outage	Catastrophic outage as further defined below for CAT 1, 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
Round Trip Transmission Delay	Round trip transfer delay measured from Contractor to Customer Handoff (CCH) to CCH.
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.
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.
Total Monthly Recurring Charges (TMRC)	The monthly recurring charges for service
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  No

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

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

*Description:*

Verizon understands and agrees with the definitions of the SLA Related Terms as described above.