

STATE OF CALIFORNIA
STANDARD AGREEMENT AMENDMENT
 STD. 213 A (Rev 6/09)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

Pages

271

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-22 (DTS 06E1392)	15
REGISTRATION NUMBER	

1. This Agreement is entered into between the State Agency and Contractor named below:

STATE AGENCY'S NAME

California Technology Agency (Formerly Office of the State Chief Information Officer (OCIO))

CONTRACTOR'S NAME

MCI Network Services, Inc. or MCI Financial Management, Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies

2. The term of this Agreement is 1/30/2007 through 1/29/2014

3. The maximum amount of this agreement after this amendment is: N/A

4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein: **This Amendment is being submitted for your approval in an effort to augment existing CALNET 2 services. Verizon Business will be providing the State with Support Services for the HIPC, and Video Conferencing. Additional Service Agreements (SLAs) have also been provided as part of this amendment to provide service quality assurance for the proposed services.**

A. This amendment includes the following changes, Subject CALNET 2, MSA 3 (Verizon Business):

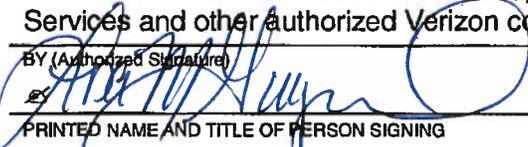
This amendment is to include HIPC Services and Video Conference additions. Verizon Business will be providing the State with Support Services for the HIPC and Video Conferencing. Additional Service Agreements (SLAs) have been provided as part of this amendment to provide service quality assurance for the proposed services.

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

Continued on the next page.

This Agreement is effective September 1, 2011 or upon DGS approval, whichever is later. All other terms and conditions of the original agreement shall remain the same.

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

Verizon Business Network Services, Inc. on behalf of CONTRACTOR	
CONTRACTOR'S NAME (If other than an Individual, state whether a corporation, partnership, etc.)	
MCI Network Services, Inc. or MCI Financial Management, Corp. on behalf of MCI Communications Services, Inc d/b/a Verizon Business Services and other authorized Verizon companies	
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>10/17/11</u>
PRINTED NAME AND TITLE OF PERSON SIGNING	
Lisa M. Guignard, Director-Pricing/Contract Management	
ADDRESS	
22001 Loudoun County Parkway, Ashburn, VA 20147	
STATE OF CALIFORNIA	
AGENCY NAME	
California Technology Agency	
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>10/27/11</u>
PRINTED NAME AND TITLE OF PERSON SIGNING	
Tricia Rodriguez - Manager - Purchasing and Support Services	
ADDRESS	
P.O. Box 1810, MS Y-18, Rancho Cordova, CA 95741-1810	

CALIFORNIA
 Department of General Services
 Use Only

DEPARTMENT OF GENERAL SERVICES
 PROCUREMENT DIVISION

APPROVED

BY 

DATE 11/28/11

 11/18/11 **GENERAL SERVICES LEGAL SERVICES**

Exempt per:

Continuation

STD 213A Standard Agreement Amendment 5-06-58-22 (DTS 06E1392) 15

1. 6.3.2.1 Hosted Standalone IP Telephony Business Line Services, Attachment 3 has been modified to include HIPC Services:

- HIPC User Premium Support Services
- HIPC Administrator Premium Support Services
- HIPC Enterprise Premium Support Services
- Deviceless Subscriber

Replace Attachment 3 Section 6.3.2.1 (Pages 1-9) with amended section (Pages 1-17)

2. 6.3.2.1 Hosted Standalone IP Telephony Business Line Services, Attachment 4 has been modified to include HIPC Services:

- HIPC User Premium Support Services addition, page 1
- HIPC Administrator Premium Support Services addition, page 1
- HIPC Enterprise Premium Support Services addition, page 1
- Deviceless Subscriber addition, page 2

Replace Attachment 4 Section 6.3.2.1 (Pages 1-2) with amended section (Pages 1-2)

3. 6.3.4.3 Converged Services, IP Telephony Business Line Services, Attachment 3 has been modified to include HIPC Services:

- HIPC Advanced Feature Package addition, pages 9-10
- HIPC User Premium Support Services addition, pages 11-12
- HIPC Administrator Premium Support Services addition, pages 13-14
- HIPC Enterprise Premium Support Services addition, pages 15-16
- Deviceless Subscriber addition, pages 17-18

Replace Attachment 3 Section 6.3.4.3 (Pages 1-24) with amended section (Pages 1-60)

4. 6.3.4.3 Converged Services, IP Telephony Business Line Services, Attachment 4 has been modified to include HIPC Services:

- HIPC Advanced Feature Package addition, page 1
- HIPC User Premium Support Services addition, page 1
- HIPC Administrator Premium Support Services addition, page 1
- HIPC Enterprise Premium Support Services addition, page 1
- Deviceless Subscriber addition, page 1

Replace Attachment 4 Section 6.3.4.3 (Pages 1-7) with amended section (Pages 1-10)

5. 6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System, Attachment 3 has been modified to include the Feature Limits or Compatibility Restrictions to Feature Message Announce:

- Message Announce, Feature Limits or Compatibility Restrictions addition, page 7

Replace Attachment 3 Section 6.3.5.2 (Pages 1-26) with amended section (Pages 1-27)

6. 6.3.9 Converged Services, Required Customer Premise Equipment (CPE), Attachment 3 has been modified to include Polycom Video Conferencing:

- Video Media Center (VMC) addition, pages 53-54

- Video Border Proxy (VBP) Family addition, page 54
- Open Telepresence Experience (OTX) Family addition, page 55
- Real Media Experience (RMX) Family addition, page 57
- Distributed Media Application (DMA) Family addition, page 60
- Converged Management Application (CMA) Family addition, page 61
- Polycom Maintenance subheading addition, page 62
- Polycom Immersive Telepresence Services (New and Renewal Maintenance) addition, page 62
- Polycom Maintenance (New and Renewal Maintenance) to asterisk note Polycom Maintenance MLP is based on DMA 7000 additions, page 63

Replace Attachment 3 Section 6.3.9 (Pages 1-65) with amended section (Pages 1-72)

7. 6.3.9 Converged Services, Required Customer Premise Equipment (CPE), Attachment 4 has been modified to include Polycom Video Conferencing:

- Video Media Center (VMC) addition, page 12
- Video Border Proxy (VBP) Family addition, page 12
- Open Telepresence Experience (OTX) Family addition, page 12
- Real Media Experience (RMX) Family addition, page 12
- Distributed Media Application (DMA) Family addition, page 12
- Converged Management Application (CMA) Family addition, page 13
- Polycom Maintenance subheading addition, page 13
- Polycom Immersive Telepresence Services (New and Renewal Maintenance) addition, page 13
- Polycom Maintenance (New and Renewal Maintenance) to asterisk note Polycom Maintenance MLP is based on DMA 7000 additions, page 13

Replace Attachment 4 Section 6.3.9 (Pages 1-16) with amended section (Pages 1-17)

8. MSA 3 Service Level Agreements have been modified to include HIPC services as follows:

- 6.3.14.2.3 Service Availability Percentage (M)
 - Advanced Feature Package addition, page 342
 - Deviceless Subscriber addition, page 342
- 6.3.14.2.4 Catastrophic Outage 1 (M)
 - Advanced Feature Package addition, page 347
 - Deviceless Subscriber addition, page 347
- 6.3.14.2.5 Catastrophic Outage 2 (M)
 - Advanced Feature Package addition, page 348
 - Deviceless Subscriber addition, page 348
- 6.3.14.2.6 Catastrophic Outage 3 (M)
 - Advanced Feature Package addition, page 349
 - Deviceless Subscriber addition, page 349
- 6.3.14.2.8 One-Way Transmission Delay (M)
 - Advanced Feature Package addition, page 351
 - Deviceless Subscriber addition, page 351
- 6.3.14.2.9 Jitter (M)
 - Advanced Feature Package addition, page 353
 - Deviceless Subscriber addition, page 353
- 6.3.14.2.10 Packet Loss (M)
 - Advanced Feature Package addition, page 356
 - Deviceless Subscriber addition, page 357
- 6.3.14.2.12 Excessive Outage (M)
 - Advanced Feature Package addition, page 360
 - Deviceless Subscriber addition, page 360

Replace SLAs 6.3-328 through 6.3-376

B. Signature authority for the Office of the State Chief Information Officer (OCIO) has changed to the California Technology Agency per Chapter 404, Statutes of 2010, AB 2408 effective January 1, 2011.

C. Amendment Summary:

- **What is this amendment about?**

This amendment is to augment HIPC Services and Video Conference additions.

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

Verizon Business will be providing the State with Support Services for the HIPC and Video Conferencing. Additional Service Agreements (SLAs) have been provided as part of this amendment to provide service quality assurance for the proposed services.

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

This amendment is to include HIPC Services and Video Conference additions. Verizon Business will be providing the State with Support Services for the HIPC and Video Conferencing. Additional Service Agreements (SLAs) have been provided as part of this amendment to provide service quality assurance for the proposed services.

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

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

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

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

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

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

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

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

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

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

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

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

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

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

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

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

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

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

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

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>HIPC User Premium Support Services</p>	<p>HIPC0001</p>	<p>Verizon offers post implementation supplemental User Premium Support Services for change management assistance. Customers have the option to manage their own User profiles through the HIPC User Portal. HIPC User Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP User interface. Features that Verizon can assist for User level</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		include Voicemail Set Up, Call Blast, Call Forwarding Always/ Busy/ No Answer/ Selective, Call Notify, Calling Line ID Delivery Blocking, Remove Call Waiting, Communication Manager Express, Directed Call Pickup, Transfer assistance, Voicemail assistance, Selective Call Acceptance/Rejection, and Speed Dial. Charges will apply on a per feature change.	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>HIPC Administrator Premium Support Services</p>	<p>HIPC0002</p>	<p>Verizon offers post implementation supplemental Administrator Premium Support Services for change management assistance. Customers have the option to manage their own Administrator profiles through the HIPC Administrator/Enterprise Portal. HIPC Administrator Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP Administrator</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>/Enterprise interface. Features that Verizon can assist for Administrator level include Uploading auto attendant custom greeting, Upload music hold, Hunt groups, Series Completion, Subscriber Management add/modify, Email address changes in Verizon Enterprise Center (VEC) / Password Reset Activity, Shared call Appearance, Remote office, and Attendant console. Charges will apply on a per feature change.</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>HIPC Enterprise Premium Support Services</p>	<p>HIPC0003</p>	<p>Verizon offers post implementation supplemental Enterprise Premium Support Services for change management assistance. Customers have the option to manage their own Enterprise profiles through the HIPC Administrator/Enterprise Portal. HIPC Enterprise Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP Administrator /Enterprise</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>interface. Features that Verizon can assist for Enterprise level include Adding International calling (configure special access for incoming/outgoing calling plans, Authorization codes or account codes, Add/Modify feature packages, Add/Modify prefix plans and Location directory (LDAP). Charges will apply on a per feature change.</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Deviceless Subscriber</p>	<p>HIPC0004</p>	<p>Deviceless Subscriber is an optional feature available to installed HIPC locations that allows an additional HIPC user line without an assigned SIP end point. Deviceless Subscriber requires at least one of the following optional features which includes Remote Office or Voice Mail. This also excludes the required DID number charge. The following features are included with Deviceless Subscriber as follows: Anonymous Call Rejection to reject callers who have blocked their caller ID, Call Forwarding to redirect incoming calls, Call log to view missed or received, Call Notify to provide text or e-mail notification of incoming calls, Do Not Disturb to appear busy and send calls to an alternate location,</p>	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Selective Call Acceptance/Call Rejection to screen incoming calls, Caller ID to view caller identification, Voice Messaging to send calls to voicemail (requires voicemail), Locate Me "Find Me Follow Me" to ring multiple phones sequentially and Simultaneous Ring "Call Blast" to ring multiple phones simultaneously.	

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 3

Applicable Service Level Agreements:

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

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 4

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

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges
Hosted Standalone IP Telephony Business Line Service - Hosted IP Centrex (HIPC)	IBBL0000	Per Subscriber	\$24.09	\$18.45	\$0.00
Off-Net Toll	IONT0000	Per Minute	\$0.00	\$0.00	\$0.00
Off-Net Toll Free	IOTF0000	Per Minute	\$0.00	\$0.0247	\$0.00
Additional Line Appearances	IAAP0000	Per Appearance	\$0.00	\$3.38	\$0.00
Account Codes	IACD0000	Per Group	\$0.00	\$6.80	\$0.00
Attendant Console	IACN0000	Per Configured User	\$0.00	\$12.75	\$0.00
Authorization Codes	IATC0000	Per Group	\$0.00	\$6.80	\$0.00
Block of DID Numbers	IDID0000	Per Block of 20	\$0.00	\$5.31	\$0.00
Virtual FX	IVFX0000	Per FX Line	\$0.00	\$4.05	\$0.00
Auto Attendant	IAPI0000	Per Instance	\$0.00	\$18.70	\$0.00
Remote Office	IROF0000	Per Configured User	\$0.00	\$7.20	\$0.00
HIPC User Premium Support Services	HIPC0001	Per VoIP Feature Activity	\$25.00	N/A	\$0.00
HIPC Administrator Premium Support Services	HIPC0002	Per VoIP Feature Activity	\$50.00	N/A	\$0.00
HIPC Enterprise Premium Support Services	HIPC0003	Per VoIP Feature Activity	\$100.00	N/A	\$0.00

6.3.2.1 Hosted Standalone IP Telephony Business Line Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges
Deviceless Subscriber	HIPC0004	Per Subscriber	N/A	\$3.85	\$0.00

Taxes and Surcharges

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

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

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Service Identifier: Converged Services, IP Telephony Business Line Service - Hosted IP Centrex (HIPC)

Description of the Service: Verizon’s Converged Services, Hosted IP Centrex (HIPC) Service is available to CALNET II customers throughout the entire State of California. The HIPC Service is deployed in geographically diverse locations throughout the US to provide redundancy and survivability. While the service is available throughout the country, HIPC is designed to deliver service to the entire state of California.

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Converged Service, IP Telephony Business Line Service – Hosted IP Centrex (HIPC)	CSBL0000	Hosted IP Centrex (HIPC) Line, including the following features: Call Transfer Call Park Call Pickup Conference Call Hold Call Forward – Busy Don’t Answer Call Forward – All Calls Hunt Groups Multi Line Appearance Speed Dial Redial Message Waiting Indicator Auto Attendant Four-digit extension dialing	Requires Site Survey by Verizon prior to submission of order under the provisions of the Managed Project Work SLA. Provisioning timeframes will be established under the provisions of Managed Project Work.

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Conference Bridge Caller ID Group Pickup Web Directory Directory Phone Display 900 Blocking</p> <p>Additional Included Features:</p> <ul style="list-style-type: none"> • Alternate Numbers • Anonymous Call Rejection • Authentication • Blind Call Transfer • Call Blast Personal • Call Forwarding-Multi Phone • Call Forwarding-No Answer • Call Forwarding Selective • Call Notify • Call Pickup-Directed with Barge-In • Call Return • Call Screening • Call Waiting • Calling Line ID Blocking 	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<ul style="list-style-type: none"> • Calling Line ID Blocking per Call • Cancel Call Waiting/Call Waiting per Call • Communication Manager • Distinctive Alert/Ringing • Do Not Disturb • Find Me • Flash Call Hold • LDAP Directory Integration • Loudspeaker Paging • Multi-path Forwarding • Music on Hold • Outbound Caller ID • Outlook Integration • Personalized Name Recording • Phone List Group • Phone List Personal • Phone List Call Log • Priority Alert/Ringing • Private Dial Plans 	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<ul style="list-style-type: none"> • PS/ALI • Ring Splash • Selective Call Acceptance • Selective Call Rejection • Selective Call Appearance • Selective Call Rejection • Telephony User Interface 	
Off-Net Toll	CSOF0000	Verizon HIPC service routes call traffic off of the IP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico. This is accomplished using PSTN gateways hosted within the network, further enabling the converged VoIP service.	
Off-Net Toll Free	CSOF0000	The Hosted Standalone IP Telephony service allows CALNET II customers to receive off-net toll free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Additional Line Appearances	IAAP0000	Provides additional Line Appearance for multi-line phones.	
Account Codes	IACD0000	Enables the tracking of calls made outside of the location by prompting subscribers for an account code.	
Attendant Console	IACN0000	The web-based Attendant Console enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers. All must be built under the same location as the Attendant. The Attendant Console graphically displays subscribers status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window is integrated with the Communication Manager, thereby enabling the attendant to perform functions such as click-to-transfer or click-to-dial.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Authorization Codes	IATC0000	Prompts subscribers for an authorization code when making calls outside of the location. Calls will not be connected unless a valid code is entered.	
Block of DID Numbers	IDID0000	Block of 20 DID numbers	
Virtual FX (per line)	IVFX0000	Inbound Only: CALNET II customers can use Virtual FX as an inbound-only application using Direct Inward Dialing (DID) to set up one or more virtual locations and permanently forward incoming calls to another physical hub location. This means that a CALNET II customer may have local DIDs in a variety of cities but have one central location where all of those incoming calls are terminated.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

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

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

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

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>HIPC Advanced Feature Package</p>	<p>HIPC0000</p>	<p>HIPC Advanced Feature Package has optional capabilities available to installed HIPC subscribers for Section 6.3.4.3 including: 1.) Call Transfer - Blind - Enables a subscriber to transfer a call unattended (blind) before or after the call is answered 2.) Instant Messaging - send an instant message to anyone online and available in your contact list who is a subscriber 3.) Presence Management - Identifies the instant messaging and on-hook status of the subscriber 4.) Real Time Call Management via Pop-Up Toasts - A call pop-up toaster when receiving an incoming call. 5.) Softphone - Make and receive calls using your Integrated Communications Package desktop client interface. Features 1 thru 4 require the user to have high speed</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>access to the internet. This feature package is downloaded onto the users PC to activate via the administrative tool.</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>HIPC User Premium Support Services</p>	<p>HIPC0001</p>	<p>Verizon offers post implementation supplemental User Premium Support Services for change management assistance. Customers have the option to manage their own User profiles through the HIPC User Portal. HIPC User Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP User interface. Features that Verizon can assist for User level</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		include Voicemail Set Up, Call Blast, Call Forwarding Always/ Busy/ No Answer/ Selective, Call Notify, Calling Line ID Delivery Blocking, Remove Call Waiting, Communication Manager Express, Directed Call Pickup, Transfer assistance, Voicemail assistance, Selective Call Acceptance/Rejection, and Speed Dial. Charges will apply on a per feature change.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>HIPC Administrator Premium Support Services</p>	<p>HIPC0002</p>	<p>Verizon offers post implementation supplemental Administrator Premium Support Services for change management assistance. Customers have the option to manage their own Administrator profiles through the HIPC Administrator/Enterprise Portal. HIPC Administrator Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>Administrator/Enterprise interface. Features that Verizon can assist for Administrator level include Uploading auto attendant custom greeting, Upload music hold, Hunt groups, Series Completion, Subscriber Management add/modify, Email address changes in Verizon Enterprise Center (VEC) / Password Reset Activity, Shared call Appearance, Remote office, and Attendant console. Charges will apply on a per feature change.</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>HIPC Enterprise Premium Support Services</p>	<p>HIPC0003</p>	<p>Verizon offers post implementation supplemental Enterprise Premium Support Services for change management assistance. Customers have the option to manage their own Enterprise profiles through the HIPC Administrator/Enterprise Portal. HIPC Enterprise Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP Administrator/Enter</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>prise interface. Features that Verizon can assist for Enterprise level include Adding International calling (configure special access for incoming/outgoing calling plans, Authorization codes or account codes, Add/Modify feature packages, Add/Modify prefix plans and Location directory (LDAP). Charges will apply on a per feature change.</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Deviceless Subscriber	HIPC0004	<p>Deviceless Subscriber is an optional feature available to installed HIPC locations that allows an additional HIPC user line without an assigned SIP end point. Deviceless Subscriber requires at least one of the following optional features which includes Remote Office or Voice Mail. This also excludes the required DID number charge. The following features are included with Deviceless Subscriber as follows:</p> <p>Anonymous Call Rejection to reject callers who have blocked their caller ID, Call Forwarding to redirect incoming calls, Call log to view missed or received, Call Notify to provide text or e-mail notification of incoming calls, Do Not Disturb to appear busy and send calls to an alternate location,</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Selective Call Acceptance/Call Rejection to screen incoming calls, Caller ID to view caller identification, Voice Messaging to send calls to voicemail (requires voicemail), Locate Me "Find Me Follow Me" to ring multiple phones sequentially and Simultaneous Ring "Call Blast" to ring multiple phones simultaneously.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

IP Network Transport Management (Switch):

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Switch / Hub) - Managed LAN Monitor & Notify (Small)</p>	<p>MLMN0001</p>	<p>Managed Services LAN Monitor & Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Switches must be certified by VzB MNS. VzB PIP network will provide inband management. This service requires Feature ID of either MTOI0001 or MII00002.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - Managed LAN Monitor & Notify (Medium)	MLMN0002	Managed Services LAN Monitor & Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Switches must be certified by VzB MNS. VzB PIP network will provide inband management. This service requires Feature ID of either MTOI0001 or MII0002.	Hardware must not be identified as End of Life by the manufacturer.

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - Managed LAN Monitor & Notify (Large)	MLMN0003	Managed Services LAN Monitor & Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Switches must be certified by VzB MNS. VzB PIP network will provide inband management. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Switch /Hub) - Managed LAN Physical (Small)</p>	<p>MLPH0001</p>	<p>Managed Services LAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. This service requires Feature ID of either MTOI0001 or MII00002.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Switch /Hub) - Managed LAN Physical (Medium)</p>	<p>MLPH0002</p>	<p>Managed Services LAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. This service requires Feature ID of either MTOI0001 or MIIO0002.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Switch /Hub) - Managed LAN Physical (Large)</p>	<p>MLPH0003</p>	<p>Managed Services LAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. This service requires Feature ID of either MTOI0001 or MII00002.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Switch /Hub) - Managed LAN Full (Small)</p>	<p>MLFL0001</p>	<p>Managed Services LAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either MTOI0001 or MII00002.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Management (Switch /Hub) - Managed LAN Full (Medium)</p>	<p>MLFL0002</p>	<p>Managed Services LAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either MTOI0001 or MII0002.</p>	<p>Hardware must not be identified as End of Life by the manufacturer.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - Managed LAN Full (Large)	MLFL0003	Managed Services LAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.
Takeover of Existing Device - Management Takeover of Switch	MTOI0001	This applies to Management (Switch/Hub) of Monitor & Notify, Physical and Full (Small, Medium and Large).	
New Device - Switch Installation requiring initial configuration and implementation support	MIIO0002	This applies to Management (Switch/Hub) of Monitor & Notify, Physical and Full (Small, Medium and Large).	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - Threshold Reporting	THRE0000	Verizon Business Notifies Managed Network Service engineers of performance exceptions, including enhanced latency, discards, traffic shaping, and more. A total of 11 thresholds are included.	
Management (Switch /Hub) - Order Expedite	OEXP0000	Request to activate switch in 15 days or less (Not Including Circuit).	
Management (Switch /Hub) - New Implementation Rescheduling	RSCH0000	Management (Switch/ Hub) New Implementation Rescheduling is an additional charge to reschedule Switch / Hub within less than 48 hours (2 calendar days) of original scheduled installation date. If Switch / Hub is rescheduled before 48 hours then no additional charge shall apply.	
Management (Switch /Hub) - After-Hours Premium Charge (M-F, 5 p.m. to 8 a.m., including weekends and holidays)	PREM0000	Managed (Switch/Hub) After Hours Premium Charge is a one site charge for standby support at the NOC during non-business hour installations. This charge is in addition to the normal business installation charge.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Optional Change Management provides additional change management support for items customers are not likely to encounter on a daily basis. Optional Change Management items are charged on a per-incident basis (NRC), and are available to customers that subscribe to 6.3.4.3 Converged Services, IP Telephony Business Line Services. These are enhanced features and a subset of the 6.3.4.3 Converged Services, IP Telephony Business Line Services.

Optional Change Management Activities:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - LAN Dynamic Host Configuration Protocol (DHCP) IP Helper Add / Modify / Delete	LDFM0000	Switch configuration to Add / Modify / Delete Dynamic Host Configuration Protocol (DHCP) IP Helper Add / Modify / Delete. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - IP Address / Subnet Mask – Add / Modify / Delete	IAFM0000	IP Network Address /Subnet Mask - Add / Modify / Delete. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - Hostname change	HCFM0000	Switch configuration changes to change router host name WAN and LAN. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - VLAN – Add / Delete	VLFM0000	Add or remove a new VLAN to existing managed switch. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - Trunking Configuration – Add / Delete	TCFM0000	Enable or Disable ISL or 802.1Q trunking between two switches and configure DTP mode. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) - Spanning Tree – Add / Delete	STFM0000	Enable or Delete Spanning Tree Protocol (STP), configure port priority/VLAN priority, configure port costs, configure root switch. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - Storm Control – Add / Delete	SCFM0000	Enable or Delete broadcast, multicast, or unicast traffic storm control on the interface and configure the traffic storm control level. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - Ether Channel – Add / Delete	ECFM0000	Configure the EtherChannel on the switch port and set its EtherChannel mode or Delete EtherChannel on the switch port. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) – UniDirectional Link Detection (UDLD) Configuration – Add / Delete	UCFM0000	Enable or Delete Unidirectional Link Detection (UDLD) protocol on a specific LAN port. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
Management (Switch /Hub) - Multicast Configuration – Add / Delete	MCFM0000	Enable/Delete or configure Internet Group Management Protocol (IGMP) snooping, GARP Multicast Registration Protocol (GMRP), or RGMP. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch /Hub) – VLAN Trunk Protocol (VTP) Configuration – Add / Modify / Delete	VTPC0000	Enable VLAN Trunking Protocol (VTP); set mode, password, and pruning. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub
<p>In lieu of the optional change management per occurrence services described above, customers have the option to utilize the established hourly rate. Labor charges will commence upon arrival at customer site. Only the highest single NRC will be charged per device. Feature ID's are MEMU0000, DOFM0000, IBSM0001, HRDU0001, LNIB0000, LERS0001, DDON0000, LAFT0000.</p>			
Management (Switch - labor only) - Memory Upgrade	MEMU0000	Dispatch of a technician to the premises to perform Add or swap to an upgraded memory (flash or DRAM). This includes additional remote management and configuration services. Available for Full Mgmt Only.	
Management (Switch - labor only) Switch IOS Change Support New Features	DOFM0000	Dispatch of a technician to the premises to perform Changes the IOS on the router for new feature requirements. This includes additional remote management and configuration services. Available for Full Mgmt Only.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch - labor only) Intra-building Move	IBSM0001	Dispatch of a technician to the premises to perform In-building move of existing switch – using same circuit and no design impact. Done during normal business hours. This includes additional remote management and configuration services. Available for Full Mgmt Only.	
Management (Switch - labor only) Hardware Module Upgrade	HRDU0001	Dispatch of a technician to the premises to perform Add or swap a component to upgrade a module. This includes additional remote management and configuration services. Available for Full Mgmt Only.	
Management (Switch - labor only) Switch Move, Inter-building or Across Town	LNIB0000	Request to reschedule a router activation within 48 hours.	
Management (Switch-labor only) Switch Exchange	LERS0001	Dispatch of a technician to the premises to perform Across town is within 30 miles of original circuit, same switch but new circuit, done during normal business hours. This includes additional remote management and configuration services. Available for Full Mgmt Only.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Management (Switch) Field Service Technicians (labor only) - Normal business hours (M-F, 8 a.m. to 5 p.m.).	DDON0000	Management Field Service Technicians hourly rate during normal business hours (M-F, 8 a.m. to 5 p.m.). Dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.	
Management (Switch) Field Service Technicians (labor only) – After hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays).	LAFT0000	Management Field Service Technicians hourly rate after hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays) dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.	

Managed Wireless LAN (MWLAN)

MWLAN services provide ongoing 24x7 remote management support for customer Wireless LAN environments to keep them Secure, Highly Available and Performing at High Service Levels. Managed Services are delivered using an ITIL-based service model and include Technical Account Management and Proactive Engineering support. When Customer Wireless LAN's are supported by Verizon's Wireless LAN Management Services, Verizon provides the added benefit of an end-to-end view and SLA's for the Customer's Wireless LAN that includes:

- Time to Repair
- Managed Service Installation (Provisioning)
- Proactive Outage Notification

MWLAN services is a best effort service. The service features a robust Customer Portal with real-time dashboard for Application and Transaction status.

The MWLAN service must be associated with at least one Managed LAN site and the MWLAN management level must be at the same level or below the Managed LAN management level for the same site. Service does not include major upgrades. Hardware must not be identified as End of Life by the manufacturer.

MWLAN services provide a multistep deployment and management offering, including a pre-deployment evaluation of the customer site and usage plans, the creation and validation of a WLAN schematic, and a review of security and authentication policies. Verizon has Wireless Engineering and Assessment services which are required for preparing the Customer Wireless LAN for Managed Services. Please review the list of Supported Technologies for important feature limitations on technology scope.

Managed Wireless LAN (MWLAN) - Service Activation

Verizon has two service activation options are available for Managed Wireless LAN:

1. Managed Implementation – for new networks and devices
2. Managed Take Over – for existing networks and devices

Custom engineering services may be required for MWLAN takeover or implementation for large or complex Customer wireless environments. The MWLAN service must be associated with at least one Managed LAN site and the MWLAN management level must be at the same level or below the Managed LAN management level for the same site. The service does not include major upgrades and hardware must not be identified as End of Life by the manufacturer. Customer will be charged a service charge for all issues discovered with Full Management that result in an Verizon technician being

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

dispatched that are due to the act or omission of Customer including, but not limited to, faulty in house wiring.

Managed Implementation

This option applies when a new network is required to meet the customer's requirements.

The Design process considers the customer's business requirements and technology needs in order to create a solution to meet current and future business needs. This includes:

- The collection of system, application and end-user requirements
- The creation of a detailed logical and physical design plan for transport and equipment
- Implementation of the overall project plan

The Implementation process consists of the activities required to deliver the network solution and to bring the network under management. Verizon Business performs the overall project management function for timely and efficient network activation. This includes:

- Order validation and acceptance for Managed Wireless LAN Service (and Managed WAN or Managed Services Complete, if required)
- Site readiness to include site survey (if required), dispatch and tracking
- CPE coordination for timely staging and configuration of devices
- Scheduling and confirming physical and out-of-band connectivity (Note out-of-band connectivity is required for every managed Wireless LAN Controller)
- Network / Site installation and acceptance
- Hand-off operational network to the Managed Services Operations center
- Static IP addresses are required for every Wireless LAN Controller and Wireless Access Point. Customers may be required to change the IP addresses of the managed devices in order to allow Verizon to assume management.

Managed Implementation Design Engineering Tasks

- Create Statement of Requirements
 - Network addressing
 - Routing protocol requirements
 - Redundancy/availability requirements
 - Scalability requirements
 - Remote access requirements
 - Implementation requirements
- Validate MSO compliancy
- Establish and confirm management connectivity (i.e., Management PVC for MSO visibility)

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- Review IP addressing scheme for MSO compliance. Customer may be required to alter the IP addressing of the managed wireless LAN devices so as to avoid overlapping with existing customer managed devices.
- Customer Design Document
 - Physical and logical topology
 - Detailed IP routing protocol design
 - Security
 - Hardware and software requirements
 - Quality of Service requirements (if needed)
 - Redundancy and backup, and remote access requirements
 - Remote access

MWLAN Certified CPE

For new implementations, all devices must be certified by Managed Network Solutions Operations (MNSO) for use with the service. The term "certified" means that:

- A device is fully qualified for use with the MWLAN service
- Standard pricing applies for this device
- This list will be updated on a regular basis

Note: Select Cisco and Aruba Networks equipment is certified for use with Verizon MWLAN. Hardware must not be identified as End of Life by the manufacturer. The customer may select self-sparing of access points in lieu of a maintenance agreement. Access point self-sparing option must be approved by MNSO.

Managed Take Over

This option applies when the customer wants Verizon Business to take an existing network or solution under management. Verizon Business will perform a design review exercise for customers with existing networks. This non-intrusive process is accomplished by:

- Customer interviews
- Customer-provided network diagrams
- Site-specific information

At the completion of the design review effort, Verizon Business will provide the customer with the feedback on what changes to the customer network are necessary, before it can be accepted for management. These changes may result in one-time charges to the customer that will be in addition to those listed in their service agreement. As part of the implementation process, the customer may elect to have Verizon Business affect these changes at additional onetime costs, do it themselves, or use a third party.

The Service Delivery process consists of all the activities required to bring the network under management. Verizon Business performs the overall

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project management function for efficient network activation. These activities will include Verizon Business to:

- Create a customer design document and overall project plan to bring the network under management
- Execute the necessary changes to bring the network under management
- Confirm site readiness
- Coordinate CPE for timely staging and configuration of devices (if required)
- Hand-off operational network to the Managed Services Operations center

Managed Take over Design Engineering Tasks

The planning and service delivery functions performed by the Managed Services Delivery organization associated with Managed Take Over.

- Identify network and CPE assets including network and router configurations
- Validate MSO compliancy
- Document physical and logical topology
- Network addressing and routing protocol design
- Security requirements
- Creates Statement of Requirement/Customer Design Document
- Review IP addressing scheme for MSO compliance
- Establish and confirm management connectivity (i.e., Management PVC for MSO visibility)

MWLAN - CPE Managed Take Over Guidelines

In order to bring an existing customer solution under management, Verizon Business will analyze the customer's current network and CPE assets against Verizon Business's baseline requirements. The following points highlight the key baseline criteria used to evaluate the CPE that will be brought under management as part of the Managed Take Over process.

- The customer network should be running standard WLAN feature sets.
- The wireless LAN equipment must be listed on the Managed Network Services Certified Device List.
- Verizon Business will confirm if the devices will continue to be supported by the manufacturer over the next two years.
- Wireless LAN Controllers must be operating a General Deployment (GD) version of the operating system.
- Verizon Business will confirm if the operating system of the wireless LAN has been upgraded in the past two years.
- Customer will allow Verizon Business to manage the maintenance contract for the customer-premised equipment.
- The wireless LAN equipment is currently configured, deployed, and operational within the customer's network.

Note: Hardware must not be identified as End of Life by the manufacturer.

Change Management

Change Management broadly defines the logical and physical activities performed by Verizon Business to ensure the Customer MWLAN solution keeps pace with their changing needs and requirements. Standard change management activities are included in the MWLAN monthly recurring charge. All other change management activities are custom and are quoted on an individual case basis.

The following table details the different change management activities and pricing:

Standard Change Management Activities	Charge
Wireless LAN Security - Modify	Included in MRC
Wireless LAN Authentication - Modify	Included in MRC
Wireless Access Point - Modify	Included in MRC
Protocol/Feature Modify	Included in MRC
DHCP Configuration - Modify	Included in MRC
IOS Emergency Upgrade	Included in MRC
IP Address/Subnet Mask Changes	Included in MRC
Switch VLAN Changes - Modify	Included in MRC
Switch Spanning Tree Configuration Modify	Included in MRC
Filters/Access-Lists - Modify	Included in MRC
Management Access List - Modify	Included in MRC

Optional Change Management provides additional change management support for items customers are not likely to encounter on a daily basis. Optional Change Management items are charged on a per-incident basis (NRC), and are available to customers that subscribe to 6.3.3.8 Converged Services, IP and Network IP Transport Services. These are enhanced features and a subset of the 6.3.3.8 Converged Services, IP and Network IP Transport Services.

Configuration Back Up

Verizon Business will back up the customer's Wireless LAN Controller configuration on a weekly basis. This allows quick recovery when a hardware replacement is made and provides accurate record keeping when performing configuration changes on the customer network. As part of the network acceptance process, all managed devices will have a copy of the most current

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3 configuration backed up on a weekly basis.

MWLAN – Custom Design Elements

The following custom activities may be required as part of Managed Implementation Design Engineering or Managed Take over Design Engineering:

- **Wireless Quality of Service –** Some Quality of Service features could be supported to make the WLAN Quality of Service “aware”. True QoS cannot be realized on the wireless side of the customer’s LAN environment.
- **Voice over Wireless LAN –** Verizon provides custom VoWLAN solutions for secure, reliable, scalable platform for all of voice, video, and data services.
- **Exterior Wireless Bridges/Access Points –** Verizon has custom solutions to meet customer needs for implementing and managing exterior wireless environments.
- **WLAN Physical Network Modifications –** Verizon will dispatch technician(s) to the premises to perform adds, moves and changes of Customer wireless network and equipment. This includes additional remote management and configuration services as required.

Customer Responsibilities

1. **Information and Access Requests.** Upon request, Customer will provide information to Verizon, its subcontractors or its designated point of contact (“Verizon or its Designees”) that is reasonably necessary or useful for Verizon to perform its obligations. In addition, upon request Customer will provide Verizon or its Designees with access to Customer facilities, installation sites, and equipment as reasonably necessary or useful for Verizon to perform its obligations hereunder.
2. **Licenses.** Customer will obtain any necessary permits, licenses, variances, and/or other authorizations required by state and local jurisdictions for installation and operation of the CPE on Customer’s premises or where the jurisdiction requires Customer to obtain the permit, license, variance and/or authorization.
3. **Building Space.** Where applicable, Customer will provide adequate building space, circuitry, facility wiring, temperature, humidity, and power to comply with the standards established by the manufacturer of the CPE for proper installation and operation of the Managed Service.
4. **IP Addresses.** Verizon reserves the right to use secondary IP addressing if Customer is using unregistered IP address space. If Customer will not allow secondary IP addressing, Customer agrees to pay reasonable costs for a dedicated management domain or an IP proxy hardware solution. Additionally, Verizon reserves the right to use border gateway protocol (“BGP”) routing for the management permanent virtual circuits (“PVCs”) used to access and monitor Customer’s Network.

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

5. **Out of Band Access.** (“OOB”) access is required for all Managed WLAN Full Management. Customer will provide at their cost either a Port Terminal Server or dedicated, analog telephone connection or indirect cable access for use by each OOB modem for troubleshooting. Managed WLAN OOB access is in addition to any Managed WAN OOB access.
6. **Supported Devices.** Only Verizon certified devices will be supported and must be an approved Verizon design as outlined in Customer’s Statement of Requirements.

Reports. All copies of any reports, recommendations, documentation, Customer Portal printouts, or other materials in any media form provided to Customer by Verizon hereunder will be treated as Verizon Confidential Information.

Services Disclaimer. Verizon makes no warranties, guarantees, or representations, express, or implied, that (i) the services provided pursuant to this service will protect Customer’s network from intrusions, viruses, trojan horses, worms, time bombs, cancelbots or other similar harmful or destructive programming routines; (ii) any security threats and vulnerabilities to Customer’s network will be prevented or detected; or (iii) the performance by Verizon of any services will render Customer’s systems invulnerable to security breaches.

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>MWLAN Controller Full (Small)</p>	<p>MGSM0000</p>	<p>MWLAN Controller Full (Small) (wireless controllers that control 1-25 access points) allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Controller must be certified by Verizon MNSO to be eligible for this service. Customer must have a manufacture certified maintenance agreement in place for this service. A modem line with either an Out of Band Modem or a Port Terminal Server is required from the customer. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWLN0000 or NDWC0000. Implementation of this service requires Wireless LAN Engineering Assessment.</p>	<p>Requires one of the following Feature Identifiers have been completed by Verizon for this device:</p> <p>TWLN0000 NDWC0000</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>MWLAN Controller Full (Medium)</p>	<p>MWMD0000</p>	<p>MWLAN Controller Full (Medium) (wireless controllers that allow 26-50 access points) allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Controller must be certified by Verizon MNSO to be eligible for this service. Customer must have a manufacture certified maintenance agreement in place for this service. A Modem Line with either an Out of Band Modem or a Port Terminal Server is required from the customer. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWLN0000 or NDWC0000. Implementation of this service requires Wireless LAN Engineering Assessment.</p>	<p>Requires one of the following Feature Identifiers have been completed by Verizon for this device:</p> <p>TWLN0000 NDWC0000</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>MWLAN Controller Full (Large)</p>	<p>MWLG0000</p>	<p>MWLAN Controller Full (Large) (wireless controllers that control 51 or more access points) allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Controller must be certified by Verizon MNSO to eligible for this service. Customer must have a manufacture certified maintenance agreement in place for this service. A Modem Line with either an Out of Band Modem or a Port Terminal Server is required from the customer. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWLN0000 or NDWC0000. Implementation of this service requires Wireless LAN Engineering Assessment.</p>	<p>Requires one of the following Feature Identifiers have been completed by Verizon for this device:</p> <p>TWLN0000 NDWC0000</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Take Over an Existing MWLAN Controller Device</p>	<p>TWLN0000</p>	<p>This applies to the Full Management of Wireless Controllers (Small, Medium and Large). With Managed Take-Over, Verizon reviews, optimizes and takes over management of a Customer's existing network. All network data must be provided by the Customer, including, but not limited to, Customer interviews, Customer-provided network diagrams, and site-specific information. Verizon will provide Managed Take-Over Service in accordance with a separate SOR that contains appropriate terms and conditions agreed upon by the parties. The SOR provides i) the inventory of the Customer's network; ii) identifies any physical / logical activities required to bring the network under management by Verizon, and iii) identifies any associated costs to Customer to upgrade the network necessary to bring the network under management.</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>New Device – MWLAN Controller Installation, Configuration and Implementation Support</p>	<p>NDWC0000</p>	<p>This applies to the Full Management of Wireless Controllers (Small, Medium and Large). Managed Implementation brings a new Customer Managed WAN network online after the Customer's requirements have been gathered and the design activities have been completed. Verizon provides support for the planning, system engineering and overall project management of a new network. Verizon will provide Managed Implementation Service in accordance with a SOR that contains appropriate terms and conditions agreed upon by the parties.</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>MWLAN Access Point Full</p>	<p>MAPW0000</p>	<p>MWLAN services Full allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Access Point(s) must be certified by Verizon MNSO to be eligible for this service. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWLP000 or NDWA0000. Implementation of this service requires Wireless LAN Engineering Assessment.</p>	<p>Requires one of the following Feature Identifiers have been completed by Verizon for this device:</p> <p>TWLP0000 NDWA0000</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Take Over an Existing MWLAN Access Point Device</p>	<p>TWLP0000</p>	<p>This applies to the Full Management of Wireless Access Point. With Managed Take-Over, Verizon reviews, optimizes and takes over management of a Customer's existing network. All network data must be provided by the Customer, including, but not limited to, Customer interviews, Customer-provided network diagrams, and site-specific information. Verizon will provide Managed Take-Over Service in accordance with a separate SOR that contains appropriate terms and conditions agreed upon by the parties. The SOR provides i) the inventory of the Customer's network; ii) identifies any physical / logical activities required to bring the network under management by Verizon, and iii) identifies any associated costs to Customer to upgrade the network necessary to bring the network under management.</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>New Device – MWLAN Access Point Installation, Configuration and Implementation Support</p>	<p>NDWA0000</p>	<p>This applies to the Full Management of Wireless Access Point. Managed Implementation brings a new Customer Managed WAN network online after the Customer's requirements have been gathered and the design activities have been completed. Verizon provides support for the planning, system engineering and overall project management of a new network. Verizon will provide Managed Implementation Service in accordance with a SOR that contains appropriate terms and conditions agreed upon by the parties.</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Managed Power Over Ethernet Mid-Span Device MWLAN Full</p>	<p>MPWE0000</p>	<p>MWLAN services Full allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Controller must be certified by Verizon MNSO to be eligible for this service. Customer must have a manufacture certified maintenance agreement in place for this service. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWPO000 or NDWP0000. Implementation of this service requires Wireless LAN Engineering Assessment.</p>	<p>Requires one of the following Feature Identifiers have been completed by Verizon for this device:</p> <p>TWPO0000 NDWP0000</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Take Over an Existing MWLAN Power Over Ethernet Mid-Span Device</p>	<p>TWPO0000</p>	<p>This applies to the Full Management of Wireless Power Over Ethernet Mid-Span Device. With Managed Take-Over, Verizon reviews, optimizes and takes over management of a Customer's existing network. All network data must be provided by the Customer, including, but not limited to, Customer interviews, Customer-provided network diagrams, and site-specific information. Verizon will provide Managed Take-Over Service in accordance with a separate SOR that contains appropriate terms and conditions agreed upon by the parties. The SOR provides i) the inventory of the Customer's network; ii) identifies any physical / logical activities required to bring the network under management by Verizon, and iii) identifies any associated costs to Customer to upgrade the network necessary to bring the network under management.</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>New Device – MWLAN Power Over Ethernet Mid-Span Device Installation, Configuration and Implementation Support</p>	<p>NDWP0000</p>	<p>This applies to the Full Management of Wireless Power Over Ethernet Mid-Span Device. Managed Implementation brings a new Customer Managed WAN network online after the Customer's requirements have been gathered and the design activities have been completed. Verizon provides support for the planning, system engineering and overall project management of a new network. Verizon will provide Managed Implementation Service in accordance with a SOR that contains appropriate terms and conditions agreed upon by the parties.</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Managed Authentication Appliance MWLAN Full</p>	<p>MAPF0000</p>	<p>MWLAN Services Full allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Controller must be certified by Verizon MNSO to be eligible for this service. Customer must have a manufacture certified maintenance agreement in place for this service. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWAA0000 or NDWS0000. Implementation of this service requires Wireless LAN Engineering Assessment.</p>	<p>Requires one of the following Feature Identifiers have been completed by Verizon for this device:</p> <p>TWAA0000 NDWS0000</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Take Over an Existing MWLAN Authentication Appliance</p>	<p>TWAA0000</p>	<p>This applies to the Full Management of Wireless Authentication Appliance. With Managed Take-Over, Verizon reviews, optimizes and takes over management of a Customer's existing network. All network data must be provided by the Customer, including, but not limited to, Customer interviews, Customer-provided network diagrams, and site-specific information. Verizon will provide Managed Take-Over Service in accordance with a separate SOR that contains appropriate terms and conditions agreed upon by the parties. The SOR provides i) the inventory of the Customer's network; ii) identifies any physical / logical activities required to bring the network under management by Verizon, and iii) identifies any associated costs to Customer to upgrade the network necessary to bring the network under management.</p>	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>New Device – MWLAN Authentication Appliance Installation, Configuration and Implementation Support</p>	<p>NDWS0000</p>	<p>This applies to the Full Management of Wireless Authentication Appliance. Managed Implementation brings a new Customer MWLAN network online after the Customer’s requirements have been gathered and the design activities have been completed. Verizon provides support for the planning, system engineering and overall project management of a new network. Verizon will provide Managed Implementation Service in accordance with a SOR that contains appropriate terms and conditions agreed upon by the parties.</p>	
<p>Device OS Change</p>	<p>MWLN1101</p>	<p>This service applies to operating system changes to wireless controllers.</p>	<p>Device must be currently under Verizon management.</p>

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
MWLAN Intra-building Move (Wireless Device - labor only)	MWLN1201	Dispatch of a technician to the premises to perform In-building move of existing wireless device – using same circuit and no design impact. Done during normal business hours. This includes additional remote management and configuration services. Available for Full Management Only.	Device must be currently under Verizon management.
MWLAN Move, Inter-building or Across Town (Wireless Device - labor only)	MWLN1202	Dispatch of a technician to the premises to perform across town is within 30 miles of original circuit, same wireless device but new circuit, done during normal business hours. This includes additional remote management and configuration services. Available for Full Management Only.	Device must be currently under Verizon management.
MWLAN Exchange (Wireless Device - labor only)	MWLN1203	MWLAN Exchange dispatches a technician to the premises to perform Substitute one wireless device for another at an existing site. This includes additional remote management and configuration services. Available for Full Management Only.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
MWLAN Field Service Technicians (labor only) Normal business hours (M-F, 8 a.m. to 5 p.m.)	MWLN1204	Management Field Service Technicians hourly rate during Normal business hours (M-F, 8 a.m. to 5 p.m.). Dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.	
MWLAN Field Service Technicians (labor only) After hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays)	MWLN1205	Management Field Service Technicians hourly rate After hours (M-F, 5 p.m. to 8 am, including weekends and holidays) dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
MWLAN Managed Take Over:			
MWLAN Managed Take Over	MWLN1301	<p>The planning and service delivery functions performed by the Managed Services Delivery organization associated with Managed Take Over.</p> <ul style="list-style-type: none"> • Identify network and CPE assets including network and router configurations • Validate MSO compliancy • Document physical and logical topology • Network addressing and routing protocol design • Security requirements • Creates Statement of Requirement/Customer Design Document • Review IP addressing scheme for MSO compliance • Establish and confirm management connectivity (i.e., Management PVC for MSO visibility) 	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
MWLAN Managed Implementation:			
MWLAN Managed Implementation	MWLN1401	<p>The Design process considers the customer's business requirements and technology needs in order to create a solution to meet current and future business needs. This includes:</p> <ul style="list-style-type: none"> • The collection of system, application and end-user requirements • The creation of a detailed logical and physical design plan for transport and equipment • Implementation of the overall project plan <p>The Implementation process consists of the activities required to deliver the network solution and to bring the network under management. Verizon Business performs the overall project management function for timely and efficient network activation. This includes:</p> <ul style="list-style-type: none"> • Order validation and acceptance for Managed Wireless LAN Service (and Managed WAN or Managed Services Complete, if required) • Site readiness 	

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>to include site survey (if required), dispatch and tracking</p> <ul style="list-style-type: none"> • CPE coordination for timely staging and configuration of devices • Scheduling and confirming physical and out-of-band connectivity (Note out-of-band connectivity is required for every managed Wireless LAN Controller) • Network / Site installation and acceptance • Hand-off operational network to the Managed Services Operations center • Static IP addresses are required for every Wireless LAN Controller and Wireless Access Point. Customers may be required to change the IP addresses of the managed devices in order to allow Verizon to assume management. 	

Applicable Service Level Agreements:

- Service Availability Percentage
- Service Availability Percentage – Managed Router and Managed LAN Service
- Catastrophic Outage 1
- Catastrophic Outage 2
- Catastrophic Outage 3
- One-Way Transmission Delay
- Jitter
- Packet Loss
- Excessive Outage
- Notification
- Proactive Notification SLA – Managed Router and Managed LAN Service/WLAN Service
- Provisioning
- Time to Repair (TTR) – Managed Wireless LAN (WLAN) Service
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Service Identifier: Converged Services, IP Telephony Business Line Service - Hosted IP Centrex (HIPC)

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Converged Services, IP Telephony Business Line Service	CSBL0000	Per Subscriber	\$0.00	\$9.86	\$0.00
Off-Net Toll	CSOF0000	Per Minute	\$0.00	\$0.00	\$0.00
Off-Net Toll Free	CSOF0000	Per Minute	\$0.00	\$0.0247	\$0.00
Additional Line Appearances	IAAP0000	Per Appearance	\$0.00	\$3.38	\$0.00
Account Codes	IACD0000	Per Group	\$0.00	\$6.80	\$0.00
Attendant Console	IACN0000	Per Configured User	\$0.00	\$12.75	\$0.00
Authorization Codes	IATC0000	Per Group	\$0.00	\$6.80	\$0.00
Block of DID Numbers	IDID0000	Per Block of 20	\$0.00	\$5.31	\$0.00
Virtual FX	IVFX0000	Per FX Line	\$0.00	\$4.05	\$0.00
Auto Attendant	IAPI0000	Per Instance	\$0.00	\$18.70	\$0.00
Remote Office	IROF0000	Per Configured User	\$0.00	\$7.20	\$0.00
HIPC Advanced Feature Package	HIPC0000	Per Subscriber	N/A	\$7.50	\$0.00
HIPC User Premium Support Services	HIPC0001	Per VoIP Feature Activity	\$25.00	N/A	\$0.00
HIPC Administrator Premium Support Services	HIPC0002	Per VoIP Feature Activity	\$50.00	N/A	\$0.00
HIPC Enterprise Premium Support Services	HIPC0003	Per VoIP Feature Activity	\$100.00	N/A	\$0.00
Deviceless Subscriber	HIPC0004	Per Subscriber	N/A	\$3.85	\$0.00

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

IP Network Transport Management (Switch):

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Switch / Hub) - Managed LAN Monitor & Notify (Small)	MLMN0001	Per Month	N/A	\$23.40	N/A
Management (Switch /Hub) - Managed LAN Monitor & Notify (Medium)	MLMN0002	Per Month	N/A	\$23.40	N/A
Management (Switch /Hub) - Managed LAN Monitor & Notify (Large)	MLMN0003	Per Month	N/A	\$23.40	N/A
Management (Switch /Hub) - Managed LAN Physical (Small)	MLPH0001	Per Month	N/A	\$31.50	N/A
Management (Switch /Hub) - Managed LAN Physical (Medium)	MLPH0002	Per Month	N/A	\$41.40	N/A
Management (Switch /Hub) - Managed LAN Physical (Large)	MLPH0003	Per Month	N/A	\$73.80	N/A
Management (Switch /Hub) - Managed LAN Full (Small)	MLFL0001	Per Month	N/A	\$39.60	N/A
Management (Switch /Hub) - Managed LAN Full (Medium)	MLFL0002	Per Month	N/A	\$51.30	N/A
Management (Switch /Hub) - Managed LAN Full (Large)	MLFL0003	Per Month	N/A	\$93.60	N/A
Takeover of Existing Device - Management Takeover of Switch	MTOI0001	Per Month	\$350	N/A	N/A
New Device - Switch Installation requiring initial configuration and implementation support	MIIO0002	Per Month	\$350	N/A	N/A
Management (Switch /Hub) - Threshold Reporting	THRE0000	Per Device Per Month	N/A	\$5.40	N/A

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Switch /Hub) - Order Expedite	OEXP0000	Per Order	\$935.00	N/A	N/A
Management (Switch /Hub) - New Implementation Rescheduling	RSCH0000	Per Site	\$300	N/A	N/A
Management (Switch /Hub) - After-Hours Premium Charge (M-F, 5 p.m. to 8 a.m., including weekends and holidays)	PREM0000	Per Occurrence	\$600	N/A	N/A

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Optional Change Management provides additional change management support for items customers are not likely to encounter on a daily basis. Optional Change Management items are charged on a per-incident basis (NRC), and are available to customers that subscribe to 6.3.4.3 Converged Services, IP Telephony Business Line Services. These are enhanced features and a subset of the 6.3.4.3 Converged Services, IP Telephony Business Line Services.

Optional Change Management Activities:

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Switch /Hub) - LAN Dynamic Host Configuration Protocol (DHCP) IP Helper Add / Modify / Delete	LDFM0000	Per Occurrence	N/A	N/A	\$42.50
Management (Switch /Hub) - IP Address / Subnet Mask – Add / Modify / Delete	IAFM0000	Per Occurrence	N/A	N/A	\$42.50
Management (Switch /Hub) - Hostname change	HCFM0000	Per Occurrence	N/A	N/A	\$42.50
Management (Switch /Hub) - VLAN – Add / Delete	VLFM0000	Per Occurrence	N/A	N/A	\$42.50
Management (Switch /Hub) - Trunking Configuration – Add / Delete	TCFM0000	Per Occurrence	N/A	N/A	\$42.50
Management (Switch /Hub) - Spanning Tree – Add / Delete	STFM0000	Per Occurrence	N/A	N/A	\$42.50
Management (Switch /Hub) - Storm Control – Add / Delete	SCFM0000	Per Occurrence	N/A	N/A	\$42.50

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Switch /Hub) - Ether Channel – Add / Delete	ECFM0000	Per Occurrence	N/A	N/A	\$42.50
Management (Switch /Hub) – UniDirectional Link Detection (UDLD) Configuration – Add / Delete	UCFM0000	Per Occurrence	N/A	N/A	\$42.50
Management (Switch /Hub) - Multicast Configuration – Add / Delete	MCFM0000	Per Occurrence	N/A	N/A	\$42.50
Management (Switch /Hub) – VLAN Trunk Protocol (VTP) Configuration – Add / Modify / Delete	VTPC0000	Per Occurrence	N/A	N/A	\$42.50
<p>In lieu of the optional change management per occurrence services described above, customers have the option to utilize the established hourly rate. Labor charges will commence upon arrival at customer site. Only the highest single NRC will be charged per device. Feature ID's are MEMU0000, DOFM0000, IBSM0001, HRDU0001, LNIB0000, LERS0001, DDON0000, LAFT0000.</p>					
Management (Switch - labor only) - Memory Upgrade	MEMU0000	Per Occurrence	\$350	\$0.00	\$0.00
Management (Switch - labor only) Switch IOS Change Support New Features	DOFM0000	Per Occurrence	\$350	\$0.00	\$0.00
Management (Switch - labor only) Intra-building Move	IBSM0001	Per Occurrence	\$350	\$0.00	\$0.00
Management (Switch - labor only) Hardware Module Upgrade	HRDU0001	Per Occurrence	\$350	\$0.00	\$0.00

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Management (Switch - labor only) Switch Move, Inter-building or Across Town	LNIB0000	Per Occurrence	\$600	\$0.00	\$0.00
Management (Switch - labor only) Switch Exchange	LERS0001	Per Occurrence	\$350	\$0.00	\$0.00
Management (Switch) Field Service Technicians (labor only) - Normal business hours (M-F, 8 a.m. to 5 p.m.).	DDON0000	Per Hour	\$135	\$0.00	\$0.00
Management (Switch) Field Service Technicians (labor only) – After hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays).	LAFT0000	Per Hour	\$170	\$0.00	\$0.00

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Managed Wireless LAN (MWLAN)

Feature Name	Feature Identifier	Unit of Measure	Unit Non – Recurring	Unit Recurring	Change Charges
MWLAN Controller Full (Small)	MGSM0000	Per Device	N/A	\$120.00	NA
MWLAN Controller Full (Medium)	MWMD0000	Per Device	N/A	\$200.00	NA
MWLAN Controller Full (Large)	MWLG0000	Per Device	N/A	\$335.00	NA
Take Over an Existing MWLAN Controller Device	TWLN0000	Per Device	\$550.00	N/A	NA
New Device – MWLAN Controller Installation, Configuration and Implementation Support	NDWC0000	Per Device	\$550.00	N/A	NA
MWLAN Access Point Full	MAPW0000	Per Device	N/A	\$25.00	NA
Take Over an Existing MWLAN Access Point Device	TWLP0000	Per Device	\$150.00	N/A	NA
New Device – MWLAN Access Point Installation, Configuration and Implementation Support	NDWA0000	Per Device	\$150.00	N/A	NA
Managed Power Over Ethernet Mid-Span Device MWLAN Full	MPWE0000	Per Device	N/A	\$30.00	NA
Take Over an Existing MWLAN Power Over Ethernet Mid-Span Device	TWPO0000	Per Device	\$150.00	N/A	NA

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non – Recurring	Unit Recurring	Change Charges
New Device – MWLAN Power Over Ethernet Mid-Span Device Installation, Configuration and Implementation Support	NDWP0000	Per Device	\$150.00	N/A	NA
Managed Authentication Appliance MWLAN Full	MAPF0000	Per Device	N/A	\$80.00	NA
Take Over an Existing MWLAN Authentication Appliance	TWAA0000	Per Device	\$200.00	N/A	NA
New Device – MWLAN Authentication Appliance Installation, Configuration and Implementation Support	NDWS0000	Per Device	\$200.00	N/A	NA
Device OS Change	MWLN1101	Per Occurrence	\$30.00	N/A	NA
MWLAN Intra-building Move (Wireless Device - labor only)	MWLN1201	Per Occurrence	\$350.00	N/A	NA
MWLAN Move, Inter-building or Across Town (Wireless Device - labor only)	MWLN1202	Per Occurrence	\$600.00	N/A	NA
MWLAN Exchange (Wireless Device - labor only)	MWLN1203	Per Occurrence	\$350.00	N/A	NA

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non – Recurring	Unit Recurring	Change Charges
MWLAN Field Service Technicians (labor only) Normal business hours (M-F, 8 a.m. to 5 p.m.)	MWLN1204	Per Hour	\$135.00	N/A	NA
MWLAN Field Service Technicians (labor only) After hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays)	MWLN1205	Per Hour	\$170.00	N/A	NA
MWLAN Managed Take Over					
MWLAN Managed Take Over	MWLN1301	ICB	ICB	N/A	NA
MWLAN Managed Implementation					
MWLAN Managed Implementation	MWLN1401	ICB	ICB	N/A	NA

6.3.4.3 Converged Services, IP Telephony Business Line Services Attachment 4

Note:

Taxes and Surcharges

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

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

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

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

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

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

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

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<ul style="list-style-type: none"> - Automatic Attendant - Translator - Names Directory - Voice Library - Intelligent Call Transfers - Call Progress Detection - Maintenance 	
<p>IVR with Standard Application – Usage</p>	<p>IPSA0001</p>	<p>IVR services are Usage Based/MOU services.</p>	

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

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

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>IP Hosted Intelligent Contact Routing (HICR)-T</p>	<p>IVIH0000</p>	<p>IP HICR IVR Routing provides customized call routing capabilities. Monthly charges will apply on a per transaction basis. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>IP Hosted Intelligent Contact Routing (HICR)-A</p>	<p>IVIH0001</p>	<p>IP HICR IVR Routing provides customized call routing capabilities. Monthly charges will apply on a per Agent basis. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a custom application that requires specific development on a case by case basis as defined by a customer requirement.</p> <p>These services provide for the non-recurring costs associated with the implementation of IP Hosted Intelligent Contact Routing (HICR). NRC will apply on a per occurrence basis.</p> <p>IP HICR IVR Routing provides customized call routing capabilities. Monthly charges will apply on a per Agent basis. This feature may require Custom Application</p>	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>development charges.</p> <p>This is a custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>	
<p>Voice Forms</p>	<p>IPVF0000</p>	<p>The IP Network Based IVR Speech Services will provide Voice Forms that will include 1 hour of storage per Voice Form application. As described above, the service will play a caller a series of questions in sequential order and collect the callers DTMF responses. Once collected, the responses will be retrievable and can be transcribed or reported on to suit the individual requirements. Voice Forms is charged on a per transaction basis.</p>	<p>Any modification of the Voice Form application such as accepting recorded voice responses will be provided as Custom Project Work.</p>

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Additional Voice Forms Storage	IPFS0000	Additional Voice Forms Storage is available.	IP Transport Service is required to provide Additional Voice Forms Storage.
Menu Routing	MNUR0000	Caller defined routing based on menu choice. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
Message Announce	MSGA0000	Caller hears a pre-recorded announcement prior to, during or after the call is routed. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	The use of this feature ID/service is at the customer's sole discretion to direct network traffic during peak usage periods or in the event of application or network failure.
Announce Connect	ANCN0000	Caller hears a customized message before call is connected. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Busy/No Answer Rerouting	BNAR0000	Automatically reroutes call to pre-specified alternate location. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
TakeBack/SIP Refer Transfer	TBTS0000	Allows called party to take back and re-terminate call. This feature is specific to an IP IVR solution. Charged on a per transaction basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	
Caller TakeBack	CITB0000	Allows caller to return to menu routing or access additional menus. This feature is specific to an IP IVR solution. Charged on a per transaction basis. Feature Identifier may require Custom Application Development. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Custom Project Management	IVCP0001	Provides for IVR Custom Project Management associated with custom project deployment. One time charges includes the initial set up of the project/program office. Recurring charges apply to statement of work requirements of an ongoing project/tasks. IVR SLA's apply to all features of IVR.	
Custom Help Desk Services	CHDA0000	Provides for development of customized help desk services and ongoing support associated with IVR applications, deployment and ongoing operation. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	

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

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

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Quota Routing	IQRT0000	This service provides the customer the ability to self-service manage the number of calls processed within a specified timeframe. Once the maximum number is reached, calls are either re-routed to another specified call center location or a call treatment message or busy signal is given as pre determined by the customer. This service provides for enhanced control over call routing strategies and provides the ability to provide call blocking thresholds when necessary.	

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

Applicable Service Level Agreements:

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

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

Service Identifier: Required Premise Equipment and Managed Services

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

Ethernet Switches

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco 2950	CSCO2950	24 10/100 LAN	
Cisco 3550	CSCO3550	24 10/100 PoE LAN	
Cisco 3560/24 Port	CSCO3560	24 10/100 802.3af PoE LAN	
Cisco 3560/48 Port	CSCC3560	48 10/100 802af PoE LAN	

Routers/Gateways/Combos

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

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

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

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

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco 2611XM	CSCO2611	Flash/DRAM: 32/128 Concurrent Calls: 20 Description: 2 LAN, 1 T1	
Cisco 2621XM	CSCO2621	Flash/DRAM: 32/128 Concurrent Calls: 20 Description: 2 LAN, 1 T1	
Cisco 2651XM	CSCO2651	Flash/DRAM: 32/128 Concurrent Calls: 20 Description: 2 LAN, 1 T1	
Cisco 3725	CSCO3725	Flash/DRAM: 32/256 Concurrent Calls: 150 Description: 2 LAN, 1 DS3	
Cisco 3745	CSCO3745	Flash/DRAM: 32/256 Concurrent Calls: 150 Description: 2 LAN, 1 DS3	

Integrated Access Devices

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

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

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

SIP Enabled Firewalls

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

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

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

APC UPS

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
APC Smart-Ups RT 1500 Rack Mount XL (SURTA1500RMXL)	SUPS1050	APC Smart-UPS RT, 1050 Watts / 1500 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, USB, Extended runtime model, Rack Height 2 U . <u>Includes:</u> CD with software, Documentation CD, Installation guide, Rack Mounting support rails, Smart UPS signalling RS-232 cable, USB cable, User Manual	Output connections: (6) NEMA 5-15R
APC Smart-Ups RT 2000 Rack Mount XL (SURTA2000RMXL)	SUPS1400	APC Smart-UPS RT, 1400 Watts / 2000 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, USB, Extended runtime model, Rack Height 2 U . <u>Includes:</u> CD with software, Documentation CD, Installation guide, Rack Mounting support rails, Smart UPS signalling RS-232 cable, USB cable, User Manual	Uses NEMA 5-20P input connector Output connections: (6) NEMA 5-15R
APC Smart-Ups RT 3000 Rack Mount XL (SURTA3000RMXL)	SUPS2100	APC Smart-UPS RT, 2100 Watts / 3000 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, Extended runtime model, Rack Height 3 U. <u>Includes:</u> CD with software, Rack Mounting brackets, Rack Mounting support rails, Smart UPS signalling RS-232 cable, User Manual	Uses NEMA 5-20P input connector Output connections: (6) NEMA 5-15R

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

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

Cisco

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

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)

Attachment 3

Cisco Application Networking Products

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

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco WAE-7000 Series and Associated Components	CWAE7000	The Cisco® Wide Area Application Engine (WAE) platforms are a portfolio of powerful, scalable network appliances that host WAN optimization and application acceleration solutions that enable branch office server consolidation, performance improvements for centralized applications, and provide remote users with LAN-like access to applications, storage and content across the WAN.	The Cisco WAE-7000 SERIES Wide Area Application Engine offers the highest level of performance and availability in the Cisco WAE Appliance product line and is designed for deployment as a core WAN optimization and application acceleration device in large enterprise data centers.
Load Balancing/XML Gateways			
Cisco CSS-11000 Series and Associated Modules	CCSS1100	The Cisco CSS 11000 Series Content Services Switch is a high-performance, high-availability modular architecture for Web infrastructures.	
Cisco GSS-4400 Series	CGSS4400	The Cisco Global Site Selector 4400 series delivers advanced site selection services that are critical for Internet and Intranet data center disaster recovery deployments.	
Cisco ACE-xxx Series Appliance	CACE0000	The Cisco® Application Control Engine (ACE) family provides application and network operations management with new levels of control over the way they deploy, operate, deliver, secure and manage business services across the extended enterprise.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Application Oriented Networking			
Cisco AON-8300 Series	AONS8300	The Cisco AON 8300 Series that provides routing capabilities for application messages traveling on the network. The network's ability to identify and intelligently route application messages	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)

Attachment 3

Security Firewalls and Appliances in Support of WAN access

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

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

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

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco MARS 20 Series	MARS0020	Cisco Security MARS 20 for up to 500 events/second and 15,000 NetFlows/second	
Cisco MARS 50 Series	MARS0050	Cisco Security MARS 50 for up to 1,000 events/second and 30,000 NetFlows/second	
Cisco MARS 100 Series	MARS0100	Cisco Security MARS 100 for up to 5000 events/second and 150,000 NetFlows/second	
Cisco MARS 200 Series	MARS0200	Cisco Security MARS 200 for up to 10,000 events/second and 300,000 NetFlows/second	
Cisco MARS 110R Series (CS-MARS-110R-K9)	MARS0110	Cisco Security MARS 110R for up to 4500 Events/Sec and 75,000 Netflows/sec	
Cisco MARS 110 Series (CS-MARS-110-K9)	MARM0110	Cisco Security MARS 110 for up to 7,500 Events/Sec and 150,000 NetFlows/second	
Cisco MARS 210 Series (CS-MARS 210-K9)	MARS0210	Cisco Security MARS 210 for up to 15,0000 Events/sec and 300,000 NetFlows/Sec	
Cisco MARS GC2 Series (CS-MARS-GC2-K9)	MRGC0000	Global Controller for MARS 110R/110, 210 only	

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

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

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

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

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

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco ASR 1000 Series	CASR1000	Cisco ASR 1000 Series routers offers service providers and enterprises industry-leading performance, service capabilities, reliability, and efficiencies in a compact form factor. Using an innovative new Cisco QuantumFlow processor, current and future services can be instantly turned on to operate at line rate without compromising network performance or availability.	
Infiniband			
Cisco SFS 7000 Series	SFSS7000	Cisco SFS 7000 Series InfiniBand Server Switches provide an ideal server interconnect for distributed application.	
Cisco SFS 3000 Series	SFSS3000	Cisco SFS 3000 Series Multifabric Server Switches server interconnect with Ethernet and Fibre Channel gateways.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco RPS-2300 Series with Cables and Associated Modules	RPSS2300	<p>The Cisco Redundant Power System (RPS) 2300 increases availability for converged data, voice, and video networks. The RPS 2300:</p> <p>Delivers power supply redundancy and resiliency for a variety of power requirements, including Power over Ethernet (PoE). Helps ensure uninterrupted operation and protection against device power supply failures by providing seamless failover for Cisco switches i Switches and routers.</p> <p>Uses modular power supplies and fan for flexibility Allows users to define and implement the failover policy Has six RPS connectors and can simultaneously back up as many as two switches or routers</p>	
Line Cards and Modules			
Cisco XENPAK Modules	XNPK0000	XENPAK optics for Cisco devices	
Cisco SFP Modules	SFPM0000	SFP Optics for Cisco devices	
Cisco X2 Modules	XOCD0000	X2 Optics for Cisco devices	
Cisco XFP Modules	XFPM0000	XFP Optics for Cisco devices	
Cisco GBIC Modules	GBOC0000	GBIC Optics for Cisco devices	

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

Cisco Wireless LAN - Cisco Aironet series products

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco WISM controller	WISM0000	WISM is an enterprise class wireless LAN controller for the centralized management and control of Cisco Access Points.	The WISM is a service module for the Cisco Catalyst 6500 LAN switch, which supports up to 300 Access Points simultaneously.
Cisco 4400 Wireless LAN controllers	CWLC4400	The 4400 series is an enterprise class, fixed configuration wireless controller that supports the centralized management and control of Cisco Access Points.	A 4400 series controller can support 12,25,50 or 100 Access Points simultaneously.
Cisco 2100 wireless LAN controllers	CWLC2100	The 2100 series is a wireless LAN controller designed to support the centralized management and control of Cisco Access Points for small WiFi deployments.	A 2100 series controller supports 6 or 12 Access Points simultaneously.
Cisco Wireless LAN Controller Module	CWLC0000	The Cisco Wireless LAN Controller Module is wireless controller designed to support the centralized management of Cisco Access Points for remote-site deployments.	This controller is a network module designed to be installed within the Cisco 2800 and 3800 series routers. The Cisco Wireless LAN Controller supports 6, 8, or 12 Access Points concurrently.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Access Points			
Cisco 1000 Series Access Points	CAPS1000	The Cisco 1000 Series Access Point is designed for small or existing wireless LAN deployments. The 1000 series supports both 802.11a and 802.11b/g	A Cisco Controller is required for control and management of the 1000 Series Access Point.
Cisco 1100 Series Access Points	CAPS1100	The Cisco 1100 Series is a fixed configuration, enterprise class access point designed for small to large wireless deployments.	The 1100 series has integrated WiFi antennas. External antennas are not required or supported with this series.
Cisco 1200 Series Access Points	CAPS1200	The Cisco 1200 Series is an enterprise class access point designed for small to large wireless deployments.	The 1200 series requires external antennas.
Cisco 1300 Series Access Points	CAPS1300	The Cisco 1300 Series is an environmentally hardened, wireless bridge or access point.	The 1300 is designed primarily for outdoor bridging solutions and supports 802.11g only.
Cisco 1400 Series Access Points	CAPS1400	The Cisco 1400 Series is an environmentally hardened wireless bridge.	The 1400 is designed only for outdoor bridging solutions and it supports 802.11a only.
Cisco 1500 Series Access Points	CAPS1500	The Cisco 1500 Series is an enterprise class mesh access point designed to create an outdoor WiFi coverage area.	The 1500 series is deployed as an 802.11 bridge or as a series of bridges to create outdoor WiFi hotspots. A Cisco Controller is required for management of the 1500 Series Access Points. Antennas are required for proper operation of this Access Points.

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
AIR-xxx Series Antennas and components	AIRS0000	The Aironet Antennas and related components are indoor/outdoor accessories to the Cisco 1000, 1200, 1300, 1400, and 1500 Series Access Points.	For some Cisco Access Points, an external antenna is required. Mount kits and lightning arrestors are recommended for outdoor deployments.
Cisco Wireless Control Software (WCS)	CWCS0000	The Cisco Wireless Control Software is a software platform which supports the centralized management of Cisco Wireless Controllers. WCS also provides advanced graphical maps, fault analysis tools, and in-depth security monitoring.	WCS is recommended for any mid to large wireless deployments. As WCS is software, a server is required to host this application.
2700 Series Location Appliance	CSLA2700	The Cisco 2700 Series Location Appliance supports the secure tracking of wireless assets (laptops, WiFi phones, RFID, etc.) for Cisco wireless deployments.	The Cisco WCS management platform is required for the proper operation of the 2700 location appliance.
Other Wireless			
Cisco 3200 Mobile Access Router	CMAR3200	The Cisco 3200 Series Mobile Access Router is a modular device deployed as a fixed-location Access Point for WiFi hotspots or as a wireless mobile router in an automobile.	When deployed as a mobile router, the MAR can support WiFi, cellular, EVDO,
Cognio Spectrum Analyzer	CSPA0000	Cognio Spectrum Analyzer is a mobile diagnostic tool for analyzing the wireless spectrum within a building or outdoor environment.	Cognio is a powerful tool for wireless site surveys or for troubleshooting wireless interference.
Cisco WLAN Client Software	CWLS0000	The Cisco WLAN Client Software, also called the Secure Services Client (SSC) is a centrally-managed	Nearly all of the modern wireless adapters are supported; a Cisco

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		wireless client (802.1x supplicant) which supports all of the diverse authentication and encryption standards available today..	Aironet Wireless Adapter is not required.
Cisco Aironet Series Wireless Adapters	CAIA0000	The Cisco Aironet Series Wireless Adapters are enterprise class wireless client adapters for existing laptops or desktops.	Aironet Client Adapters support either PCI or Cardbus deployments.

Cisco Interoperability Systems

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco IPICS X.X Server Software	IPIC0000	Cisco IPICS Server Software Release x.x enhances radio interoperability for simple, scalable, comprehensive communications collaboration. Providing even more than radio interoperability.	
Cisco IPICS Policy Engine	IPPE0000	Operations managers can create and easily activate policies that define standard operating procedures, including talk group establishment and user notification, with the Cisco IPICS Policy Engine.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco IPICS PMC Client Software	CPCM0000	Cisco® IP Interoperability and Collaboration System (IPICS) Push-to-Talk Management Center (PMC) client (Figure 1) is a Microsoft Windows-based application that enables push-to-talk (PTT) functionality for PC users. It allows users to communicate over and monitor broadcasts of multiple channels of communications at the office or from a remote site.	
Cisco IPICS Phone Client	IPIP0000	Cisco® IP Interoperability and Collaboration System (IPICS) Phone Client is an application that enables push-to-talk (PTT) functionality on select models of Cisco Unified IP Phones. It allows users to communicate over and monitor broadcasts of channels of communications. With a push of a single button on the phone, a user can communicate over a channel to other users monitoring that channel.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco IPICS Operational Views	IPOV0000	Cisco IPICS Operational Views (Ops Views) application augments Cisco IPICS by enabling secure control when two or more agencies, jurisdictions, locations, or departments share information or resources across "ownership and organizational boundaries". It enables the logical segmentation of the visibility, access, and management of resources across these boundaries. In this way, Cisco IPICS overcomes a longstanding challenge of interagency collaboration: enabling each participating entity to maintain control of its own resources.	With Cisco IPICS Ops Views, each agency or jurisdiction retains control of its own communications resources, including people, networks, and devices.

Cisco IP Video

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco Unified Videoconferencing 35xx Series Products	CIPV3500	Cisco Unified Videoconferencing solutions provide a reliable, versatile, and easy-to-manage network infrastructure for video conferencing.	Cisco Unified Videoconferencing 35xx Series Products

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco Unified Video Conferencing Manager	CVMR0000	Video conferencing allows interactive video and voice communications between two or more geographically distant people or locations. Cisco Unified Videoconferencing solutions provide a reliable, versatile, and easy-to-manage network infrastructure for video conferencing applications.	Cisco Unified Video Conferencing Manager
Cisco Video Portal	CVPR0000	Help users and customers conveniently and quickly browse, search, and view digital media with the Cisco Video Portal.	Cisco Video Portal
Cisco Video Surveillance IP Gateways	CSVG0000	Cisco Video Surveillance IP Gateway video encoders and decoders use a high-quality MPEG-4 video compression technology that allows video streams to be switched over the IP network at up to full D1 resolution.	Cisco Video Surveillance IP Gateways

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)
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Cisco TelePresence

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
TelePresence System x000	CTLP0000	Cisco TelePresence is an innovative new technology that combines rich audio, high-definition video, and interactive elements to deliver a unique, "in-person" experience over the network.	The Cisco TelePresence Meeting solution consists of the Cisco TelePresence 1000 and 3000 endpoint systems, designed for small groups and large groups, respectively. This can only be used for Video TelePresence applications.
TelePresence Multipoint Switch	CTPM0000	The Cisco TelePresence Multipoint Switch is an affordable, purpose-built appliance that is easy to install and offers superior scalability with up to 36 locations in a single meeting. Both point-to-point and multipoint meetings are easily set up directly from a user's groupware calendar (such as Microsoft Outlook), and meetings are initiated with the push of a button.	
TelePresence Manager	CTMG0000	The Cisco TelePresence Manager interfaces with your enterprise groupware to enable scheduling with your calendar. It also pushes information to the system's phone interface.	

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Cisco Unified Conferencing for TelePresence	CUTP0000	Cisco Unified Conferencing for TelePresence extends meeting access beyond the Cisco TelePresence meeting room by allowing users to simply dial into meetings from any telephone. You can set up Cisco TelePresence systems and Cisco Unified Conferencing for TelePresence directly from an Outlook calendar and attend meetings with the click of a button.	
TelePresence Cisco Unified Communications Manager	CUCM0000	TelePresence Cisco Unified Communications Manager extends enterprise telephony features and capabilities to packet telephony network devices such as IP phones, media processing devices, voice over IP (VoIP) gateways, and multimedia applications.	
Cisco 78xx Series Media Convergence Servers	CMCS0000	Cisco Media Convergence Servers provide highly available server platforms to host applications within the Cisco Unified Communications system.	

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Cisco Maintenance

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet Maintenance 8x5 Next Business Day (New Maintenance)	SNDB0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet Maintenance 8x5x4 Hour (New Maintenance)	SNTE0000	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 hour. This is for new SMARTnet maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet Maintenance 24x7x4 Hour (New Maintenance)	SNTP0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 hour. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet Maintenance 24x7x2 (New Maintenance)	SSTP0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet Maintenance 8x5 Next Business Day (Maintenance Renewal)	SNDB0001	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day. This is for customers renewing their SMARTnet maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet Maintenance 8x5x4 Hour (Maintenance Renewal)	SNTE0001	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 hour. This is for customers renewing their SMARTnet maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet Maintenance 24x7x4 Hour (Maintenance Renewal)	SNTP0001	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 hour. This is for customers renewing their SMARTnet maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet Maintenance 24x7x2 (Maintenance Renewal)	SSTP0001	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2. This is for customers renewing their SMARTnet maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet On Site Maintenance 8x5 Next Business Day (New Maintenance)	CSNO0000	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet On Site Maintenance 8x5x4 Hour (New Maintenance)	CFSO0000	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 Hour, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet On Site Maintenance 24x7x4 Hour (New Maintenance)	CFPO0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 Hour, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet On Site Maintenance 24x7x2 (New Maintenance)	CTPO0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2 Hour, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet On Site Maintenance 8x5 Next Business Day (Maintenance Renewal)	CSNO0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet On Site Maintenance 8x5x4 Hour (Maintenance Renewal)	CFSO0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 Hour, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet On Site Maintenance 24x7x4 Hour (Maintenance Renewal)	CFPO0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 Hour, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
SMARTnet On Site Maintenance 24x7x2 (Maintenance Renewal)	CTPO0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2 Hour, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Application Software Support Minor Software Updates Maintenance (New Maintenance)	SASS0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates (excludes certain application software). This is for new maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Application Software Support Minor and Major Software Updates (New Maintenance)</p>	<p>SAUS0000</p>	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor and major software updates (excludes certain application software). This is for new maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Application Software Support Minor Software Updates for UC Application Software (New Maintenance)</p>	<p>ESWS0000</p>	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates for certain UC application software. This is for new maintenance customers.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Application Software Support Minor Software Updates Maintenance (Maintenance Renewal)</p>	<p>SASS0001</p>	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates (excludes certain application software). This is for customers renewing their maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Application Software Support Minor and Major Software Updates (Maintenance Renewal)</p>	<p>SAUS0001</p>	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor and major software updates (excludes certain application software). This is for customers renewing their maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Application Software Support Minor Software Updates for UC Application Software (Maintenance Renewal)</p>	<p>ESWS0001</p>	<p>Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates for certain UC application software. This is for customers renewing their maintenance.</p>	<p>Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html</p>

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

Polycom

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
IP VIDEO Conferencing System			
ViaVideo Desktop Systems	VIAV0000	Desktop IP Video Conferencing Solution. The product offers IP Video benefits of high resolution content sharing, with simultaneous video and secure calling with embedded encryption. This also is an easy way to communicate face-to-face from your office, from your home, or on the road.	
VSX Series	VSXS0000	Polycom StereoSurround: Super wideband 14kHz audio delivered in two channels with true stereo separation – for conversations and rich media sharing. StereoSurround enables natural left/right audio recognition – just like being in the same room! Additionally, StereoSurround adds clarity so that it's possible to hear and process all far side speakers distinctly, even during multiple simultaneous conversations. Polycom Siren™ 14: Super wideband 14kHz audio, but taking up only a small portion of bandwidth. This provides the best audio at any data rate, while not taking bandwidth away from video! Pro-Motion: Combining excellent video resolution with smooth motion handling to provide the best video quality in the industry. Pro-Motion gives video conferencing users double the normal	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>resolution, while maintaining the best possible frame rate for motion handling. SIP support: Polycom's entire video product line-up, from PVX to the VSX 8000 series, includes support for both SIP and H.323. Whichever standard your organization has chosen, Polycom's PVX and VSX systems are the best solutions for your video network. iPriority™: The industry's best QoS for IP networks – a robust set of features to guarantee video, audio and data quality on IP networks. Over 20 QoS features guarantee video, audio and data quality on IP networks. including: IP Precedence, DiffServ, RSVP, lip sync, jitter correction, and correction for packet loss. AES Encryption: For video conferences that must be secure, Polycom includes standards-based encryption on each VSX system. Polycom encryption has been validated externally by NIST approved labs for FIPS compliance and includes a 128-bit key length.</p>	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Video Media Center (VMC)	VMCC0000	<p>Polycom® Video Media Center™ (VMC) is a complete video content management solution that links the worlds of video conferencing and video streaming. VMC streamlines the video content lifecycle from creation to delivery. Captures videoconferences, training sessions, lectures, and more and enables packaging with documents, presentations, and other data. Manages large broadcasts to stream media content to thousands of desktops, extending the communications to new rich media and including Q&A with participants. Provides users with browser-based access to their own customized set of video channels, consisting of either live video streams or video-on-demand programming. Live Stream broadcast control, including question moderation for extending communications to thousands of desktops using multicast or CDN solutions. Extends real time communications to thousands of viewers live. Video on demand content publication and management allows for mobility and flexibility with viewers. Multiple content sources and formats ranging from industry encoders through User/Employee generated media for either live streams or Video on Demand. Reports providing</p>	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>content viewing metrics based on dates, viewer, and duration. Publishing rights using LDAP or local users ensure secure and targeted publishing of the content. Provides storage options of using the internal hard drives or mapped network storage.</p>	
<p>Video Border Proxy (VBP) Family</p>	<p>VBPF0000</p>	<p>The Video Border Proxy (VBP) family includes VBP 200 EW, VBP 4350 Series, VBP 5300-E Series, VBP 5300-S Series, VBP 6400-E Series, and VBP 6400-S Series. VBP protects critical IP communication components. Protects H.323 gatekeepers and multipoint conference units from network-based attacks. Eliminates security risks posed by other traversal methods. Employs a stateful packet inspection firewall in combination with an application layer gateway. Routes video and voice traffic via the shortest path possible. Supports up to 85 Mbps of traffic in any combination of voice, video, or data.</p>	
<p>Real Presence Experience (RPX) Series</p>	<p>RPXS0000</p>	<p>Polycom RPX is a life like eye to eye surround, immersive, acoustically tuned all inclusive solution. It is standards based with backwards capability with legacy systems. It is the only prefabricated all inclusive environment manufactured in modular movable form.</p>	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Open Telepresence Experience (OTX) Family</p>	<p>OTXF0000</p>	<p>Polycom Open Telepresence Experience (OTX) is an immersive telepresence solution that enables more effective collaboration across distances among employees, customers, and partners to help organizations improve productivity, accelerate decision making, and provide business continuity. OTX accelerates return on investment through breakthrough bandwidth management. OTX provides Industry-leading support of the standards-based H.264 High Profile can save up to 50% of ongoing bandwidth consumption and cost. OTX has superior immersive telepresence quality of experience, including the benefits of conversational stereo, full 1080p video and HD content on motorized monitors that rise on demand, all protected with Polycom Lost Packet Recovery™ technology.</p>	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
IP Multi Channel Conferencing Unit (MCU)			
Multi Station Gateway Conferencing (MGC) 25	IMGC0025	The MGC-25 platform is an economical and easy to use multi-network conferencing solution. The MGC-25 is a small 19" chassis with a sleek, rack mountable design, yet provides value conferencing by supporting the same software as the MGC and MGC+ platforms. With 10 pre-set configurations, the MGC-25 is the perfect solution for any work group environment, or large enterprise with distributed network requirements.	
MGC50/100	IMGC050	Polycom's MGC-50 and MGC-100 are high performance, highly scalable MCU and gateway platforms. These flexible systems, designed to accommodate users' changing multipoint needs, use a modular "universal slot" platform that allows a high degree of customization based on port capacity and functionality requirements. The 8-slot MGC-50 can be used in either a distributed or centralized deployment of conferencing and gateway services. The MGC-100, with twice the scalable capacity of the MGC-50 and redundant power supplies, meets the requirements for a centralized service requiring support for a large number of ports, features and multiple network connections, dedicated,	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		switched and packet.	
Real Media Experience (RMX) Family	RMXF0000	Real media Experience family offers a redundant and scalable conference platform that delivers audio calls, desktop video deployments, and process-intensive immersive telepresence. This series includes the following parts and associated software including RMX 4000, RMX 2000 and RMX 1000. RMX platforms offer high capacity for audio, conference room, desktop video, and immersive telepresence calls. Built-in redundancy (redundant AC/DC power supplies), hot swappable parts. Multi-network support – IP (H.323, SIP), PSTN, and ISDN on a single chassis. Supports resolutions up to 1080p; Polycom® Video Clarity™ improving non-HD video streams.	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Web Office	WEBO0000	Polycom's Suite of Management Products for NS based solutions.	
WebCommander	WEBC0000	Polycom's WebCommander is an intuitive web-based interface for scheduling, monitoring and managing video and audio conferences. WebCommander empowers both administrators and users to control all aspects of setting up and running conferences on Polycom MGC platforms, through a web-based wizard interface or Microsoft Outlook.	
IP Video Accessories			
Video and Voice Accessories	VVAC0000	All accessories for IP voice/video products.	
IP Video Software			
Video Software Personal Video Experience (PVX)	IPVX0000	Polycom PVX software application extends the premier Polycom video conferencing experience to every desktop and delivers unprecedented technology and performance. The Polycom PVX also offers the benefits of high resolution content sharing, with simultaneous video and secure calling with embedded encryption. The Polycom PVX solution is an easy way to communicate face-to-face from your office, from your home, or on the road.	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
PathNavigator Software	IPNS0000	Polycom's PathNavigator gatekeeper makes IP and ISDN video communications easy to use, with features such as OneDial (simplified dialing) and on-demand "Meeting Rooms," which allow participants to easily initiate a meeting at any time without third party intervention.	
Polycom Conference Suite Software	PCNF0000	Suite of all conferencing management tools	
Global Management Systems Software	GMSS0000	Designed for IT professionals, the Polycom Global Management System is a web-based system management software solution that enables centralized support of enterprise-wide Polycom video endpoints and MCUs. The feature-rich software includes six major components – System Management, Global Directory, SoftUpdate, Provisioning, Account Management and Reports.	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Distributed Media Application (DMA) Family	DMAF0000	The Polycom DMA solution is a unique network-based application for managing and distributing multipoint calls across conference platforms. DMA has a highly reliable and scalable media processing structure. DMA has increased reliability and improved user experiences with no single point of failure. DMA leverages ATCA-based Polycom RMX media servers and hot standby application servers to ensure uptime by routing around outages and failures. Intelligent Zone Based uses Round Robin and Least Used algorithms to load balance and distribute the multipoint calls onto the media servers, ensuring the ports are used to the maximum. Scalability up to 1200 ports by adding up to 10 Polycom RMX media servers. Centralized Administration provides easier management of user video accounts using LDAP, call logging and system monitoring.	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Converged Management Application (CMA) Family	CMAF0000	Polycom Converged Management Application™ (CMA) and Polycom CMA Desktop provides centrally manage and deploy visual communication across your entire organization. CMA leverages a single powerful application to manage telepresence, video conferencing, desktop PC, and multipoint video resources. CMA Integrates with existing corporate directory services to speed deployment and enable seamless contact/resource locating. CMA enables users to instantly verify contact and resource availability with integrated presence (awareness and status icons).	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Polycom Immersive Telepresence Services (New and Renewal Maintenance)	PITS0000	<p>Includes 24x7 help desk, advance replacement parts, software subscription and implementation, 2x/year preventative maintenance inspection, and business day on-site technician.</p> <p>Maintenance on peripherals added after the initial installation will be covered for the same period as the system level maintenance agreement.</p> <p>Principle Period of Maintenance (PPM) - 8:00 am to 5:00 p.m., local time, Monday through Friday, excluding Polycom recognized holidays.</p>	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Polycom Maintenance (New and Renewal Maintenance)</p>	<p>PLMN0000</p>	<p>The Polycom Maintenance family includes:</p> <ol style="list-style-type: none"> 1.) Polycom Premier Maintenance includes business hours help desk, advance replacement parts, & software subscription for maintenance term. 2.) Polycom Premier Plus - Adds next business day on-site technician support to Premier maintenance contract (best effort). 3.) The Polycom Support service includes the Extended Telephone Support that upgrades technical support from business hours to 24x7 <p>Maintenance on peripherals added after the initial installation will be covered for the same period as the system level maintenance agreement. Principle Period of Maintenance (PPM) - 8:00 am to 5:00 p.m., local time, Monday through Friday, excluding Polycom recognized holidays.</p>	

* Polycom Immersive Telepresence Maintenance MLP is based on OTX 300 Series

**Polycom Maintenance MLP is based on DMA 7000

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

Avaya

Avaya Routing Switches

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Avaya Enterprise Routing Switch 8XXX Series	ERSW0008	The Avaya 8XXX ERS provides terabit routing throughput and 99.999% reliability with a variety of line card options including 10/100/1000 Ethernet, 30 port GigE, 10GigE, and WAN options. Other features include advanced QOS, sub second fail-over, Integrate.	
Avaya ERS 2XXX LAN switches	ERSW0002	The Avaya ERS 25XX provides 26 port 10/100TX, and 50 port 10/100TX with POE and non-POE versions. The feature full management, QOS, and security for a very low entry cost.	
Avaya ERS 4XXX LAN switches	ERSW0004	The Avaya ERS 45XX provides enterprise class performance and resiliency and high-end features like HiStack switch connectivity, QOS, end point security, and DMLT for no single point of failure. The 4550 is available in a 24 port 100FX, 48 port 10/100TX.	
Avaya ERS 5XXX LAN switches	ERSW0005	The ERS 55XX is the high end enterprise switch providing line rate performance and redundancy. Supports advanced routing features, HiStack resiliency, QOS, and redundant power supply options. There are 24 and 48 port POE and non-POE as well as a 10GigE ve.	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Avaya ERS redundant power supply	ERSR0000	The RPS 15 can support 3 power supply units in each chassis for 2xxx, 4xxx and 5xxx series.	
Avaya ERS Management Software	ERSM0000	The Avaya management platforms include Policy Manager, ENMS, and Enterprise Switch Manager for QOS and security, fault and element, as well as configuration management.	

Avaya Secure Router

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Avaya Router 1xxx Series	NSCR1000	The Avaya Secure Router 1XXX series are feature rich, low cost, and high performance WAN routers supporting from 1 T-1 or 1 broadband connection to 4 T-1 connections. It also has optional Firewall and Virtual Private Network (VPN) capabilities.	
Avaya Router 3xxx Series	NSCR3000	The Avaya Secure Router 3120 is a feature rich, low cost, and high performance WAN router with a wide variety of interfaces including, 10/100/1000 switch blades, 1, 4 and 8 port T-1, DS3, and GigE. It also has optional Firewall and Virtual Private Network (VPN) capabilities.	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Avaya Router 4xxx Series	NSCR4000	The Avaya Secure Router 4134 is a feature rich, low cost, and high performance WAN router with a wide variety of interfaces including, 10/100/1000 switch blades, 1, 4 and 8 port T-1, DS3, and GigE. It also has optional Firewall and Virtual Private Network (VPN) capabilities. In addition to routing capabilities it supports Ethernet Switches with PoE and FXO/FXS ports.	

Avaya Security Solutions

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Avaya VPN Gateway Series	NVPG0000	The Avaya VPN Gateway provides secure SSL and IPSec termination for remote users. Various license packages are available (50, 100, 250, 500, 1000).	
Avaya VPN Router Series	NVPR0000	The Avaya VPN Router is primarily an IPSec WAN branch to branch security device but also can support SSL and Ipsec remote access users.	

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)

Attachment 3

Avaya Secure Wireless Solution

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Avaya WLAN 23XX Security Switch Series	WLAN2000	The Avaya WLAN 23XX family of security switches controls the access points and performs key functions such as security, networking, quality of service (QoS) and roaming for mobile users. The WLAN Security Switch also correlates radio frequency data from multiple access points and coordinates their response to changing RF conditions and RF attacks.	
Avaya WLAN 23XX Access Point Series	WLAN2300	The Avaya WLAN 23XX Series Access Points perform 802.11a/b/g mobile connectivity, encryption/decryption for wireless traffic, priority queuing and radio frequency (RF) monitoring, including rogue access point identification and containment. Access points exchange control and data traffic with their associated WLAN Security Switch.	
Avaya WLAN Management Software Series	WLMS0000	The Avaya WLAN Management Software system is a comprehensive design and management tool that identifies ideal access point locations on detailed floor plans, configures all devices with a single click and provides granular monitoring and reporting for complete visibility and control over the entire system.	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Avaya WLAN Location Engine Series	WLEN0000	The WLAN Location Engine is an optional element that adds integrated location services to any WLAN 2300 installation enabling new applications and services such as location-based security policies, content delivery or asset locating and tracking.	

Avaya Maintenance

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Avaya Maintenance Technical Support and Repair 10 Day	NTGL5300	Avaya will ship the same or like Field Replaceable Unit (FRU) within 10 business days upon receipt of part. This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Not supported by MNS. MNS SLA's would not apply.
Avaya Maintenance Managed Spares and On-Site, 4 Hours 7x24	NTGN5300	Avaya will dispatch a technician and spare part, also called a Field Replaceable Unit (FRU), to the customer's contracted site in exchange for the faulty FRU removed from the defective Avaya product. * 4 hour same day parts & labor if the site is within 50 mi of parts depot, 6 hours if the site is within 51-100 mi based on zip code. This service is provided 7-days-a-week, 24-hours-a-day. No Prerequisites Apply (begins upon RMA being issued by NN). This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Supported by Managed Services. Managed Services SLA's would not apply to maintenance

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Avaya Maintenance Managed Spares and On-Site, Next Business Day	NTGJ5300	Avaya will dispatch a technician and spare part, also called a Field Replaceable Unit (FRU), to the customer's contracted site in exchange for the faulty FRU removed from the defective Avaya product. * Next business day parts & labor if site is within 250 mi. of parts depot based on zip code. This service is provided Mon - Fri (excluding holidays) 7AM - 7PM local time if Return Material Authorization (RMA) is issued by 7PM local time, otherwise 2nd business day. This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Supported by Managed Services. Managed Services SLA's would not apply to maintenance
Avaya Maintenance Managed Spares and Ship Equipment for Customer Install, Next Business Day	NTGF5300	Avaya will ship for next day delivery a spare part, also called a Field Replaceable Unit (FRU). Mon - Fri (excluding holidays) 7AM - 7PM local time if Return Material Authorization (RMA) is issued by 7PM local time, otherwise 2nd business day. This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Not supported by MNS. MNS SLA's would not apply.
Technical Support Only	NTGE5300	This is for 7X24 Technical Phone Support and Operational Software upgrades and Patches only.	Not supported by MNS. MNS SLA's would not apply.

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

Plantronics

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Plantronics H251 Series	PLTR0251	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
Plantronics H261 Series	PLTR0261	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
Plantronics 510S Series	PLTR0510	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
Plantronics CS351	PLTR0351	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
Plantronics CS361	PLTR0361	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
Plantronics CS55	PLTR0055	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
Plantronics CS70	PLTR070	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	

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

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Plantronics H41	PLTR0041	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	
Plantronics H81	PLTR0081	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.	

Bogan

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

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

Applicable Service Level Agreements:

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

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

Service Identifier: 6.3.9 Required Premise Equipment (CPE)

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

Ethernet Switches

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco 2950	CSCO2950	Per Device	41% off Mfg List	-	-
Cisco 3550	CSCO3550	Per Device	41% off Mfg List	-	-
Cisco 3560/24 Port	CSCO3560	Per Device	41% off Mfg List	-	-
Cisco 3560/48 Port	CSCO3560	Per Device	41% off Mfg List	-	-

Routers/Gateways/Combos

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco 1841	CSCO1841	Per Device	41% off Mfg List	-	-
Cisco 2811	CSCO2811	Per Device	41% off Mfg List	-	-
Cisco 2821	CSCA2821	Per Device	41% off Mfg List	-	-
Cisco 2851 1xT1	CSCB2851	Per Device	41% off Mfg List	-	-
Cisco 2851 2xT1	CSCC2851	Per Device	41% off Mfg List	-	-
Cisco 2851 3/4 x T1	CSCD2851	Per Device	41% off Mfg List	-	-
Cisco 3825	CSCO3825	Per Device	41% off Mfg List	-	-
Cisco 3845	CSCO3845	Per Device	41% off Mfg List	-	-
Cisco 2611XM	CSCO2611	Per Device	41% off Mfg List	-	-
Cisco 2621XM	CSCO2621	Per Device	41% off Mfg List	-	-
Cisco 2651XM	CSCO2651	Per Device	41% off Mfg List	-	-
Cisco 3725	CSCO3725	Per Device	41% off Mfg List	-	-
Cisco 3745	CSCO3745	Per Device	41% off Mfg List	-	-

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

Integrated Access Devices

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Mediatrix 1104	MTRX1104	Per Device	16% off Mfg List	\$0.00	\$0.00
Mediatrix 1124	MTRX1124	Per Device	16% off Mfg List -	\$0.00	\$0.00

SIP Enabled Firewalls

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Cisco Pix501	CPIX0501	Per Device	41% off Mfg List	-	-
Cisco Pix506	CPIX0506	Per Device	41% off Mfg List	-	-
Cisco Pix515	CPIX0515	Per Device	41% off Mfg List	-	-

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

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

APC UPS

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

Cisco

Feature Name	Feature Identifier	Unit of Measure	Unit Non-Recurring	Unit Recurring	Change Charges
Cisco MDS 9000 Network Interfaces	MDSS9000	Each	33% off Mfg List	\$0.00	\$0.00

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

Cisco Application Networking Products

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
WAAS					
Cisco WAE-500 Series and Associated Components	CWAE0500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco WAE-600 Series and Associated Components	CWAE0600	Each	41% off Mfg List	\$0.00	\$0.00
Cisco WAE-7000 Series and Associated Components	CWAE7000	Each	41% off Mfg List	\$0.00	\$0.00
Load Balancing/XML Gateways					
Cisco CSS-11000 Series and Associated Modules	CCSS1100	Each	41% off Mfg List	\$0.00	\$0.00
Cisco GSS-4400 Series	CGSS4400	Each	41% off Mfg List	\$0.00	\$0.00
Cisco ACE-xxx Series Appliance	CACE0000	Each	41% off Mfg List	\$0.00	\$0.00
Application Oriented Networking					
Cisco AON-8300 Series	AONS8300	Each	41% off Mfg List	\$0.00	\$0.00

Cisco Security Firewalls and Appliances in Support of WAN access

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco PIX 500 Series	PIXS0500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco ASA 5500 Series	ASAS5500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Firewall Service Module (FWM)	CFWM0000	Each	41% off Mfg List	\$0.00	\$0.00
IDS/IPS					
Cisco IPS 4200 Series	IPSS4200	Each	41% off Mfg List		
Cisco IDS Service Module (IDSM-2)	IDSM0000	Each	41% off Mfg List		
Cisco Security Agent (CSA)	CCSA0000	Each	41% off Mfg List		

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco Security Agent Management Console (CSA-MC)	CSMC0000	Each	41% off Mfg List	\$0.00	\$0.00
Network Admission Control					
Cisco CCA-xxx Series	CCAS0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco ACS Solution Engine	ACSE0000	Each	41% off Mfg List	\$0.00	\$0.00
HTTP Application Security					
Cisco AVS 3100 Series	AVSS3100	Each	41% off Mfg List	\$0.00	\$0.00
DDoS Security					
Cisco DDOS 5600 Series	DDOS5600	Each	41% off Mfg List	\$0.00	\$0.00
Security Monitoring and Analysis	MARS0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco MARS 20 Series	MARS0020	Each	41% off Mfg List	\$0.00	\$0.00
Cisco MARS 50 Series	MARS0050	Each	41% off Mfg List	\$0.00	\$0.00
Cisco MARS 100 Series	MARS0100	Each	41% off Mfg List	\$0.00	\$0.00
Cisco MARS 200 Series	MARS0200	Each	41% off Mfg List	\$0.00	\$0.00
Cisco MARS 110R Series (CS-MARS-110R-K9)	MARS0110	Each	41% off Mfg List	\$0.00	\$0.00
Cisco MARS 110 Series (CS-MARS-110-K9)	MARM0110	Each	41% off Mfg List	\$0.00	\$0.00
Cisco MARS 210 Series (CS-MARS 210-K9)	MARS0210	Each	41% off Mfg List	\$0.00	\$0.00
Cisco MARS GC2 Series (CS-MARS-GC2-K9)	MRGC0000	Each	41% off Mfg List	\$0.00	\$0.00
Modules and Misc.					
Modules for ASA 5500 Series	ASMO5500	Each	41% off Mfg List	\$0.00	\$0.00

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Switches in Support of LAN access					
Cisco Catalyst 500 Series	CATL0500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 2900 Series	CATL2900	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 3500 Series	CATL3500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 3700 Series	CATL3700	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 4500 Series	CATL4500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 4900 Series	CATL4900	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Catalyst 6500 Series	CATL6500	Each	41% off Mfg List	\$0.00	\$0.00
Routers in Support of WAN Access					
Cisco 800 Series	CRTE0800	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1800 Series	CRTE1800	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 2800 Series	CRTE2800	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 3800 Series	CRTE3800	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 7300 Series	CRTE7300	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 7200 Series	CRTE7200	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 7600 Series	CRTE7600	Each	41% off Mfg List	\$0.00	\$0.00
Cisco XR 10000 Series	CRXR0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco XR 12000 Series	CRXR1200	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 12000 Series	CRTE1200	Each	41% off Mfg List	\$0.00	\$0.00
Cisco CRS-1 Series	CRSS0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco UBR Series	URBS0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco ASR 1000 Series	CASR1000	Each	41% off Mfg List	\$0.00	\$0.00
Infiniband					
Cisco SFS 7000 Series	SFSS7000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco SFS 3000 Series	SFSS3000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco RPS-2300 Series with Cables and Associated Modules	RPSS2300	Each	41% off Mfg List	\$0.00	\$0.00
Line Cards and Modules					
Cisco XENPAK Modules	XNPK0000	Each	41% off Mfg List	\$0.00	\$0.00

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cisco SFP Modules	SFPM0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco X2 Modules	XOCD0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco XFP Modules	XFPM0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco GBIC Modules	GBOC0000	Each	41% off Mfg List	\$0.00	\$0.00

Cisco Wireless LAN - Cisco Aironet series products

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Wireless LAN Controllers					
Cisco WISM Controller	WISM0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 4400 Wireless LAN controllers	CWLC4400	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 2100 wireless LAN controllers	CWLC2100	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Wireless LAN Controller Module	CWLC0000	Each	41% off Mfg List	\$0.00	\$0.00
Access Points					
Cisco 1000 Series Access Points	CAPS1000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1100 Series Access Points	CAPS1100	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1200 Series Access Points	CAPS1200	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1300 Series Access Points	CAPS1300	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1400 Series Access Points	CAPS1400	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 1500 Series Access Points	CAPS1500	Each	41% off Mfg List	\$0.00	\$0.00
AIR-xxx Series Antennas and components	AIRS0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Wireless Control Software (WCS)	CWCS0000	Each	41% off Mfg List	\$0.00	\$0.00
2700 Series Location Appliance	CSLA2700	Each	41% off Mfg List	\$0.00	\$0.00
Other Wireless					
Cisco 3200 Mobile Access Router	CMAR3200	Each	41% off Mfg List	\$0.00	\$0.00

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Cognio Spectrum Analyzer	CSPA0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco WLAN Client Software	CWLS0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Aironet Series Wireless Adapters	CAIA0000	Each	41% off Mfg List	\$0.00	\$0.00

Cisco Interoperability Systems

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Cisco IPICS X.X Server Software	IPIC0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco IPICS Policy Engine	IPPE0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco IPICS PMC Client Software	CPMC0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco IPICS Phone Client	IPIP0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco IPICS Operational Views	IPOV0000	Each	41% off Mfg List	\$0.00	\$0.00

Cisco IP Video

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Cisco Unified Video conferencing 35xx Series Products	CIPV3500	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Unified Video Conferencing Manager	CVMR0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Video Portal	CVPR0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Video Surveillance IP Gateways	CSVG0000	Each	41% off Mfg List	\$0.00	\$0.00

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

Cisco TelePresence

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
TelePresence System x000	CTLP0000	Each	41% off Mfg List	\$0.00	\$0.00
TelePresence Multipoint Switch	CTPM0000	Each	41% off Mfg List	\$0.00	\$0.00
TelePresence Manager	CTMG0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco Unified Conferencing for TelePresence	CUTP0000	Each	41% off Mfg List	\$0.00	\$0.00
TelePresence Cisco Unified Communications Manager	CUCM0000	Each	41% off Mfg List	\$0.00	\$0.00
Cisco 78xx Series Media Convergence Servers	CMCS0000	Each	41% off Mfg List	\$0.00	\$0.00

Cisco Maintenance

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
SMARTnet Maintenance 8x5 Next Business Day (New Maintenance)	SNDB0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 8x5x4 Hour (New Maintenance)	SNTE0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 24x7x4 Hour (New Maintenance)	SNTP0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 24x7x2 (New Maintenance)	SSTP0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 8x5 Next Business Day (Maintenance Renewal)	SNDB0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 8x5x4 Hour (Maintenance Renewal)	SNTE0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
SMARTnet Maintenance 24x7x4 Hour (Maintenance Renewal)	SNTP0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet Maintenance 24x7x2 (Maintenance Renewal)	SSTP0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 8x5 Next Business Day (New Maintenance)	CSNO0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 8x5x4 Hour (New Maintenance)	CFSO0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 24x7x4 Hour (New Maintenance)	CFPO0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 24x7x2 (New Maintenance)	CTPO0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 8x5 Next Business Day (Maintenance Renewal)	CSNO0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 8x5x4 Hour (Maintenance Renewal)	CFSO0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 24x7x4 Hour (Maintenance Renewal)	CFPO0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
SMARTnet On Site Maintenance 24x7x2 (Maintenance Renewal)	CTPO0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Application Software Support Minor Software Updates Maintenance (New Maintenance)	SASS0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
Application Software Support Minor and Major Software Updates (New Maintenance)	SAUS0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
Application Software Support Minor Software Updates for UC Application Software (New Maintenance)	ESWS0000	Per Year	12.4% off Mfg List	\$0.00	\$0.00
Application Software Support Minor Software Updates Maintenance (Maintenance Renewal)	SASS0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
Application Software Support Minor and Major Software Updates (Maintenance Renewal)	SAUS0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00
Application Software Support Minor Software Updates for UC Application Software (Maintenance Renewal)	ESWS0001	Per Year	18.5% off Mfg List	\$0.00	\$0.00

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

Polycom

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
IP VIDEO Conferencing System					
ViaVideo Desktop Systems	VIAV0000	Each	32% off Mfg List	\$0.00	\$0.00
VSX Series	VSXS0000	Each	37.5% off Mfg List	\$0.00	\$0.00
Video Media Center (VMC)	VMCC0000	Each	32% off Mfg List	N/A	N/A
Video Border Proxy (VBP) Family	VBPF0000	Each	42% off Mfg List	N/A	N/A
Real Presence Experience (RPX) Series	RPXS0000	Each	19% off Mfg List	\$0.00	\$0.00
Open Telepresence Experience (OTX) Family	OTXF0000	Each	25% off Mfg List	N/A	N/A
IP Multi Channel Conferencing Unit (MCU)					
Multi Station Gateway Conferencing (MGC) 25	IMGC0025	Each	43% off Mfg List	\$0.00	\$0.00
MGC50/100	IMGC050	Each	48% off Mfg List	\$0.00	\$0.00
Real Media Experience (RMX) Family	RMXF0000	Each	47% off Mfg List	N/A	N/A
Web Office	WEBO0000	Each	48% off Mfg List	\$0.00	\$0.00
WebCommander	WEBC0000	Each	48% off Mfg List	\$0.00	\$0.00
IP Video Accessories					
Video and Voice Accessories	VVAC0000	Each	21% off Mfg List	\$0.00	\$0.00
IP Video Software					
Video Software Personal Video Experience (PVX)	IPVX0000	Each	32% off Mfg List	\$0.00	\$0.00
PathNavigator Software	IPNS0000	Each	32% off Mfg List	\$0.00	\$0.00
Polycom Conference Suite Software	PCNF0000	Each	32% off Mfg List	\$0.00	\$0.00
Global Management Systems Software	GMSS0000	Each	32% off Mfg List	\$0.00	\$0.00
Distributed Media Application (DMA) Family	DMAF0000	Each	47% off Mfg List	N/A	N/A

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Converged Management Application (CMA) Family	CMAF0000	Each	37% off Mfg List	N/A	N/A
Polycom Maintenance					
Polycom Immersive Telepresence Services (New and Renewal Maintenance) *	PITS0000	Per Year	5% off Mfg List	N/A	N/A
Polycom Maintenance (New and Renewal Maintenance) **	PLMN0000	Per Year	25% off Mfg List	N/A	N/A

* Polycom Immersive Telepresence Maintenance MLP is based on OTX 300 Series

**Polycom Maintenance MLP is based on DMA 7000

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

Avaya

Avaya Routing Switches

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya Enterprise Routing Switch 8XXX Series	ERSW0008	Each	46% off Mfg List	\$0.00	\$0.00
Avaya ERS 2XXX LAN switches	ERSW0002	Each	49% off Mfg List	\$0.00	\$0.00
Avaya ERS 4XXX LAN switches	ERSW0004	Each	49% off Mfg List	\$0.00	\$0.00
Avaya ERS 5XXX LAN switches	ERSW0005	Each	48% off Mfg List	\$0.00	\$0.00
Avaya ERS redundant power supply	ERSR0000	Each	48% off Mfg List	\$0.00	\$0.00
Avaya ERS Management Software	ERSM0000	Each	47% off Mfg List	\$0.00	\$0.00

Avaya Secure Router

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya Router 1xxx Series	NSCR1000	Each	46% off Mfg List	\$0.00	\$0.00
Avaya Router 3xxx Series	NSCR3000	Each	46% off Mfg List	\$0.00	\$0.00
Avaya Router 4xxx Series	NSCR4000	Each	46% off Mfg List	\$0.00	\$0.00

Avaya Security Solutions

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya VPN Gateway Series	NVPG0000	Each	46% off Mfg List	\$0.00	\$0.00
Avaya VPN Router	NVPR0000	Each	46% off Mfg List	\$0.00	\$0.00

Avaya Secure Wireless Solution

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya WLAN 2XXX	WLAN2000	Each	39% off Mfg List	\$0.00	\$0.00
Avaya WLAN 23XX Access Point Series	WLAN2300	Each	39% off Mfg List	\$0.00	\$0.00

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

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya WLAN Management Software Series	WLMS0000	Each	39% off Mfg List	\$0.00	\$0.00
Avaya WLAN Location Engine Series	WLEN0000	Each	39% off Mfg List	\$0.00	\$0.00

Avaya Maintenance

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Avaya Maintenance Technical Support and Repair 10 Day	NTGL5300	Per Year	15.8% off Mfg List	\$0.00	\$0.00
Avaya Maintenance Managed Spares and On-Site, 4 Hours 7x24	NTGN5300	Per Year	15.8% off Mfg List	\$0.00	\$0.00
Avaya Maintenance Managed Spares and On-Site, Next Business Day	NTGJ5300	Per Year	15.8% off Mfg List	\$0.00	\$0.00
Avaya Maintenance Managed Spares and Ship Equipment for Customer Install, Next Business Day	NTGF5300	Per Year	10.5% off Mfg List	\$0.00	\$0.00
Technical Support Only	NTGE5300	Per Year	10.5% off Mfg List	\$0.00	\$0.00

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

Plantronics

Feature Name	Feature Identifier	Unit of Measure	Unit Non -Recurring	Unit Recurring	Change Charges
Plantronics H251 Series	PLTR0251	Each	25% off Mfg List	\$0.00	\$0.00
Plantronics H261 Series	PLTR0261	Each	25% off Mfg List	\$0.00	\$0.00
Plantronics 510S Series	PLTR0510	Each	25% off Mfg List	\$0.00	\$0.00
Plantronics CS351	PLTR0351	Each	25% off Mfg List	\$0.00	\$0.00
Plantronics CS361	PLTR0361	Each	25% off Mfg List	\$0.00	\$0.00
PlantronicsCS55	PLTR0055	Each	25% off Mfg List	\$0.00	\$0.00
Plantronics CS70	PLTR0070	Each	25% off Mfg List	\$0.00	\$0.00
Plantronics H41	PLTR0041	Each	25% off Mfg List	\$0.00	\$0.00
Plantronics H81	PLTR0081	Each	25% off Mfg List	\$0.00	\$0.00

Bogan

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

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

Taxes and Surcharges

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

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

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

6.3.14 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.3.14.1 Service Level Agreement Overview (M)

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

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

The Bidder must identify their associated SLAs for unsolicited services.

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

Network Service Level Agreement Format

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

	<p>Objective (s) [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.3.2-6.3.6.2 et. al..]</p> <p>Immediate Rights and Remedies [Allows immediate action by OTech/STND and the Customer (e.g., OTech/STND Escalation), and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g., TTR).]</p> <p>Monthly Rights and Remedies [Applicable to SLAS that require accumulation of statistics over a period of time or multiple trouble tickets (e.g., availability). Note: the Off Ramp process is included in this component]</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, OTech/STND 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>Definition [Define or describe the SLA]</p> <p>Measurement Process [Instruct how to measure or derive the objectives]</p> <p>Objective (s) [Define Contractor program performance objectives]</p> <p>OTech/STND Rights and Remedies [Identifies actions to be taken by OTech/STND or rebates from Contractor when the objectives are not met]</p> <p>Customer Rights and Remedies [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 will comply with this requirement as specified. Verizon recognizes that this section will provide the Contract (CALNET II) Customers, OTech/STND and Verizon with requirements that define and will assist in the management of the Service Level Agreements (SLAs), and this section identifies and explains the required SLAs for the IP services identified in this RFP Module. Verizon understands that the SLAs shall be categorized as Network or Administrative in nature. The intent of this section is to define performance objectives and measurement processes. Verizon understands that in the event that a propose service, that has been designated as Desirable, or Unsolicited service submitted in this response, Verizon will be required to meet or exceed the associated SLAs as described in this Section.

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

6.3.14.1.1 Technical Requirements versus SLA (M)

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

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

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

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

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

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

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

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

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

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

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

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

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

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

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

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

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

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

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

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

MNS System Architecture (IMPACT)

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

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

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

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

IMPACT Functions

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

Operator Interface

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

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

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

Primary Protocols Supported

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

Network Technologies Supported

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

Integrated Network Management Technologies

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

Integrated Testing System (ITS)

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

ITS primarily supports the following types of testing:

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

IMPACT Architecture

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

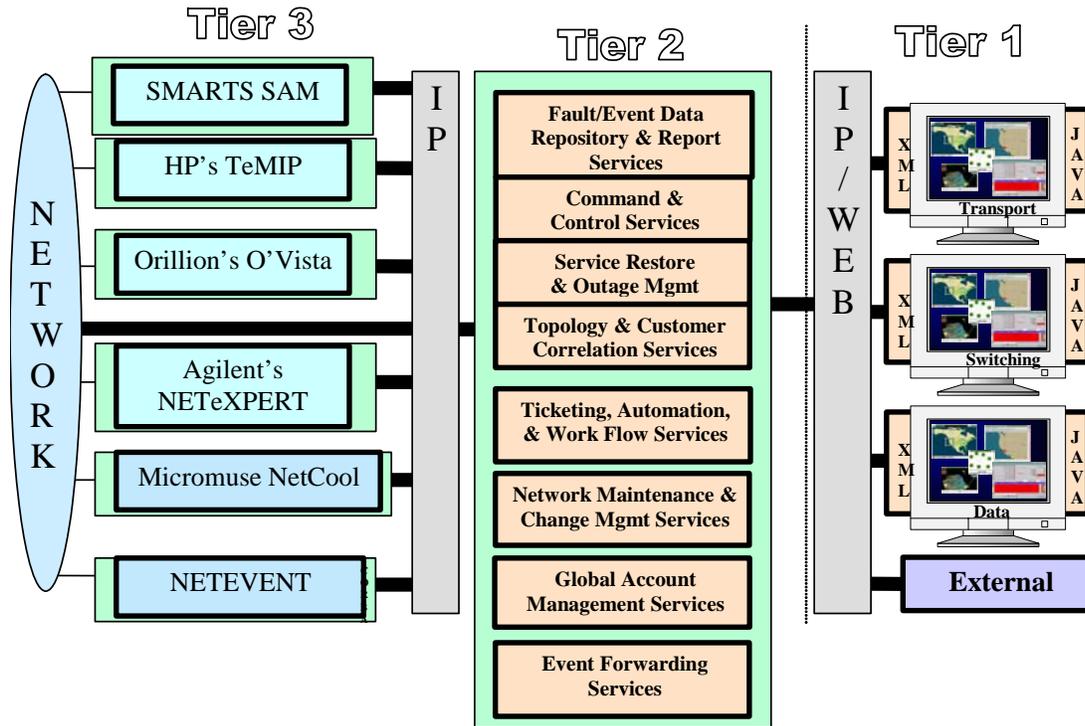


Figure 6.3.14.1.2-1. IMPACT Architecture

Tier 1

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

Tier 2

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

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

Tier 3

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

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

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

6.3.14.2 Network Service Level Agreements (M)

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

6.3.14.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

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

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

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.2 Trouble Ticket Stop Clock Conditions (M)

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

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

ticket be kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the service has not been restored.

11. Time after a service has been restored, but End-User is not available to verify that the service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored.
12. Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or Affiliates.
13. Trouble caused by a power problem outside of the responsibility of the Contractor. This does not apply to the power Requirements necessary to support dial tone to IP phones.
14. Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
15. The following contact/access problems, provided that Contractor makes reasonable efforts to contact End-User during the applicable stop clock period:
 - a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative
 - b. Site contact refuses access to technician who displays proper identification
 - c. Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information.
 - d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.
 - e. If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply.
16. Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem.

In such event, Contractor shall make a reasonable request to End-User staff to correct the problem or delay.

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.3 Service Availability Percentage (M)

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

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

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

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

6.3.14.2.3.2 Service Availability Percentage (M) - DAN

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

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

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

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

6.3.14.2.4 Catastrophic Outage 1 (M)

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.5 Catastrophic Outage 2 (M)

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.6 Catastrophic Outage 3 (M)

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

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

Reference: document _____
location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.7 Round Trip Transmission Delay (M)

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

Services	Round Trip Transmission Delay
	<p>Monthly Rights and Remedies</p> <p>N/A</p>

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.8 One-Way Transmission Delay (M)

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

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.9 Jitter (M)

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.9.1 Jitter - IDA

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

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

6.3.14.2.9.2 Latency - IDA

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

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

6.3.14.2.10 Packet Loss (M)

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

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

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

Reference: document _____
location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.10.1 Packet Loss - IDA

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

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

6.3.14.2.11 IP Contact Center Service Outage (M)

Services	IP Contact Center Service Outage
<p>Converged Services, Computer Telephone Integration (CTI) for IP Network Based ACD</p> <p>Converged Services, IP Network Based Automatic Call Distribution (ACD)</p> <p>Converged Services, IP Network Based Interactive Voice Response (IVR) System</p> <ul style="list-style-type: none"> - Open Hosted IVR - IP Hosted Intelligent Contact Routing (HICR) <p>Converged Services, IP Network Based Specialized Call Routing</p>	<p>Definition</p> <p>The loss of an IP Contact Center Service or identified feature at a single End-User location.</p> <p>Measurement Process</p> <p>The outage start shall be determined by either the application alarm/other fault indicator which automatically results in the opening of a trouble ticket by the contractor or the start shall be determined by the opening of a trouble ticket by the Customer, whichever occurs first. The Contractor shall identify each IP Contact Center service/identified feature affected as a result of the outage. Each impacted IP Contact Center service/identified feature shall be considered unavailable from the first notification until the Contractor determines the IP Contact Center service/identified feature is restored. Any IP Contact Center service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p>Objectives</p> <p>Less than 4 hours</p> <p>Immediate Rights and Remedies</p> <p>15 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service/identified feature not meeting the per occurrence objective for a single IP Contact Center Service Outage</p> <p>End-User Escalation Process</p> <p>OTech/STND Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.12 Excessive Outage (M)

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

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.13 Notification (M)

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

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

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

6.3.14.2.14 Provisioning (M)

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

Services	Business Days	Provisioning
Converged Services, IP and Network IP Transport Services – Additional Router IOS Encryption Option	Managed Project	<p>50 percent of installation fee refunded to Customer for any missed due date.</p> <p>End-User Escalation Process</p> <p>OTech/STND Escalation Process</p> <p>Monthly Rights and Remedies:</p> <p>- Monthly Average percent by Service Type:</p> <p>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.</p>
Converged Services, Internet Dedicated Dial IP Access Network (DAN)	Managed Project	
Converged Services, IP Telephony Business Line Services (includes Converged Services, IP Telephony Voice Mail functionality and Converged Services, Managed IP Telephony Audio Conferencing (includes WebEx functionality))	Managed Project	
Converged Services, IP Telephony Business Line Services – Managed LAN Service	45 Business Days	
Converged Services, IP and Network IP Transport – Managed WLAN Service	45 Business Days (measured from Verizon's acceptance of a complete and accurate order through the date when the service is up and billable at the customer site.)	
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Days	

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

Services	Business Days	Provisioning
Low Voltage Simple Wiring Services	Contracted Service Project Work – Section 6.3.12.1	
Service Entrance	Contracted Service Project Work – Section 6.3.12.1	
Extended Termination	Contracted Service Project Work – Section 6.3.12.1	
Station Wiring	Contracted Service Project Work – Section 6.3.12.1	
Converged Services, Required Customer Premise Equipment	Managed Project	

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.15 Response Duration from Receipt of Order (M)

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.2.16 Time To Repair (TTR) – Major

<p>Converged Services, IP and Network IP Transport Services</p>	<p>Definition</p> <p>A Major Fault shall be defined as five (5) or more physical circuit (DS-1 or higher speed) at the same address location affected by a common cause.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The circuit or service is unusable during the time the trouble ticket is recorded as opened in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Objectives</p> <p>Less than 2 hours</p> <p>Immediate Rights and Remedies</p> <p>Failing to meet the SLA objective shall result in a 25 percent rebate of the TMRC per occurrence.</p> <p>End-User Escalation Process</p> <p>OTech/STND Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>
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6.3.14.2.17 Time To Repair (TTR) - Minor

Services	Time to Repair (TTR)-Minor
<p>Converged Services, IP and Network IP Transport Services</p>	<p>Definition</p> <p>A Minor Fault shall be defined as a trouble ticket opened with the Contractor’s helpdesk on the loss of any circuit or service to a single End-User at a site. Service objectives will be based on access facility required to provide the service.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The circuit or service is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Objectives</p> <p>DS0=less than 5 hours DS1=less than 4 hours DS3=less than 2 hours Ethernet=less than 4 hours OCX=less than 3 hours</p> <p>Immediate Rights and Remedies</p> <p>Failing to meet the SLA Objective shall result in a 15 percent rebate of the TMRC per occurrence. End-User Escalation Process OTech/STND Escalation Process</p> <p>Monthly Rights and Remedies N/A</p>

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

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

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

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

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

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

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

Services	Standard Active Incident Escalation – Security Services
<p>Monitoring Only, and Management and Monitoring service - Standard</p> <p><u>Applies to these services:</u> Firewalls</p> <p>Network Intrusion Detection System (NIDS)</p> <p>Network Intrusion Prevention System (NIPS)</p> <p>Managed SEM - (SEM tool only)</p>	<p>Definition</p> <p>Active Incident Escalation is when a Harmful Attack Incident or Insufficient Info Incident is escalated via email to the customer.</p> <p>Excludes these services; Proxy Server</p> <p>Measurement Process</p> <p>When an incident is classified as a Harmful Attack Incident, or an Insufficient Info Incident, the Incident is given an SMC time stamp and a notification is provided to the customer via email. The referenced time is per the Security Management Center (SMC). A time stamp of the Incident creation is recorded at the Verizon SMC taken as reference for measuring the service level. The ending SLA timestamp is when the email notification is sent to the customer.</p> <p>Objective(s)</p> <p>Provides the minimum level that the Service needs to achieve in any particular month.</p> <p>Objective Levels for Incident Handling are:</p> <ul style="list-style-type: none"> • Not more than 1 in 100 Harmful Attack Incident notifications took more than 15 minutes but not more than 60 minutes to generate an email notification • Not more than 0 Harmful Attack Incident notifications took more than 60 minutes to generate an email notification • Not more than 5 in 100 Insufficient Info Incident notifications took more than 30 minutes but not more than 120 minutes to generate an email notification • Not more than 0 Insufficient Info Incident notifications took more than 120 minutes to generate an email notification <p>Immediate Rights and Remedies</p> <p>Credits will be calculated monthly. One (1) Credit will be remedied for missed SLA or (2) Credits for Harmful Attack Incident notification beyond 60 minutes. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective. Service credits for any series of cases of unmet target levels will, in aggregate during any month, not exceed 50% of the recurring service fee payable for the affected serviced device during that month.</p> <p>End-User Escalation Process</p> <p>OTech/STND Escalation Process</p>

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

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

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

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

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

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

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

Services	Platinum Active Incident Escalation – Security Service
<p>Monitoring Only, and Management and Monitoring service - Platinum</p> <p><u>Applies to these services:</u></p> <p>Firewalls</p> <p>Network Intrusion Detection (NIDS)</p> <p>Network Intrusion Prevention (NIPS)</p> <p>Managed SEM - (SEM tool only)</p> <p>Proxy Server</p>	<p>Definition Active Incident Escalation is when a Harmful Attack Incident or Insufficient Info Incident is escalated to the customer.</p> <p>Measurement Process When an incident is classified as a Harmful Attack Incident or Insufficient Info Incident, the incident is given an SMC time stamp and a notification is provided to the customer via email for an Insufficient Info Incident or by email and phone for a Harmful Attack Incident. The referenced time is per the Security Management Center (SMC). A time stamp of the Incident creation is recorded at the Verizon SMC taken as reference for measuring the service level. The ending SLA timestamp is when the customer is notified via email or email and phone.</p> <p>Objective(s) Provides the minimum level that the Service needs to achieve in any particular month.</p> <p>Objective Levels for Incident Handling are:</p> <ul style="list-style-type: none"> • Not more than 1 in 100 Harmful Attack Incident notifications took more than 15 minutes but not more than 60 minutes to generate an email notification • Not more than 0 Harmful Attack Incident notifications took more than 60 minutes to generate an email notification • Not more than 5 in 100 Insufficient Info Incident notifications took more than 30 minutes but not more than 120 minutes to generate an email notification • Not more than 0 Insufficient Info Incident notifications took more than 120 minutes to generate an email notification <p>Immediate Rights and Remedies Credits will be calculated monthly. One (1) Credit will be remedied for missed SLA or two (2) Credits for Harmful Attack Incident notification beyond 60 minutes. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective. Service credits for any series of cases of unmet target levels will, in aggregate during any month, not exceed 50% of the recurring service fee payable for the affected serviced device during that month.</p> <p>End-User Escalation Process OTech/STND Escalation Process</p> <p>Monthly Rights and Remedies This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply.</p>

6.3.14.2.19 g Standard Change Request Acceptance – Management and Monitoring

Services	Standard Change Request Acceptance – Security Services
<p>Management and Monitoring - Standard</p> <p><u>Applies to these services:</u> Firewalls</p> <p>Network Intrusion Detection System (NIDS)</p> <p>Network Intrusion Prevention System (NIPS)</p> <p>Managed SEM (SEM) - (SEM tool only)</p>	<p>Definition</p> <p>Change Request Acceptance is defined as the acceptance of customer’s change request before implementation of the change request.</p> <p><u>Excludes these services:</u> Proxy Server</p> <p>Measurement Process</p> <p>The starting SLA timestamp begins with the submission of the customer change request recorded at the Service Management Center (SMC) submitted via the dashboard or by phone. The order will be given an “Open” status in the system. Once Verizon Business accepts the order for implementation the status will be updated to “Accepted” in the Security Dashboard. The Verizon Security Dashboard "Accepted" timestamp will constitute the ending SLA timestamp.</p> <p>Objective(s)</p> <p>The Service will provide acceptance of the customer change request in a time period not to exceed:</p> <ul style="list-style-type: none"> • 24 hours for a Regular Change Request • 4 hours for a Fast-track Change Request • 2 hours for an Urgent Change Request <p>Immediate Rights and Remedies</p> <p>Credits will be calculated monthly. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective.</p> <p>End-User Escalation Process OTech/STND Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply</p>

6.3.14.2.19 h Platinum Change Request Acceptance - Management and Monitoring

Services	Platinum Change Request Acceptance – Security Services
<p>Management and Monitoring - Platinum</p> <p><u>Applies to these services:</u> Firewalls Network Intrusion Detection System (NIDS) Network Intrusion Prevention System (NIPS) Managed SEM (SEM) -(SEM tool only) Proxy Server</p>	<p>Definition Change Request Acceptance is defined as the acceptance of customer’s change request before implementation of the change request.</p> <p>Measurement Process The starting SLA timestamp begins with the submission of the customer change request recorded at the Service Management Center (SMC) submitted via the dashboard or by phone. The order will be given an “Open” status in the system. Once Verizon Business accepts the order for implementation the status will be updated to “Accepted” in the Security Dashboard. The Verizon Security Dashboard “Accepted” timestamp will constitute the ending SLA timestamp.</p> <p>Objective(s) The Service will provide acceptance of the customer change request in a time period not to exceed:</p> <ul style="list-style-type: none"> • Within 24 hours of submission for a Regular Change Request • Within 1 hour of submission for a Fast-track Change Request • Within 1 hour of submission for an Urgent Change Request <p>Immediate Rights and Remedies Credits will be calculated monthly. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective. End-User Escalation Process OTech/STND Escalation Process</p> <p>Monthly Rights and Remedies This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply</p>

6.3.14.2.19 i Standard Change Request Implementation - Management and Monitoring

Services	Standard Change Request Implementation – Security Services
<p>Management and Monitoring - Standard</p> <p><u>Applies to these services:</u> Firewalls</p> <p>Network Intrusion Detection System (NIDS)</p> <p>Network Intrusion Prevention System (NIPS)</p> <p>Managed SEM (SEM) - (SEM tool only)</p>	<p>Definition Change Request Implementation is defined as the implementation of customer’s change.</p> <p><u>Excludes these services:</u> Proxy Server</p> <p>Measurement Process The start SLA timestamp is when the order is given the status of “Accepted” (for implementation) as recorded at the Verizon Service Management Center (SMC) taken as reference for measuring the service level. When the Change Request has been implemented and given the status of “Requiring your Validation” via the Security Dashboard, this constitutes the ending SLA timestamp.</p> <p>Objective(s) The Service will provide implementation of the customer change request in a time period not to exceed:</p> <ul style="list-style-type: none"> • In a scheduled maintenance window (mutually agreed time) for a Regular Change Request • Within 36 hours for a Fast-track Change Request • Within 8 hours for a Urgent Change Request <p>Immediate Rights and Remedies Credits will be calculated monthly. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective.</p> <p>End-User Escalation Process OTech/STND Escalation Process</p> <p>Monthly Rights and Remedies This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply.</p>

6.3.14.2.19 j Platinum Change Request Implementation - Management and Monitoring

Services	Platinum Change Request Implementation – Security Services
<p>Management and Monitoring - Platinum</p> <p><u>Applies to these services:</u> Firewalls</p> <p>Network Intrusion Detection System (NIDS)</p> <p>Network Intrusion Prevention System (NIPS)</p> <p>Managed SEM (SEM) - (SEM tool only)</p> <p>Proxy Server</p>	<p>Definition Change Request Implementation is defined as the implementation of customer’s change.</p> <p>Measurement Process The start SLA timestamp is when the order is given the status of “Accepted” (for implementation) as recorded at the Verizon Service Management Center (SMC) taken as reference for measuring the service level. When the Change Request has been implemented and given the status of “Requiring your Validation” via the Security Dashboard, this constitutes the ending SLA timestamp.</p> <p>Objective(s) The Service will provide implementation of the customer change request in a time period not to exceed:</p> <ul style="list-style-type: none"> • In a scheduled maintenance window (mutually agreed time) for a Regular Change Request • Within 36 hours for a Fast-track Change Request • Within 4 hours for a Urgent Change Request <p>Immediate Rights and Remedies Credits will be calculated monthly. One Device Credit equals the monthly recurring fee for the device divided by the number of days in the month of the event. Credit remedy is only available from the first full service month the SLA is effective.</p> <p>End-User Escalation Process OTech/STND Escalation Process</p> <p>Monthly Rights and Remedies This SLA is triggered on an immediate basis. Therefore, Monthly Rights and Remedies do not apply.</p>

6.3.14.3 Administrative Service Level Agreements (M)

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

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

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.3.2 Invoicing Accuracy (M)

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.3.3 Report Delivery Intervals (M)

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

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.3.4 Tools and Report Implementation (M)

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

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.3.5 Tool Availability (M)

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

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.

6.3.14.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Availability percent	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Average Monthly Usage Cost (AMUC)	A means of calculating rights and remedies for usage-based outages. AMUC shall be derived by dividing the total business day usage minutes in a month by the number of business days in the month in which the failure occurs. This will produce a daily average of usage minutes which can be multiplied by the cost for the associated service to produce an average daily cost of the service for the current month. AMUC rights and remedies will be a number of those average daily costs rebated back to the customers impacted by the service outages that trigger the associated service level agreements.
Catastrophic Outage 1 CAT 1	The total loss of service to 50 or greater End-Users at the same address.
Catastrophic Outage 2 CAT 2	A total failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network.
Catastrophic Outage 3 CAT 3	The total loss of any service type on a network wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for more than twelve hours
IP Contact Center Service Outage	The total loss of an IP Contact Center Service at a single End-User location.
Jitter	Variations in transfer delay measured from Contractor to Customer hand-off to remote Contractor to Customer hand-off (CCH to CCH).
Mean Time to Respond	The time it takes the Contractor to call back the Customer acknowledging receipt of the trouble ticket or incident report by the Contractor helpdesk personnel.
Packet Loss	Packet loss measured from Contractor's hand off to Customer at each end of data channel.
Response Duration from Receipt of Order	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled maintenance or scheduled upgrades

SLA	Definition
Total Monthly Recurring Charges (TMRC)	The monthly recurring charges for the transport and service. All charges that comprise the total monthly reoccurring cost per service.
Transmission Delay	Round trip: the average round trip transfer delay measured from Contractor to Customer Hand-Off One way: the average one way transfer delay measured from Customer Hand-Off
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

Verizon understands and will comply with this requirement as specified.