

**IFB STPD 12-001-B Refresh**

**Statement of Work**

**FOR CALNET 3, CATEGORY 5  
MANAGED INTERNET SERVICES**

**TECHNICAL REQUIREMENTS**

**Best and Final Offer**

**March 7, 2017**

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# **IFB STPD 12-001-B Refresh**

## **PART 2**

### **BIDDER RESPONSE**

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#### **Statement of Work (SOW)**

#### **Category 5**

#### **Managed Internet Services**

#### **Technical Requirements**

## TECHNICAL REQUIREMENTS

### CATEGORY 5 – MANAGED INTERNET SERVICES

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## TECHNICAL REQUIREMENTS

### CATEGORY 5 – MANAGED INTERNET SERVICES

#### 5.1 OVERVIEW

This Category 5 IFB provides the State's solicitation for best value solutions for managed Internet services. This IFB describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB Section 4. The CALNET 3 Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET 3 Contract Management and Oversight (CALNET 3 CMO).

##### 5.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

Example A (for requirements that require confirmation that the Bidder understands and accepts the requirement):

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

Or,

Example B (for responses that require the Bidder to provide a description or written response to the requirement):

*"Bidder understands the requirements in Section xxx and shall meet or exceed them?  
Yes\_\_\_\_\_ No\_\_\_\_\_"*

*Description:"*

##### 5.1.2 DESIGNATION OF REQUIREMENTS

All Technical Requirements specified in this IFB Section are Mandatory and must be responded to as identified in IFB Section 3.3.2.5 by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)". The State will have the option of whether or not to include each item in the Contract, based on the best interest of the State. Furthermore, Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET 3 services or features may require CALNET 3 CMO approval.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Cost Worksheets. Items not listed in the Cost Worksheets will not be billable by the Contractor. If Bidder provided unsolicited items include features described in the IFB requirements and are not billable in the Cost Worksheets, the cost associated with the features shall not be included in the unsolicited service unless it represents an unbundling of the mandatory service.

Services and features included in the Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Cost Worksheets in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

### 5.1.3 PACIFIC TIME ZONE

Unless specific otherwise, all times stated herein are times in the Pacific Time Zone.

## 5.2 MANAGED INTERNET SERVICE

The Contractor shall provide dedicated Internet access service that provides high-speed Internet access through communications facilities managed by the Contractor.

**Bidder shall describe in detail the high-speed Internet access service(s) that will be provided under this Contract.**

**When describing the full suite of services offered, bidders should clearly indicate and differentiate those services that will be used to meet the minimum requirements and those services that are offered as unsolicited.**

*Bidder understands the requirements in Section 5.2 and shall meet or exceed them?*

Yes Y No       

*Description:*

CenturyLink's IQ Internet Port is a reliable and dedicated Internet service that runs on the advanced CenturyLink network, our network is one of the most sophisticated networks available today. Our fully meshed Coast-to-Coast network is built on a 100GigE/Nx10GigE backbone. Customer access options include Fractional DS1 up to OC-48 and Ethernet speeds up to 100GigE. Our network spans North America, Europe and Asia-Pac utilizing Trans-Pacific and Trans-Atlantic undersea cable routes at current capacity of NxSTM-16's.

CenturyLink was the first Network Service Provider (NSP) to deploy a fully meshed OC-192 backbone, now at Nx10GigE speeds. CenturyLink's design goal for the backbone is 100 percent packet delivery. The network uses Multiprotocol Label Switching (MPLS) fast re-route for redundancy and trunk fail-over in the network. CenturyLink's networks boasts a 100-ms routing recovery time in the event of a network outage, as opposed to the 15 - 30 seconds on traditional SONET healed networks. This ensures that network availability sensitive applications such as VoIP and Video don't suffer if there is a major breakdown

in the network. There are over 400 Access POPs to bring your traffic onto the network and over 100 IP Router locations (Including Backbone PoP's, IP AccessPoP's, Layer 3 Facilities and Data Centers). CenturyLink provides tools for the public to view the performance of the CenturyLink IP/MPLS network. Since the CenturyLink Internet Port product is based on the performance of its backbone, we publicly post network performance statistics. To view the performance of the CenturyLink Network, use our network tool at <http://centurylink.com/ipstats>.

CenturyLink continues to rank highly among competitors in network availability and speed.

One of the largest and best-performing IP networks in the world, the CenturyLink network features over 1TeraBps aggregate peering capacity and a high-percentage delivery backbone. The network ensures consistent networking speeds with one of the most aggressive performance metrics guarantees in the industry—42 millisecond (ms) average round-trip network delay

The CenturyLink Managed Router solutions for CALNET will include a terminating router installed at the customer site with a network interface card (NIC) for connection to the CenturyLink Internet platform, local access circuit, Internet port at the closest CenturyLink point of presence (POP), Network monitoring via CenturyLink's Network Management Enterprise Services (MES) and CPE maintenance to support our management services. The CALNET customer will provide a single phone line for out of band management access to the CenturyLink owned router.

#### 5.2.1 INTERNET SERVICES GENERAL REQUIREMENTS

The Contractor's network shall connect a Customer's Local Area Network (LAN) or application to the Internet by providing highly reliable transport and Internet Protocol (IP) connectivity. The service shall use the Transmission Control Protocol/Internet Protocol (TCP/IP) to interconnect customer premise equipment (CPE) to the public Internet Service Provider (ISP) networks.

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

Yes Y No     

#### 5.2.2 NETWORK CAPABILITIES

The Contractor's network shall have:

1. Established public peering arrangements from the Contractor's network to the Internet.
2. Private peering arrangements established from the Contractor's network with redundant links to connect to its private peering partners.
3. Support for Customer assigned and Internet Corporation for Assigned Names and Numbers (ICANN) registered IP addresses and domain names.

4. Primary and Secondary Domain Name Service (DNS) to provide an authoritative name server for the Customer.

The Contractor shall provide support for the border gateway protocol (BGP) for Customers with registered Autonomous System (AS) numbers.

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

Yes Y No       

5.2.2.1 Standards

Dedicated Internet Services shall comply with the following standards, as applicable, and when commercially available by the Contractor:

1. Internet Engineering Task Force (IETF) Requests for Comments (RFCs);
2. ANSI T1;
3. ITU TSS Recommendations;
4. ATM Forum;
5. Frame Relay Forum implementation agreements;
6. North American ISDN Users Forum (NIUF);
7. IEEE
  - a. 802.10;
  - b. 802.1P; and
  - c. 802.3AD.
8. Metro Ethernet Forum (MEF);
9. IETF RFCs for IPv6 when offered commercially by the Contractor; and
10. All new versions, amendments, and modifications to the above documents and standards as they become commercially available.

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

Yes Y No       

5.2.3 NETWORK OPERATIONS AND MANAGEMENT

5.2.3.1 General Description

The Contractor's data network(s) shall meet established industry standards.

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

Yes Y No



### 5.2.3.2 Network Operations Center

The Contractor shall maintain a Network Operations Center (NOC) that is staffed 24x365 that coordinates and manages all data traffic.

The NOC shall perform the following services:

1. Network surveillance;
2. Fault management (trouble identification, isolation and notification); and,
3. Monitor network performance in near real-time to identify capacity blockages and implement controls to optimize network health and performance immediately.

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

Yes Y No       

### 5.2.3.3 Security

#### 5.2.3.3.1 Physical Access

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's WAN complying with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

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

Yes Y No       

#### 5.2.3.3.2 Network Security

The Contractor's network security solution shall incorporate the following features:

1. The Contractor's network equipment locations and data centers shall use carrier grade platforms; and,
2. All equipment shall be in a hardened facility and all unnecessary services shall be disabled or removed.

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

Yes Y No       

#### 5.2.3.3.3 Security Event Notifications

The Contractor shall provide the designated State representatives with notifications of suspected and real security violations that impact CALNET 3 Customers within one (1) hour of such determination via telephonic means or email.

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

Yes Y No       

#### 5.2.4 DEDICATED INTERNET FLAT RATE SERVICES TECHNICAL REQUIREMENTS

The service shall connect a Customer's LAN or application to the Internet by providing highly reliable transport and IP connectivity to the internet.

**The speeds in the Feature Names in Table 5.2.4.1.b indicate download speeds. Bidder shall indicate the upload speeds in the Bidder's Product Description in Table 5.2.4.1.b, Table 5.2.4.2.b and in Catalog A, Column E (Feature Restrictions, Limitations and Additional Information).**

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

Yes Y No       

##### 5.2.4.1 Internet Flat Rate Service (InFRa)

The Contractor shall provide Internet Flat Rate Service (InFRa) at the speeds identified in Table 5.2.4.1.b. The services shall consist of a dedicated Internet port and transport from the Customer site to the nearest Contractor Point-of-Presence (POP). The service shall include all equipment, cabling and labor required to provide a User-to-Network Interface (UNI) at the Customer premise Minimum Point of Entry (MPOE). The Contractor shall describe the User-to-Network Interface characteristics in the rows provided in Table 5.2.4.1.b using Table 5.2.4.1.a as a guide. Table 5.2.4.1.a is a guide only. Contractors shall follow the format as closely as possible if the guide content does not align with a particular Contractor technology or offering.

**Table 5.2.4.1.a - InFRa UNI Guide**

|   | Interface/Access Type                     | Network-Side Interface                                | Protocol                         |
|---|---|---|----------------------------------|
| 1 | Asynchronous Transfer Mode Service (ATMS) | 1. T1<br>2. T3<br>3. OC-3c<br>4. OC-12c               | IPv4/v6 over ATMS                |
| 2 | Cable High Speed Access                   | N/A   | Point-to-Point Protocol, IPv4/v6 |
| 3 | Ethernet Interface                        | 1. 1 Mbps up to 1 GbE (Gigabit Ethernet)<br>2. 10 GbE | IPv4/v6 over Ethernet            |

|   | Interface/Access Type      | Network-Side Interface   | Protocol                         |
|---|----------------------------|--|----------------------------------|
| 4 | Frame Relay Service (FRS)  | 1. Fractional T1<br>2. T1<br>3. Fractional T3<br>4. T3   | IPv4/v6 over FRS                 |
| 5 | IP over SONET Service      | 1. OC-3c<br>2. OC-12c<br>3. OC-48c<br>4. OC-192c   | IP/PPP over SONET                |
| 6 | Private Line Service (PLS) | 1. Fractional T1<br>2. T1<br>3. Fractional T3<br>4. T3<br>5. OC-3c<br>6. OC-12c<br>7. OC-48c<br>8. OC-192c | IPv4/v6 over PLS                 |
| 7 | DSL Service                | xDSL access  | Point-to-point protocol, IPv4/v6 |

The Contractor shall offer the InFRa Services detailed in Table 5.2.4.1.b. Bidders shall identify the Interface/Access Type(s), Network Side Interface(s) (if applicable), and the Protocol(s) applicable to each speed listed in Table 5.2.4.1.b. Bidders must provide at least one (1) service/solution for each InFRa speed listed in Table 5.2.4.1.b. Additional Internet Flat Rate Services that utilize different UNI's with different product identifiers and associated costs should be listed in an Unsolicited table in the same fashion as Table 5.2.4.1.b.

**Table 5.2.4.1.b – Internet Flat Rate Service**

|   | Feature Name   | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|--|--|---------------------------------|--|-----------------------------|
| 1 | InFRa @ 1.544Mbps  | Internet Flat Rate Service (InFRa) at 1.544Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60300                    |
|   | Bidder's Product Description: IQ Internet Port at 1.544Mbps includes dedicated Internet port and transport (Synchronous/bidirectional) |  |                                 |  |                             |
|   | Interface/Access Type: Private Line Service  |  |                                 |  |                             |
|   | Network Side Interface: T1   |  |                                 |  |                             |
|   | Protocol: IPv4/v6 over PLS   |  |                                 |  |                             |

|   | Feature Name  | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|--|---------------------------------|--|-----------------------------|
| 2 | InFRa @ 2Mbps   | Internet Flat Rate Service (InFRa) at 2Mbps. Includes dedicated Internet port and transport.   | Y                               |  | QMI60301                    |
|   | Bidder's Product Description: IQ Internet Port at 2Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional)   |  |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |  |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |  |                                 |  |                             |
|   | Protocol: IPv4/V6 over Ethernet   |  |                                 |  |                             |
| 3 | InFRa @ 3Mbps   | Internet Flat Rate Service (InFRa) at 3Mbps. Includes dedicated Internet port and transport.   | Y                               |  | QMI60302                    |
|   | Bidder's Product Description: IQ Internet Port at 3Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional)   |  |                                 |  |                             |
|   | Interface/Access Type: Private Line Service, Ethernet Interface   |  |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |  |                                 |  |                             |
|   | Protocol: IPv4/v6 over Ethernet   |  |                                 |  |                             |
| 4 | InFRa @ 4Mbps   | Internet Flat Rate Service (InFRa) at 4Mbps. Includes dedicated Internet port and transport.   | Y                               |  | QMI60303                    |
|   | Bidder's Product Description: IQ Internet Port at 4Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional)   |  |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |  |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |  |                                 |  |                             |
|   | Protocol: IPv4/v6 over Ethernet   |  |                                 |  |                             |
| 5 | InFRa @ 4.5Mbps   | Internet Flat Rate Service (InFRa) at 4.5Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60304                    |
|   | Bidder's Product Description: IQ Internet Port at 4.5Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |  |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |  |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |  |                                 |  |                             |
|   | Protocol: IPv4/v6 over Ethernet   |  |                                 |  |                             |

|   | Feature Name  | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|--|---------------------------------|--|-----------------------------|
| 6 | InFRa @ 5Mbps   | Internet Flat Rate Service (InFRa) at 5Mbps. Includes dedicated Internet port and transport.   | Y                               |  | QMI60305                    |
|   | Bidder's Product Description: IQ Internet Port at 5Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional)   |  |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |  |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |  |                                 |  |                             |
|   | Protocol: IPv4/v6 over Ethernet   |  |                                 |  |                             |
| 7 | InFRa @ 6Mbps   | Internet Flat Rate Service (InFRa) at 6Mbps. Includes dedicated Internet port and transport.   | Y                               |  | QMI60306                    |
|   | Bidder's Product Description: IQ Internet Port at 6Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional)   |  |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |  |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |  |                                 |  |                             |
|   | Protocol: IPv4/v6 over Ethernet   |  |                                 |  |                             |
| 8 | InFRa @ 7Mbps   | Internet Flat Rate Service (InFRa) at 7Mbps. Includes dedicated Internet port and transport.   | Y                               |  | QMI60307                    |
|   | Bidder's Product Description: IQ Internet Port at 7Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional)   |  |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |  |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |  |                                 |  |                             |
|   | Protocol: IPv4/v6 over Ethernet   |  |                                 |  |                             |
| 9 | InFRa @ 7.5Mbps   | Internet Flat Rate Service (InFRa) at 7.5Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60308                    |
|   | Bidder's Product Description: IQ Internet Port at 7.5Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |  |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |  |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |  |                                 |  |                             |
|   | Protocol: IPv4/v6 over Ethernet   |  |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 10 | InFRa @ 8Mbps  | Internet Flat Rate Service (InFRa) at 8Mbps. Includes dedicated Internet port and transport.    | Y                               |  | QMI60309                    |
|    | Bidder's Product Description: IQ Internet Port at 8Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional)    |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 11 | InFRa @ 9Mbps  | Internet Flat Rate Service (InFRa) at 9Mbps. Includes dedicated Internet port and transport.    | Y                               |  | QMI60310                    |
|    | Bidder's Product Description: IQ Internet Port at 9Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional)    |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 12 | InFRa @ 10Mbps   | Internet Flat Rate Service (InFRa) at 10Mbps. Includes dedicated Internet port and transport.   | Y                               |  | QMI60311                    |
|    | Bidder's Product Description: IQ Internet Port at 10Mbps includes dedicated Internet port and transport(Synchronous/bidirectional)     |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 13 | InFRa @ 10.5Mbps   | Internet Flat Rate Service (InFRa) at 10.5Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60312                    |
|    | Bidder's Product Description: IQ Internet Port at 10.5Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 14 | InFRa @ 12Mbps   | Internet Flat Rate Service (InFRa) at 12Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60313                    |
|    | Bidder's Product Description: IQ Internet Port at 12Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 15 | InFRa @ 15Mbps   | Internet Flat Rate Service (InFRa) at 15Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60314                    |
|    | Bidder's Product Description: IQ Internet Port at 15Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 16 | InFRa @ 20Mbps   | Internet Flat Rate Service (InFRa) at 20Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60315                    |
|    | Bidder's Product Description: IQ Internet Port at 20Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 17 | InFRa @ 25Mbps   | Internet Flat Rate Service (InFRa) at 25Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60316                    |
|    | Bidder's Product Description: IQ Internet Port at 25Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 18 | InFRa @ 30Mbps   | Internet Flat Rate Service (InFRa) at 30Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60317                    |
|    | Bidder's Product Description: IQ Internet Port at 30Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 19 | InFRa @ 35Mbps   | Internet Flat Rate Service (InFRa) at 35Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60318                    |
|    | Bidder's Product Description: IQ Internet Port at 35Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 20 | InFRa @ 40Mbps   | Internet Flat Rate Service (InFRa) at 40Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60319                    |
|    | Bidder's Product Description: IQ Internet Port at 40Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 21 | InFRa @ 45Mbps   | Internet Flat Rate Service (InFRa) at 45Mbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60320                    |
|    | Bidder's Product Description: IQ Internet Port at 45Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |



|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 22 | InFRa @ 60Mbps   | Internet Flat Rate Service (InFRa) at 60Mbps. Includes dedicated Internet port and transport.   | Y                               |  | QMI60321                    |
|    | Bidder's Product Description: IQ Internet Port at 60Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional)   |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 23 | InFRa @ 155Mbps  | Internet Flat Rate Service (InFRa) at 155Mbps. Includes dedicated Internet port and transport.  | Y                               |  | QMI60322                    |
|    | Bidder's Product Description: IQ Internet Port at 155Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional)  |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 1000-Base-SX/LX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 24 | InFRa @ 622Mbps  | Internet Flat Rate Service (InFRa) at 622Mbps. Includes dedicated Internet port and transport.  | Y                               |  | QMI60323                    |
|    | Bidder's Product Description: IQ Internet Port at 622Mbps includes dedicated Internet port and transport. (Synchronous/bidirectional)  |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 1000-Base-SX/LX Ethernet   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |
| 25 | InFRa @ 2.45Gbps   | Internet Flat Rate Service (InFRa) at 2.45Gbps. Includes dedicated Internet port and transport. | Y                               |  | QMI60324                    |
|    | Bidder's Product Description: IQ Internet Port at 2.45Gbps includes dedicated Internet port and transport. (Synchronous/bidirectional) |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |   |                                 |  |                             |
|    | Network Side Interface: 10G-Base Ethernet over Wave services   |   |                                 |  |                             |
|    | Protocol: IPv4/v6 over Ethernet  |   |                                 |  |                             |

**Table 5.2.4.1.c – Unsolicited Internet Flat Rate Service**

|          | Feature Name   | Feature Description  | Bidder's Product Identifier |
|----------|--|--|-----------------------------|
| <b>1</b> | Flat Rate Internet 3Mbps   | Internet Flat Rate Service at 3Mbps. Includes dedicated Internet port and 2xDS1 transport.   | QMI60600                    |
|          | Bidder's Product Description: Internet Flat Rate Service at 3Mbps. Includes dedicated Internet port and transport at 2xDS1 rate (Synchronous/bidirectional)    |  |                             |
|          | Interface/Access Type: Private Line Service (PLS)  |  |                             |
|          | Network Side Interface: 2xDS1  |  |                             |
|          | Protocol: IPv4/v6 over PLS   |  |                             |
| <b>2</b> | Flat Rate Internet 4.5Mbps   | Internet Flat Rate Service at 4.5Mbps. Includes dedicated Internet port and 3xDS1 transport. | QMI60601                    |
|          | Bidder's Product Description: Internet Flat Rate Service at 4.5Mbps. Includes dedicated Internet port and transport at 3xDS1 rate. (Synchronous/bidirectional) |  |                             |
|          | Interface/Access Type: Private Line Service (PLS)  |  |                             |
|          | Network Side Interface: 3xDS1  |  |                             |
|          | Protocol: IPv4/v6 over PLS   |  |                             |
| <b>3</b> | Flat Rate Internet 6Mbps   | Internet Flat Rate Service at 6Mbps. Includes dedicated Internet port and 4xDS1 transport.   | QMI60602                    |
|          | Bidder's Product Description: Internet Flat Rate Service at 6Mbps. Includes dedicated Internet port and transport at 4xDS1 rate. (Synchronous/bidirectional)   |  |                             |
|          | Interface/Access Type: Private Line Service (PLS)  |  |                             |
|          | Network Side Interface: 4xDS1  |  |                             |
|          | Protocol: IPv4/v6 over PLS   |  |                             |
| <b>4</b> | Flat Rate Internet 7.5Mbps   | Internet Flat Rate Service at 7.5Mbps. Includes dedicated Internet port and 5xDS1 transport. | QMI60603                    |
|          | Bidder's Product Description: Internet Flat Rate Service at 7.5Mbps. Includes dedicated Internet port and transport at 5xDS1 rate. (Synchronous/bidirectional) |  |                             |
|          | Interface/Access Type: Private Line Service (PLS)  |  |                             |
|          | Network Side Interface: 5xDS1  |  |                             |
|          | Protocol: IPv4/v6 over PLS   |  |                             |

|   | Feature Name  | Feature Description  | Bidder's Product Identifier |
|---|---|--|-----------------------------|
| 5 | Flat Rate Internet 9Mbps  | Internet Flat Rate Service at 9Mbps. Includes dedicated Internet port and 6xDS1 transport.     | QMI60604                    |
|   | Bidder's Product Description: Internet Flat Rate Service at 9Mbps. Includes dedicated Internet port and transport at 6xDS1 rate. (Synchronous/bidirectional)    |  |                             |
|   | Interface/Access Type: Private Line Service (PLS)   |  |                             |
|   | Network Side Interface: 6xDS1   |  |                             |
|   | Protocol: IPv4/v6 over PLS  |  |                             |
| 6 | Flat Rate Internet 10.5Mbps   | Internet Flat Rate Service at 10.5Mbps. Includes dedicated Internet port and 7xDS1 transport.  | QMI60605                    |
|   | Bidder's Product Description: Internet Flat Rate Service at 10.5Mbps. Includes dedicated Internet port and transport at 7xDS1 rate. (Synchronous/bidirectional) |  |                             |
|   | Interface/Access Type: Private Line Service (PLS)   |  |                             |
|   | Network Side Interface: 7xDS1   |  |                             |
|   | Protocol: IPv4/v6 over PLS  |  |                             |
| 7 | Flat Rate Internet 12Mbps   | Internet Flat Rate Service at 12Mbps. Includes dedicated Internet port and 8xDS1 transport.    | QMI60606                    |
|   | Bidder's Product Description: Internet Flat Rate Service at 12Mbps. Includes dedicated Internet port and transport at 8xDS1 rate. (Synchronous/bidirectional)   |  |                             |
|   | Interface/Access Type: Private Line Service (PLS)   |  |                             |
|   | Network Side Interface: 8xDS1   |  |                             |
|   | Protocol: IPv4/v6 over PLS  |  |                             |
| 8 | Flat Rate Internet 100Mbps  | Internet Flat Rate Service (InFRa) at 100Mbps. Includes dedicated Internet port and transport. | QMI60607                    |
|   | Bidder's Product Description: Internet Flat Rate Service at 100Mbps. Includes dedicated Internet port and transport at 100 Mbps (Synchronous/bidirectional)     |  |                             |
|   | Interface/Access Type: Ethernet Interface   |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |  |                             |
|   | Protocol: IPv4/v6 over Ethernet   |  |                             |

|    | Feature Name  | Feature Description   | Bidder's Product Identifier |
|----|---|---|-----------------------------|
| 9  | Flat Rate Internet 1000Mbps   | Internet Flat Rate Service (InFRa) at 1000Mbps. Includes dedicated Internet port and transport. | QMI60608                    |
|    | Bidder's Product Description: Internet Flat Rate Service at 1000Mbps. Includes dedicated Internet port and transport at 1000 Mbps (Synchronous/bidirectional) |   |                             |
|    | Interface/Access Type: Ethernet Interface   |   |                             |
|    | Network Side Interface: 1000-Base-SX/LX Ethernet  |   |                             |
|    | Protocol: IPv4/v6 over Ethernet   |   |                             |
| 10 | Flat Rate Internet 10Gpbs   | Internet Flat Rate Service (InFRa) at 10Gbps. Includes dedicated Internet port and transport.   | QMI60609                    |
|    | Bidder's Product Description: IQ Internet Port at 10Gbps includes dedicated Internet port and transport.(Synchronous/bidirectional)                           |   |                             |
|    | Interface/Access Type: Ethernet Interface   |   |                             |
|    | Network Side Interface: 10G-Base Ethernet over Wave services  |   |                             |
|    | Protocol: IPv4/v6 over Ethernet   |   |                             |

#### 5.2.4.2 Internet Flat Rate with Managed Router Service (InFRaM)

The Contractor shall provide Internet Flat Rate with Managed Router Service at the speeds identified in Table 5.2.4.2.b. The services shall consist of a dedicated Internet Port and Transport from the Customer site to the nearest contractor POP. The service shall include all equipment, cabling and labor required to provide a UNI at the Customer premise MPOE and a Contractor owned, maintained and managed router.

The service shall include a Contractor owned, maintained and managed router. **Bidder shall provide a description of the type of equipment, maintenance and management services that the Contractor will deploy to satisfy this requirement.**

All Bidder equipment, tasks and services required for provisioning of the services described in Table 5.2.4.2.b will be included in the charges for the features/services listed in those tables unless specifically identified as not part of the mandatory service and proposed in Tables 5.2.4.2.c.

The Contractor's managed router service shall include proactive Customer notification as identified in the Service Level Agreements.

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

Yes Y No

*Description:*

To meet the requirement of Managed Router Service, CenturyLink will provide a managed solution that includes a dedicated Internet Port and transport to connect a State of California customer to our network, and a managed router to terminate the services.

CenturyLink will provide fully managed router service to the State using an appropriately sized router. The Managed Router Service will include a router, local access, router maintenance, router monitoring, router management, and network monitoring. All maintenance agreements will be in place for the set term of the agreement. The CALNET customer will provide a single phone line for out of band management access to the CenturyLink owned router.

CenturyLink includes proactive Management Enterprise Services (MES) for the required CPE package including basic operating system and configurations on the router. Management Enterprise Services (MES) includes:

- 24x7x365 proactive monitoring of equipment and transport links
- Complete network analysis and configuration backup
- Fault, performance configuration and change management
- Online performance tracking and reports via web portal
- Configuration of IPSec tunnels and router firewall configuration (optional)

**The Bidder shall identify the User-to-Network Interface characteristics in the rows provided in Table 5.2.4.2.b using Table 5.2.4.2.a as a guide.**

**Table 5.2.4.2.a - InFRaM UNI Guide**

|   | Interface/Access Type                     | Network-Side Interface                                | Protocol                         |
|---|---|---|----------------------------------|
| 1 | Asynchronous Transfer Mode Service (ATMS) | 1. T1<br>2. T3<br>3. OC-3c<br>4. OC-12c               | IPv4/v6 over ATMS                |
| 2 | Cable High Speed Access                   | N/A   | Point-to-Point Protocol, IPv4/v6 |
| 3 | Ethernet Interface                        | 1. 1 Mbps up to 1 GbE (Gigabit Ethernet)<br>2. 10 GbE | IPv4/v6 over Ethernet            |

|   | Interface/Access Type      | Network-Side Interface   | Protocol                         |
|---|----------------------------|--|----------------------------------|
| 4 | Frame Relay Service (FRS)  | <ol style="list-style-type: none"> <li>1. Fractional T1</li> <li>2. T1</li> <li>3. Fractional T3</li> <li>4. T3</li> </ol>   | IPv4/v6 over FRS                 |
| 5 | IP over SONET Service      | <ol style="list-style-type: none"> <li>1. OC-3c</li> <li>2. OC-12c</li> <li>3. OC-48c</li> <li>4. OC-192c</li> </ol>   | IP/PPP over SONET                |
| 6 | Private Line Service (PLS) | <ol style="list-style-type: none"> <li>1. Fractional T1</li> <li>2. T1</li> <li>3. Fractional T3</li> <li>4. T3</li> <li>5. OC-3c</li> <li>6. OC-12c</li> <li>7. OC-48c</li> <li>8. OC-192c</li> </ol> | IPv4/v6 over PLS                 |
| 7 | DSL Service                | xDSL access  | Point-to-point protocol, IPv4/v6 |

The Contractor shall offer the InFRaM Services detailed in Table 5.2.4.2.b. **Bidders shall include the Interface/Access Type(s), Network Side Interface(s) (if applicable), and the Protocol(s) applicable to each speed listed in Table 5.2.4.2.b. Bidders must provide at least one (1) solution for each InFRaM speed listed in Table 5.2.4.2.b.**

**Table 5.2.4.2.b – Internet Flat Rate with Managed Router (InFRaM) Service**

|   | Feature Name  | Feature Description   | Bidder Meets or Exceeds? |   | Bidder's Product Identifier |
|---|---|---|--------------------------|---|-----------------------------|
|   |   |   | Y                        | N |                             |
| 1 | InFRaM @ 1.544Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 1.544Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                        |   | QMI60325                    |
|   | Bidder's Product Description: Internet Flat Rate Service with Managed Router (InFRaM) at 1.544Mbps. Includes dedicated Internet port (Synchronous/bidirectional) transport at 1.544Mbps, and a Contractor owned, maintained and managed router. |   |                          |   |                             |
|   | Interface/Access Type: Private Line Service (PLS)   |   |                          |   |                             |
|   | Network Side Interface: T1  |   |                          |   |                             |
|   | Protocol: IPv4/v6 over PLS  |   |                          |   |                             |
| 2 | InFRaM @ 2Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 2Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.     | Y                        |   | QMI60326                    |
|   | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 2Mbps. Includes dedicated Internet port at 2Mbps (Synchronous/bidirectional) and transport at 2Mbps, and a Contractor owned, maintained and managed router.                 |   |                          |   |                             |
|   | Interface/Access Type: Ethernet Interface   |   |                          |   |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |   |                          |   |                             |
|   | Protocol: IPv4/V6 over Ethernet   |   |                          |   |                             |
| 3 | InFRaM @ 3Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 3Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.     | Y                        |   | QMI60327                    |
|   | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 3Mbps. Includes dedicated Internet port at 3Mbps (Synchronous/bidirectional) and transport at 3Mbps, and a Contractor owned, maintained and managed router.                 |   |                          |   |                             |
|   | Interface/Access Type: Ethernet Interface   |   |                          |   |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |   |                          |   |                             |
|   | Protocol: IPv4/V6 over Ethernet   |   |                          |   |                             |

|   | Feature Name  | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|---|---------------------------------|--|-----------------------------|
| 4 | InFRaM @ 4Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 4Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.   | Y                               |  | QMI60328                    |
|   | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 4Mbps. Includes dedicated Internet port at 4Mbps (Synchronous/bidirectional) and transport at 4Mbps, and a Contractor owned, maintained and managed router.     |   |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |   |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |   |                                 |  |                             |
|   | Protocol: IPv4/V6 over Ethernet   |   |                                 |  |                             |
| 5 | InFRaM @ 4.5Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 4.5Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60329                    |
|   | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 4.5Mbps. Includes dedicated Internet port at 4.5Mbps (Synchronous/bidirectional) and transport at 5Mbps, and a Contractor owned, maintained and managed router. |   |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |   |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |   |                                 |  |                             |
|   | Protocol: IPv4/V6 over Ethernet   |   |                                 |  |                             |
| 6 | InFRaM @ 5Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 5Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.   | Y                               |  | QMI60330                    |
|   | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 5Mbps. Includes dedicated Internet port at 5Mbps (Synchronous/bidirectional) and transport at 5Mbps, and a Contractor owned, maintained and managed router.     |   |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |   |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |   |                                 |  |                             |
|   | Protocol: IPv4/V6 over Ethernet   |   |                                 |  |                             |



|   | Feature Name  | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|---|---------------------------------|--|-----------------------------|
| 7 | InFRaM @ 6Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 6Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.   | Y                               |  | QMI60331                    |
|   | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 6Mbps. Includes dedicated Internet port at 6Mbps (Synchronous/bidirectional) and transport at 6Mbps, and a Contractor owned, maintained and managed router.     |   |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |   |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |   |                                 |  |                             |
|   | Protocol: IPv4/V6 over Ethernet   |   |                                 |  |                             |
| 8 | InFRaM @ 7Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 7Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.   | Y                               |  | QMI60332                    |
|   | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 7Mbps. Includes dedicated Internet port at 7Mbps (Synchronous/bidirectional) and transport at 7Mbps, and a Contractor owned, maintained and managed router.     |   |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |   |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |   |                                 |  |                             |
|   | Protocol: IPv4/V6 over Ethernet   |   |                                 |  |                             |
| 9 | InFRaM @ 7.5Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 7.5Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60333                    |
|   | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 7.5Mbps. Includes dedicated Internet port at 7.5Mbps (Synchronous/bidirectional) and transport at 8Mbps, and a Contractor owned, maintained and managed router. |   |                                 |  |                             |
|   | Interface/Access Type: Ethernet Interface   |   |                                 |  |                             |
|   | Network Side Interface: 100-Base-TX Ethernet  |   |                                 |  |                             |
|   | Protocol: IPv4/V6 over Ethernet   |   |                                 |  |                             |

|    | Feature Name   | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|--|---------------------------------|--|-----------------------------|
| 10 | InFRaM @ 8Mbps   | Internet Flat Rate Service with Managed Router (InFRaM) at 8Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.  | Y                               |  | QMI60334                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 8Mbps. Includes dedicated Internet port at 8Mbps (Synchronous/bidirectional) and transport at 8Mbps, and a Contractor owned, maintained and managed router.    |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |
| 11 | InFRaM @ 9Mbps   | Internet Flat Rate Service with Managed Router (InFRaM) at 9Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.  | Y                               |  | QMI60335                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 9Mbps. Includes dedicated Internet port at 9Mbps (Synchronous/bidirectional) and transport at 9Mbps, and a Contractor owned, maintained and managed router.    |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |
| 12 | InFRaM @ 10Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 10Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60336                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 10Mbps. Includes dedicated Internet port at 10Mbps (Synchronous/bidirectional) and transport at 10Mbps, and a Contractor owned, maintained and managed router. |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |

|    | Feature Name   | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|--|---------------------------------|--|-----------------------------|
| 13 | InFRaM @ 10.5Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 10.5Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60337                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 10.5Mbps. Includes dedicated Internet port at 10.5Mbps (Synchronous/bidirectional) and transport at 12Mbps, and a Contractor owned, maintained and managed router. |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |
| 14 | InFRaM @ 12Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 12Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.   | Y                               |  | QMI60338                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 12Mbps. Includes dedicated Internet port at 12Mbps (Synchronous/bidirectional) and transport at 12Mbps, and a Contractor owned, maintained and managed router.     |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |
| 15 | InFRaM @ 15Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 15Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.   | Y                               |  | QMI60339                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 15Mbps. Includes dedicated Internet port at 15Mbps (Synchronous/bidirectional) and transport at 15Mbps, and a Contractor owned, maintained and managed router.     |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |

|    | Feature Name   | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|--|---------------------------------|--|-----------------------------|
| 16 | InFRaM @ 20Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 20Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60340                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 20Mbps. Includes dedicated Internet port at 20Mbps (Synchronous/bidirectional) and transport at 20Mbps, and a Contractor owned, maintained and managed router. |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |
| 17 | InFRaM @ 25Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 25Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60341                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 25Mbps. Includes dedicated Internet port at 25Mbps (Synchronous/bidirectional) and transport at 30Mbps, and a Contractor owned, maintained and managed router. |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |
| 18 | InFRaM @ 30Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 30Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60342                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 30Mbps. Includes dedicated Internet port at 30Mbps (Synchronous/bidirectional) and transport at 30Mbps, and a Contractor owned, maintained and managed router. |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |

|    | Feature Name   | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|--|---------------------------------|--|-----------------------------|
| 19 | InFRaM @ 35Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 35Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60343                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 35Mbps. Includes dedicated Internet port at 35Mbps (Synchronous/bidirectional) and transport at 40Mbps, and a Contractor owned, maintained and managed router. |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |
| 20 | InFRaM @ 40Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 40Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60344                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 40Mbps. Includes dedicated Internet port at 40Mbps (Synchronous/bidirectional) and transport at 40Mbps, and a Contractor owned, maintained and managed router. |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |
| 21 | InFRaM @ 45Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 45Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60345                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 45Mbps. Includes dedicated Internet port at 45Mbps (Synchronous/bidirectional) and transport at 50Mbps, and a Contractor owned, maintained and managed router. |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |

|    | Feature Name  | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 22 | InFRaM @ 60Mbps   | Internet Flat Rate Service with Managed Router (InFRaM) at 60Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.  | Y                               |  | QMI60346                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 60Mbps. Includes dedicated Internet port at 60Mbps (Synchronous/bidirectional) and transport at 60Mbps, and a Contractor owned, maintained and managed router.    |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface   |   |                                 |  |                             |
|    | Network Side Interface: 100-Base-TX Ethernet  |   |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet   |   |                                 |  |                             |
| 23 | InFRaM @ 155Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 155Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60347                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 155Mbps. Includes dedicated Internet port at 155Mbps (Synchronous/bidirectional) and transport at 200Mbps, and a Contractor owned, maintained and managed router. |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface   |   |                                 |  |                             |
|    | Network Side Interface: 1000-Base-SX/LX Ethernet  |   |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet   |   |                                 |  |                             |
| 24 | InFRaM @ 622Mbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 622Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60348                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 622Mbps. Includes dedicated Internet port at 622Mbps (Synchronous/bidirectional) and transport at 700Mbps, and a Contractor owned, maintained and managed router. |   |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface   |   |                                 |  |                             |
|    | Network Side Interface: 1000-Base-SX/LX Ethernet  |   |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet   |   |                                 |  |                             |

|    | Feature Name   | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|--|---------------------------------|--|-----------------------------|
| 25 | InFRaM @ 2.45Gbps  | Internet Flat Rate Service with Managed Router (InFRaM) at 2.45Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router. | Y                               |  | QMI60349                    |
|    | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 2.45Gbps. Includes dedicated Internet port at 2.45Gbps (Synchronous/bidirectional) and transport at 2.45Gbps, and a Contractor owned, maintained and managed router. |  |                                 |  |                             |
|    | Interface/Access Type: Ethernet Interface  |  |                                 |  |                             |
|    | Network Side Interface: 10G-Base Ethernet over Wave services   |  |                                 |  |                             |
|    | Protocol: IPv4/V6 over Ethernet  |  |                                 |  |                             |

**Table 5.2.4.2.c – Unsolicited Internet Flat Rate with Managed Router Service**

|   | Feature Name  | Feature Description   | Bidder's Product Identifier |
|---|---|---|-----------------------------|
| 1 | Flat Rate Internet and Managed Router 3Mbps   | Internet Flat Rate Service at 3Mbps. Includes dedicated Internet port and 2xT1 transport, maintained and managed router   | QMI60700                    |
|   | Bidder's Product Description: Internet Flat Rate Service at 3Mbps. Includes dedicated Internet port (Synchronous/bidirectional) and transport at 2xDS1 rate, maintained and managed router.   |   |                             |
|   | Interface/Access Type: Private Line Service (PLS)   |   |                             |
|   | Network Side Interface: 2xDS1   |   |                             |
|   | Protocol: IPv4/v6 over PLS  |   |                             |
| 2 | Flat Rate Internet and Managed Router 4.5Mbps   | Internet Flat Rate Service at 4.5Mbps. Includes dedicated Internet port and 3xT1 transport, maintained and managed router | QMI60701                    |
|   | Bidder's Product Description: Internet Flat Rate Service at 4.5Mbps. Includes dedicated Internet port (Synchronous/bidirectional) and transport at 3xDS1 rate, maintained and managed router. |   |                             |
|   | Interface/Access Type: Private Line Service (PLS)   |   |                             |
|   | Network Side Interface: 3xDS1   |   |                             |
|   | Protocol: IPv4/v6 over PLS  |   |                             |

|          | Feature Name  | Feature Description   | Bidder's Product Identifier |
|----------|---|---|-----------------------------|
| <b>3</b> | Flat Rate Internet and Managed Router 6Mbps   | Internet Flat Rate Service at 6Mbps. Includes dedicated Internet port and 4xT1 transport, maintained and managed router   | QMI60702                    |
|          | Bidder's Product Description: Internet Flat Rate Service at 6Mbps. Includes dedicated Internet port (Synchronous/bidirectional) and transport at 4xDS1 rate, maintained and managed router.   |   |                             |
|          | Interface/Access Type: Private Line Service (PLS)   |   |                             |
|          | Network Side Interface: 4xDS1   |   |                             |
|          | Protocol: IPv4/v6 over PLS  |   |                             |
| <b>4</b> | Flat Rate Internet and Managed Router 7.5Mbps   | Internet Flat Rate Service at 7.5Mbps. Includes dedicated Internet port and 5xT1 transport, maintained and managed router | QMI60703                    |
|          | Bidder's Product Description: Internet Flat Rate Service at 7.5Mbps. Includes dedicated Internet port (Synchronous/bidirectional) and transport at 5xDS1 rate, maintained and managed router. |   |                             |
|          | Interface/Access Type: Private Line Service (PLS)   |   |                             |
|          | Network Side Interface: 5xDS1   |   |                             |
|          | Protocol: IPv4/v6 over PLS  |   |                             |
| <b>5</b> | Flat Rate Internet and Managed Router 9Mbps   | Internet Flat Rate Service at 9Mbps. Includes dedicated Internet port and 6xT1 transport, maintained and managed router   | QMI60704                    |
|          | Bidder's Product Description: Internet Flat Rate Service at 9Mbps. Includes dedicated Internet port (Synchronous/bidirectional) and transport at 6xDS1 rate, maintained and managed router.   |   |                             |
|          | Interface/Access Type: Private Line Service (PLS)   |   |                             |
|          | Network Side Interface: 6xDS1   |   |                             |
|          | Protocol: IPv4/v6 over PLS  |   |                             |



|   | Feature Name  | Feature Description  | Bidder's Product Identifier |
|---|---|--|-----------------------------|
| 6 | Flat Rate Internet and Managed Router 10.5Mbps  | Internet Flat Rate Service at 10.5Mbps. Includes dedicated Internet port and 7xT1 transport, maintained and managed router   | QMI60705                    |
|   | Bidder's Product Description: Internet Flat Rate Service at 10.5Mbps. Includes dedicated Internet port (Synchronous/bidirectional) and transport at 7xDS1 rate, maintained and managed router.  |  |                             |
|   | Interface/Access Type: Private Line Service (PLS)   |  |                             |
|   | Network Side Interface: 7xDS1   |  |                             |
|   | Protocol: IPv4/v6 over PLS  |  |                             |
| 7 | Flat Rate Internet and Managed Router 12Mbps  | Internet Flat Rate Service at 12Mbps. Includes dedicated Internet port and 8xT1 transport, maintained and managed router     | QMI60706                    |
|   | Bidder's Product Description: Internet Flat Rate Service at 12Mbps. Includes dedicated Internet port (Synchronous/bidirectional) and transport at 8xDS1 rate, maintained and managed router.    |  |                             |
|   | Interface/Access Type: Private Line Service (PLS)   |  |                             |
|   | Network Side Interface: 8xDS1   |  |                             |
|   | Protocol: IPv4/v6 over PLS  |  |                             |
| 8 | Flat Rate Internet and Managed Router 100Mbps   | Internet Flat Rate Service at 100Mbps. Includes dedicated Internet port and 100Mbps transport, maintained and managed router | QMI60707                    |
|   | Bidder's Product Description: Internet Flat Rate Service at 100Mbps. Includes dedicated Internet port (Synchronous/bidirectional) and transport at 100Mbps rate, maintained and managed router. |  |                             |
|   | Interface/Access Type: Ethernet Interface   |  |                             |
|   | Network Side Interface: 100-Base-SX/LX Ethernet   |  |                             |
|   | Protocol: IPv4/V6 over Ethernet   |  |                             |

|           | Feature Name   | Feature Description  | Bidder's Product Identifier |
|-----------|--|--|-----------------------------|
| <b>9</b>  | Flat Rate Internet and Managed Router 1000Mbps   | Internet Flat Rate Service at 1000Mbps. Includes dedicated Internet port and 1000Mbps transport, maintained and managed router | QMI60708                    |
|           | Bidder's Product Description: Internet Flat Rate Service at 1000Mbps. Includes dedicated Internet port (Synchronous/bidirectional) and transport at 1000Mbps rate, maintained and managed router.                                  |  |                             |
|           | Interface/Access Type: Ethernet Interface  |  |                             |
|           | Network Side Interface: 1000-Base-SX/LX Ethernet   |  |                             |
|           | Protocol: IPv4/V6 over Ethernet  |  |                             |
| <b>10</b> | Flat Rate Internet and Managed Router 10Gbps   | Internet Flat Rate Service at 10Gbps. Includes dedicated Internet port and 10Gbps transport, maintained and managed router     | QMI60709                    |
|           | Bidder's Product Description: Internet Flat Rate Service (InFRa) at 10Gbps. Includes dedicated Internet port at 10Gbps (Synchronous/bidirectional) and transport at 10Gbps, and a Contractor owned, maintained and managed router. |  |                             |
|           | Interface/Access Type: Ethernet Interface  |  |                             |
|           | Network Side Interface: 10G-Base Ethernet over Wave services   |  |                             |
|           | Protocol: IPv4/V6 over Ethernet  |  |                             |

## 5.2.5 INTERNET SUSTAINED BANDWIDTH ETHERNET SERVICE (InSBE)

The Contractor shall provide Internet Sustained Bandwidth Ethernet Service (InSBE). The service shall consist of a separately provisioned dedicated Internet port and transport from the Customer site to the nearest Contractor POP.

Service shall allow Customers to order Ethernet access at a specific data rate and to select a minimum monthly bandwidth commitment. Customers then pay an additional fee for sustained usage above the minimum commitment. Service shall allow Customers to "burst" up to the full capacity of the data rate assigned to the transport when needed.

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

Yes Y No       

### 5.2.5.1 Internet Sustained Bandwidth Ethernet Transport Service (InSBET)

The Internet Sustained Bandwidth Ethernet Transport Service (InSBET) transport service shall include all equipment, cabling and labor required to provide a User-to-Network Interface (UNI) at the Customer premise MPOE.

Transport shall be provisioned at the data rates listed in Table 5.2.5.1.b. The assigned data rate shall be the maximum data rate a Customer may burst up to.

This service shall be provisioned in conjunction with Customer and Contractor owned, maintained and managed router options as identified in Section 5.2.5.2 (InSBEP) and Section 5.2.5.3 (InSBEPM).

The service shall provide the User-to-Network Interface characteristics listed in Table 5.2.5.1.a.

**Table 5.2.5.1.a – UNI Type**

|   | Interface/Access Type | Network-Side Interface                                | Protocol              |
|---|-----------------------|---|-----------------------|
| 1 | Ethernet Interface    | 1. 1 Mbps up to 1 GbE (Gigabit Ethernet)<br>2. 10 GbE | IPv4/v6 over Ethernet |

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

Yes Y No       

**Bidders shall provide the InSBET services detailed in Table 5.2.5.1.b**

**Table 5.2.5.1.b – InSBET Service**

|   | Feature Name  | Feature Description                                       | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|---|---------------------------------|--|-----------------------------|
| 1 | InSBET 100-Base-TX 2 Mbps Ethernet Transport  | InSBET Service with maximum burstable data rate of 2Mbps. | Y                               |  | QMI60350                    |
|   | Bidder's Product Description: InSBET Service with maximum burstable data rate of 2Mbps. (Synchronous/bidirectional) |   |                                 |  |                             |
| 2 | InSBET 100-Base-TX 4 Mbps Ethernet Transport  | InSBET Service with maximum burstable data rate of 4Mbps  | Y                               |  | QMI60351                    |
|   | Bidder's Product Description: InSBET Service with maximum burstable data rate of 4Mbps. (Synchronous/bidirectional) |   |                                 |  |                             |

|   | Feature Name  | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|--|---------------------------------|--|-----------------------------|
| 3 | InSBET 100-Base-TX 5 Mbps Ethernet Transport  | InSBET Service with maximum burstable data rate of 5Mbps   | Y                               |  | QMI60352                    |
|   | Bidder's Product Description: InSBET Service with maximum burstable data rate of 5Mbps. (Synchronous/bidirectional)   |  |                                 |  |                             |
| 4 | InSBET 100-Base-TX 8 Mbps Ethernet Transport  | InSBET Service with maximum burstable data rate of 8Mbps   | Y                               |  | QMI60353                    |
|   | Bidder's Product Description: InSBET Service with maximum burstable data rate of 8Mbps. (Synchronous/bidirectional)   |  |                                 |  |                             |
| 5 | InSBET 100-Base-TX 10 Mbps Ethernet Transport   | InSBET Service with maximum burstable data rate of 10Mbps  | Y                               |  | QMI60354                    |
|   | Bidder's Product Description: InSBET Service with maximum burstable data rate of 10Mbps. (Synchronous/bidirectional)  |  |                                 |  |                             |
| 6 | InSBET 100-Base-TX 20 Mbps Ethernet Transport   | InSBET Service with maximum burstable data rate of 20Mbps  | Y                               |  | QMI60355                    |
|   | Bidder's Product Description: InSBET Service with maximum burstable data rate of 20Mbps. (Synchronous/bidirectional)  |  |                                 |  |                             |
| 7 | InSBET 100-Base-TX 50 Mbps Ethernet Transport   | InSBET Service with maximum burstable data rate of 50Mbps  | Y                               |  | QMI60356                    |
|   | Bidder's Product Description: InSBET Service with maximum burstable data rate of 50Mbps. (Synchronous/bidirectional)  |  |                                 |  |                             |
| 8 | InSBET 100-Base-TX 100 Mbps Ethernet Transport  | InSBET Service with maximum burstable data rate of 100Mbps | Y                               |  | QMI60357                    |
|   | Bidder's Product Description: InSBET Service with maximum burstable data rate of 100Mbps. (Synchronous/bidirectional) |  |                                 |  |                             |
| 9 | InSBET 1000-Base-TX 150 Mbps Ethernet Transport   | InSBET Service with maximum burstable data rate of 150Mbps | Y                               |  | QMI60358                    |
|   | Bidder's Product Description: InSBET Service with maximum burstable data rate of 150Mbps. (Synchronous/bidirectional) |  |                                 |  |                             |

|    | Feature Name  | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 10 | InSBET 1000-Base-TX 250 Mbps Ethernet Transport   | InSBET Service with maximum burstable data rate of 250Mbps  | Y                               |  | QMI60359                    |
|    | Bidder's Product Description: InSBET Service with maximum burstable data rate of 250Mbps. (Synchronous/bidirectional)   |   |                                 |  |                             |
| 11 | InSBET 1000-Base-TX 500 Mbps Ethernet Transport   | InSBET Service with maximum burstable data rate of 500Mbps  | Y                               |  | QMI60360                    |
|    | Bidder's Product Description: InSBET Service with maximum burstable data rate of 500Mbps. (Synchronous/bidirectional)   |   |                                 |  |                             |
| 12 | InSBET 1000-Base-TX 1000 Mbps Ethernet Transport  | InSBET Service with maximum burstable data rate of 1000Mbps | Y                               |  | QMI60361                    |
|    | Bidder's Product Description: InSBET Service with maximum burstable data rate of 1000Mbps. (Synchronous/bidirectional)  |   |                                 |  |                             |
| 13 | InSBET 10G-Base-LSR 10,000 Mbps Ethernet Transport  | InSBET Service with maximum burstable data rate of 10Gbps   | Y                               |  | QMI60362                    |
|    | Bidder's Product Description: InSBET Service with maximum burstable data rate of 10000Mbps. (Synchronous/bidirectional) |   |                                 |  |                             |

**Bidders may offer additional unsolicited InSBET services in Table 5.2.5.1.c.**

**Table 5.2.5.1.c – Unsolicited InSBET Services**

|   | Feature Name                  | Feature Description | Bidder's Product Identifier |
|---|-------------------------------|---------------------|-----------------------------|
| 1 |                               |                     |                             |
|   | Bidder's Product Description: |                     |                             |
| 2 |                               |                     |                             |
|   | Bidder's Product Description: |                     |                             |
| 3 |                               |                     |                             |
|   | Bidder's Product Description: |                     |                             |

#### 5.2.5.2 Internet Sustained Bandwidth Ethernet Port Service (InSBEP)

Contractor shall provide Internet Sustained Bandwidth Ethernet Port Service. Contractor shall provide an Internet port configuration that allows Customers to select a monthly minimum bandwidth commitment. Customers then pay an additional incremental usage charge for sustained usage above the monthly minimum bandwidth commitment. Service shall allow Customers to "burst" up to the full capacity of the InSBET when needed. This service shall be provisioned in conjunction with a Customer owned router.

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

Yes Y No       

##### 5.2.5.2.1 InSBEP Minimum Bandwidth Commitment

Contractor shall provide InSBEP Minimum Bandwidth Commitment port configuration that allows Customers to select a monthly minimum bandwidth commitment as described in Table 5.2.5.2.a.

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

Yes Y No       

##### 5.2.5.2.2 InSBEP Additional Incremental Usage Charge for Sustained Usage

Contractor may charge an incremental usage charge for sustained usage above the minimum bandwidth commitment speed identified.

Contractor shall calculate sustained usage as follows:

1. Poll Access Router every five (5) minutes and collect two (2) readings (average Octets in and Octets out over the five (5) minute period);
2. Both averages become data points (a total of 17,280 in a 30 day bill cycle) that are tracked over the Customer's monthly billing cycle;
3. All 17,280 data points are ranked in ascending order;
4. Discard the highest five (5) percentiles (or 864 measurements in a 30 day bill cycle); and
5. The remaining ninety-fifth percentile is the Sustained Usage value for billing purposes.

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

Yes Y No

**Table 5.2.5.2.a – InSBEP Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 100-Base-TX 2 Mbps through 1000-Base-SX/LX 1000 Mbps Ethernet Transport (NOT to be provisioned with InSBET 10G-Base-LSR 10,000 Mbps Ethernet Transport - see Table 5.2.5.2.b)**

|   | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|---|---------------------------------|--|-----------------------------|
| 1 | InSBEP Minimum Bandwidth Commitment Ethernet 2 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60363                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 2 | InSBEP Additional Incremental Usage Charge over 2 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60364                    |
|   | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 3 | InSBEP Minimum Bandwidth Commitment Ethernet 3 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60365                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 4 | InSBEP Additional Incremental Usage Charge over 3 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60366                    |
|   | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 5 | InSBEP Minimum Bandwidth Commitment Ethernet 4 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60367                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 6 | InSBEP Additional Incremental Usage Charge over 4 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60368                    |
|   | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 7 | InSBEP Minimum Bandwidth Commitment Ethernet 5 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60369                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |

|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 8  | InSBEP Additional Incremental Usage Charge over 5 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60370                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 9  | InSBEP Minimum Bandwidth Commitment Ethernet 6 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60371                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 10 | InSBEP Additional Incremental Usage Charge over 6 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60372                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 11 | InSBEP Minimum Bandwidth Commitment Ethernet 7 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60373                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 12 | InSBEP Additional Incremental Usage Charge over 7 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60374                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 13 | InSBEP Minimum Bandwidth Commitment Ethernet 8 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60375                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 14 | InSBEP Additional Incremental Usage Charge over 8 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60376                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 15 | InSBEP Minimum Bandwidth Commitment Ethernet 9 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60377                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |



|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 16 | InSBEP Additional Incremental Usage Charge over 9 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60378                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 17 | InSBEP Minimum Bandwidth Commitment Ethernet 10 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60379                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 18 | InSBEP Additional Incremental Usage Charge over 10 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60380                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 19 | InSBEP Minimum Bandwidth Commitment Ethernet 15 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60381                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 20 | InSBEP Additional Incremental Usage Charge over 15 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60382                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 21 | InSBEP Minimum Bandwidth Commitment Ethernet 20 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60383                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 22 | InSBEP Additional Incremental Usage Charge over 20 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60384                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 23 | InSBEP Minimum Bandwidth Commitment Ethernet 25 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60385                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |

|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 24 | InSBEP Additional Incremental Usage Charge over 25 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60386                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 25 | InSBEP Minimum Bandwidth Commitment Ethernet 30 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60387                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 26 | InSBEP Additional Incremental Usage Charge over 30 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60388                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 27 | InSBEP Minimum Bandwidth Commitment Ethernet 35 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60389                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 28 | InSBEP Additional Incremental Usage Charge over 35 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60390                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 29 | InSBEP Minimum Bandwidth Commitment Ethernet 40 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60391                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 30 | InSBEP Additional Incremental Usage Charge over 40 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60392                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 31 | InSBEP Minimum Bandwidth Commitment Ethernet 45 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60393                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |

|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 32 | InSBEP Additional Incremental Usage Charge over 45 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60394                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 33 | InSBEP Minimum Bandwidth Commitment Ethernet 50 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60395                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 34 | InSBEP Additional Incremental Usage Charge over 50 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60396                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 35 | InSBEP Minimum Bandwidth Commitment Ethernet 60 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60397                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 36 | InSBEP Additional Incremental Usage Charge over 60 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60398                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 37 | InSBEP Minimum Bandwidth Commitment Ethernet 70 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60399                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 38 | InSBEP Additional Incremental Usage Charge over 70 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60400                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 39 | InSBEP Minimum Bandwidth Commitment Ethernet 80 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60401                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |

|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 40 | InSBEP Additional Incremental Usage Charge over 80 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60402                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 41 | InSBEP Minimum Bandwidth Commitment Ethernet 90 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60403                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 42 | InSBEP Additional Incremental Usage Charge over 90 Mbps   | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60404                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 43 | InSBEP Minimum Bandwidth Commitment Ethernet 100 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60405                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 44 | InSBEP Additional Incremental Usage Charge over 100 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60406                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 45 | InSBEP Minimum Bandwidth Commitment Ethernet 120 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60407                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 46 | InSBEP Additional Incremental Usage Charge over 120 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60408                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |

|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 47 | InSBEP Minimum Bandwidth Commitment Ethernet 144 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60409                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 48 | InSBEP Additional Incremental Usage Charge over 144 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60410                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 49 | InSBEP Minimum Bandwidth Commitment Ethernet 155 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60411                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 50 | InSBEP Additional Incremental Usage Charge over 155 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60412                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 51 | InSBEP Minimum Bandwidth Commitment Ethernet 200 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60413                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 52 | InSBEP Additional Incremental Usage Charge over 200 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60414                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 53 | InSBEP Minimum Bandwidth Commitment Ethernet 250 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60415                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |

|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 54 | InSBEP Additional Incremental Usage Charge over 250 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60416                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 55 | InSBEP Minimum Bandwidth Commitment Ethernet 300 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60417                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 56 | InSBEP Additional Incremental Usage Charge over 300 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60418                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 57 | InSBEP Minimum Bandwidth Commitment Ethernet 350 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60419                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 58 | InSBEP Additional Incremental Usage Charge over 350 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60420                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 59 | InSBEP Minimum Bandwidth Commitment Ethernet 400 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60421                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 60 | InSBEP Additional Incremental Usage Charge over 400 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60422                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |

|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 61 | InSBEP Minimum Bandwidth Commitment Ethernet 450 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60423                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 62 | InSBEP Additional Incremental Usage Charge over 450 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60424                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 63 | InSBEP Minimum Bandwidth Commitment Ethernet 500 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60425                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 64 | InSBEP Additional Incremental Usage Charge over 500 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60426                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 65 | InSBEP Minimum Bandwidth Commitment Ethernet 550 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60427                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 66 | InSBEP Additional Incremental Usage Charge over 550 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60428                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 67 | InSBEP Minimum Bandwidth Commitment Ethernet 600 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60429                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |

|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 68 | InSBEP Additional Incremental Usage Charge over 600 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60430                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 69 | InSBEP Minimum Bandwidth Commitment Ethernet 622 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60431                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 70 | InSBEP Additional Incremental Usage Charge over 622 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60432                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 71 | InSBEP Minimum Bandwidth Commitment Ethernet 700 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60433                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 72 | InSBEP Additional Incremental Usage Charge over 700 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60434                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 73 | InSBEP Minimum Bandwidth Commitment Ethernet 800 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60435                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 74 | InSBEP Additional Incremental Usage Charge over 800 Mbps  | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60436                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |



|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 75 | InSBEP Minimum Bandwidth Commitment Ethernet 900 Mbps                               | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60437                    |
|    | Bidder's Product Description: Ethernet minimum monthly bandwidth commitment charge. |   |                                 |  |                             |
| 76 | InSBEP Additional Incremental Usage Charge over 900 Mbps                            | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60438                    |
|    | Bidder's Product Description: Charge for bandwidth usage over minimum commitment.   |   |                                 |  |                             |
| 77 | InSBEP Minimum Bandwidth Commitment Ethernet 1000 Mbps                              | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60439                    |
|    | Bidder's Product Description: Ethernet minimum monthly bandwidth commitment charge. |   |                                 |  |                             |
| 78 | InSBEP Additional Incremental Usage Charge over 1000 Mbps                           | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60440                    |
|    | Bidder's Product Description: Charge for bandwidth usage over minimum commitment.   |   |                                 |  |                             |

**Table 5.2.5.2.b – 10G InSBEP Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 10G-Base-LSR 10,000 Mbps (to be provisioned with InSBET 10G-Base-LSR 10,000 Mbps Ethernet Transport)**

|   | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|---|---------------------------------|--|-----------------------------|
| 1 | 10G InSBEP Minimum Bandwidth Commitment Ethernet 1500 Mbps                          | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60441                    |
|   | Bidder's Product Description: Ethernet minimum monthly bandwidth commitment charge. |   |                                 |  |                             |

|   | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|---|---------------------------------|--|-----------------------------|
| 2   | 10G InSBEP Additional Incremental Usage Charge over 1500 Mbps | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60442                    |
| Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |   |                                 |  |                             |
| 3   | 10G InSBEP Minimum Bandwidth Commitment Ethernet 2000 Mbps    | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60443                    |
| Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |   |                                 |  |                             |
| 4   | 10G InSBEP Additional Incremental Usage Charge over 2000 Mbps | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60444                    |
| Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |   |                                 |  |                             |
| 5   | 10G InSBEP Minimum Bandwidth Commitment Ethernet 2500 Mbps    | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60445                    |
| Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |   |                                 |  |                             |
| 6   | 10G InSBEP Additional Incremental Usage Charge over 2500 Mbps | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60446                    |
| Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |   |                                 |  |                             |
| 7   | 10G InSBEP Minimum Bandwidth Commitment Ethernet 3000 Mbps    | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60447                    |
| Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |   |                                 |  |                             |

|   | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|---|---------------------------------|--|-----------------------------|
| 8   | 10G InSBEP Additional Incremental Usage Charge over 3000 Mbps | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60448                    |
| Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |   |                                 |  |                             |
| 9   | 10G InSBEP Minimum Bandwidth Commitment Ethernet 3500 Mbps    | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60449                    |
| Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |   |                                 |  |                             |
| 10  | 10G InSBEP Additional Incremental Usage Charge over 3500 Mbps | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60450                    |
| Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |   |                                 |  |                             |
| 11  | 10G InSBEP Minimum Bandwidth Commitment Ethernet 4000 Mbps    | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60451                    |
| Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |   |                                 |  |                             |
| 12  | 10G InSBEP Additional Incremental Usage Charge over 4000 Mbps | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60452                    |
| Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |   |                                 |  |                             |
| 13  | 10G InSBEP Minimum Bandwidth Commitment Ethernet 4500 Mbps    | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60453                    |
| Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |   |                                 |  |                             |

|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 14 | 10G InSBEP Additional Incremental Usage Charge over 4500 Mbps                                       | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60454                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 15 | 10G InSBEP Minimum Bandwidth Commitment Ethernet 5000 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60455                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 16 | 10G InSBEP Additional Incremental Usage Charge over 5000 Mbps                                       | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60456                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 17 | 10G InSBEP Minimum Bandwidth Commitment Ethernet 5500 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60457                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 18 | 10G InSBEP Additional Incremental Usage Charge over 5500 Mbps                                       | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60458                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 19 | 10G InSBEP Minimum Bandwidth Commitment Ethernet 6000 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60459                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |

|   | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|---|---------------------------------|--|-----------------------------|
| 20  | 10G InSBEP Additional Incremental Usage Charge over 6000 Mbps | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60460                    |
| Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |   |                                 |  |                             |
| 21  | 10G InSBEP Minimum Bandwidth Commitment Ethernet 6500 Mbps    | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60461                    |
| Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |   |                                 |  |                             |
| 22  | 10G InSBEP Additional Incremental Usage Charge over 6500 Mbps | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60462                    |
| Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |   |                                 |  |                             |
| 23  | 10G InSBEP Minimum Bandwidth Commitment Ethernet 7000 Mbps    | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60463                    |
| Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |   |                                 |  |                             |
| 24  | 10G InSBEP Additional Incremental Usage Charge over 7000 Mbps | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60464                    |
| Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |   |                                 |  |                             |
| 25  | 10G InSBEP Minimum Bandwidth Commitment Ethernet 7500 Mbps    | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60465                    |
| Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |   |                                 |  |                             |

|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 26 | 10G InSBEP Additional Incremental Usage Charge over 7500 Mbps                                       | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60466                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 27 | 10G InSBEP Minimum Bandwidth Commitment Ethernet 8000 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60467                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 28 | 10G InSBEP Additional Incremental Usage Charge over 8000 Mbps                                       | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60468                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 29 | 10G InSBEP Minimum Bandwidth Commitment Ethernet 8500 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60469                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 30 | 10G InSBEP Additional Incremental Usage Charge over 8500 Mbps                                       | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60470                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 31 | 10G InSBEP Minimum Bandwidth Commitment Ethernet 9000 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60471                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |

|    | Feature Name  | Feature Description                                   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|---|---|---------------------------------|--|-----------------------------|
| 32 | 10G InSBEP Additional Incremental Usage Charge over 9000 Mbps                                       | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60472                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 33 | 10G InSBEP Minimum Bandwidth Commitment Ethernet 9500 Mbps  | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60473                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |
| 34 | 10G InSBEP Additional Incremental Usage Charge over 9500 Mbps                                       | Charge for bandwidth usage over minimum commitment.   | Y                               |  | QMI60474                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>   |   |                                 |  |                             |
| 35 | 10G InSBEP Minimum Bandwidth Commitment Ethernet 10000 Mbps   | Ethernet minimum monthly bandwidth commitment charge. | Y                               |  | QMI60475                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge.</a> |   |                                 |  |                             |

#### 5.2.5.3 Internet Sustained Bandwidth Ethernet Port with Managed Router Service (InSBEPM)

Contractor shall provide Internet Sustained Bandwidth Ethernet Port with Managed Router Service. Contractor shall provide a port configuration that allows Customers to select a monthly minimum bandwidth commitment. Customers then pay an additional incremental usage charge for sustained usage above the monthly minimum bandwidth commitment. Service shall allow Customers to "burst" up to the full capacity of the InSBET when needed.

The service shall include a Contractor owned, maintained and managed router. **Bidder shall provide a description of the type of equipment, maintenance and management services that the Contractor will deploy to satisfy this requirement.**

All Bidder equipment, tasks and services required for provisioning of the services described in Tables 5.2.5.3.a and 5.2.5.3.b will be included in the charges for the features/services listed in those tables unless specifically identified as not part of the mandatory service and proposed in Tables 5.2.5.3.c.

The Contactors managed router service shall include proactive Customer notification as identified in the Service Level Agreements.

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

Yes Y No       

**Description:**

*To meet the requirement of Managed Router Service, CenturyLink will provide a managed solution that includes a dedicated Internet Port, transport to connect a State of California customer to our network, and a managed router to terminate the services.*

*CenturyLink will provide fully managed router service using an appropriately sized router. The router will terminate the local access circuit and include maintenance, router monitoring, router management, and network monitoring. All maintenance agreements will be in place for the set term of the agreement. The CALNET customer will provide a single phone line for out of band management access to the CenturyLink owned router.*

*CenturyLink includes proactive Management Enterprise Services (MES) for the required CPE package including basic operating system and configurations on the router. Management Enterprise Services (MES) includes:*

- 24x7x365 proactive monitoring of equipment and transport links
- Complete network analysis and configuration backup
- Fault, performance configuration and change management
- Online performance tracking and reports via web portal
- Total customer agency (Unsolicited Enhancement)
- Configuration of IPSec tunnels and router firewall configuration

**5.2.5.3.1 InSBEP Minimum Bandwidth Commitment**

Contractor shall provide InSBEP Minimum Bandwidth Commitment port configuration that allows Customers to select a monthly minimum bandwidth commitment as described in Table 5.2.5.3. This service shall include a Contractor owned, maintained and managed router with service commitments as described in the Bidder's response to Section 5.2.5.3.

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

Yes Y No



#### 5.2.5.3.2 InSBEPM Additional Incremental Usage Charge for Sustained Usage

Contractor may charge an incremental usage charge for sustained usage above the minimum bandwidth commitment speed identified.

Contractor shall calculate Sustained usage as follows:

1. Poll Access Router every 5 minutes and collect two (2) readings (average Octets in and Octets out over the five (5) minute period);
2. Both averages become data points (a total of 17,280 in a 30 day bill cycle) that are tracked over the Customer's monthly billing cycle;
3. All 17,280 data points are ranked in ascending order;
4. Discard the top 5% (or 864 measurements in a 30 day bill cycle); and
5. The highest remaining data point is the Sustained Usage value for billing purposes.

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

Yes Y No       

**Table 5.2.5.3.a – InSBEPM Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 100-Base-TX 2 Mbps through 1000 Mbps Ethernet Transport (NOT to be provisioned with InSBET 10G Ethernet Transport. See Table 5.2.5.3.b)**

|   | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|--|---|---------------------------------|--|-----------------------------|
| 1 | InSBEPM Minimum Bandwidth Commitment Ethernet 2 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60476                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 2 | InSBEPM Additional Incremental Usage Charge over 2 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60477                    |
|   | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |

|   | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|--|---|---------------------------------|--|-----------------------------|
| 3 | InSBEPM Minimum Bandwidth Commitment Ethernet 3 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60478                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 4 | InSBEPM Additional Incremental Usage Charge over 3 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60479                    |
|   | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 5 | InSBEPM Minimum Bandwidth Commitment Ethernet 4 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60480                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 6 | InSBEPM Additional Incremental Usage Charge over 4 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60481                    |
|   | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 7 | InSBEPM Minimum Bandwidth Commitment Ethernet 5 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60482                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 8 | InSBEPM Additional Incremental Usage Charge over 5 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60483                    |
|   | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 9 | InSBEPM Minimum Bandwidth Commitment Ethernet 6 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60484                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 10 | InSBEPM Additional Incremental Usage Charge over 6 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60485                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 11 | InSBEPM Minimum Bandwidth Commitment Ethernet 7 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60486                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 12 | InSBEPM Additional Incremental Usage Charge over 7 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60487                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 13 | InSBEPM Minimum Bandwidth Commitment Ethernet 8 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60488                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 14 | InSBEPM Additional Incremental Usage Charge over 8 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60489                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 15 | InSBEPM Minimum Bandwidth Commitment Ethernet 9 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60490                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 16 | InSBEPM Additional Incremental Usage Charge over 9 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60491                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 17 | InSBEPM Minimum Bandwidth Commitment Ethernet 10 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60492                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 18 | InSBEPM Additional Incremental Usage Charge over 10 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60493                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 19 | InSBEPM Minimum Bandwidth Commitment Ethernet 15 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60494                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 20 | InSBEPM Additional Incremental Usage Charge over 15 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60495                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 21 | InSBEPM Minimum Bandwidth Commitment Ethernet 20 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60496                    |
|    | Bidder's Product Description:  |   |                                 |  |                             |
| 22 | InSBEPM Additional Incremental Usage Charge over 20 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60497                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 23 | InSBEPM Minimum Bandwidth Commitment Ethernet 25 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60498                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 24 | InSBEPM Additional Incremental Usage Charge over 25 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60499                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 25 | InSBEPM Minimum Bandwidth Commitment Ethernet 30 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60500                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 26 | InSBEPM Additional Incremental Usage Charge over 30 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60501                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 27 | InSBEPM Minimum Bandwidth Commitment Ethernet 35 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60502                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 28 | InSBEPM Additional Incremental Usage Charge over 35 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60503                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 29 | InSBEPM Minimum Bandwidth Commitment Ethernet 40 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60504                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 30 | InSBEPM Additional Incremental Usage Charge over 40 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60505                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 31 | InSBEPM Minimum Bandwidth Commitment Ethernet 45 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60506                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 32 | InSBEPM Additional Incremental Usage Charge over 45 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60507                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 33 | InSBEPM Minimum Bandwidth Commitment Ethernet 50 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60508                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 34 | InSBEPM Additional Incremental Usage Charge over 50 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60509                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 35 | InSBEPM Minimum Bandwidth Commitment Ethernet 60 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60510                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 36 | InSBEPM Additional Incremental Usage Charge over 60 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60511                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 37 | InSBEPM Minimum Bandwidth Commitment Ethernet 70 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60512                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 38 | InSBEPM Additional Incremental Usage Charge over 70 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60513                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 39 | InSBEPM Minimum Bandwidth Commitment Ethernet 80 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60514                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 40 | InSBEPM Additional Incremental Usage Charge over 80 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60515                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 41 | InSBEPM Minimum Bandwidth Commitment Ethernet 90 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60516                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 42 | InSBEPM Additional Incremental Usage Charge over 90 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60517                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 43 | InSBEPM Minimum Bandwidth Commitment Ethernet 100 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60518                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 44 | InSBEPM Additional Incremental Usage Charge over 100 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60519                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |



|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 45 | InSBEPM Minimum Bandwidth Commitment Ethernet 120 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60520                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 46 | InSBEPM Additional Incremental Usage Charge over 120 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60521                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 47 | InSBEPM Minimum Bandwidth Commitment Ethernet 144 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60522                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 48 | InSBEPM Additional Incremental Usage Charge over 144 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60523                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 49 | InSBEPM Minimum Bandwidth Commitment Ethernet 155 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60524                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 50 | InSBEPM Additional Incremental Usage Charge over 155 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60525                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |



|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 51 | InSBEPM Minimum Bandwidth Commitment Ethernet 200 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60526                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 52 | InSBEPM Additional Incremental Usage Charge over 200 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60527                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 53 | InSBEPM Minimum Bandwidth Commitment Ethernet 250 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60528                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 54 | InSBEPM Additional Incremental Usage Charge over 250 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60529                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 55 | InSBEPM Minimum Bandwidth Commitment Ethernet 300 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60530                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 56 | InSBEPM Additional Incremental Usage Charge over 300 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60531                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 57 | InSBEPM Minimum Bandwidth Commitment Ethernet 350 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60532                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 58 | InSBEPM Additional Incremental Usage Charge over 350 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60533                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 59 | InSBEPM Minimum Bandwidth Commitment Ethernet 400 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60534                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 60 | InSBEPM Additional Incremental Usage Charge over 400 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60535                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 61 | InSBEPM Minimum Bandwidth Commitment Ethernet 450 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60536                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 62 | InSBEPM Additional Incremental Usage Charge over 450 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60537                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 63 | InSBEPM Minimum Bandwidth Commitment Ethernet 500 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60538                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 64 | InSBEPM Additional Incremental Usage Charge over 500 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60539                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 65 | InSBEPM Minimum Bandwidth Commitment Ethernet 550 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60540                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 66 | InSBEPM Additional Incremental Usage Charge over 550 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60541                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 67 | InSBEPM Minimum Bandwidth Commitment Ethernet 600 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60542                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 68 | InSBEPM Additional Incremental Usage Charge over 600 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60543                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 69 | InSBEPM Minimum Bandwidth Commitment Ethernet 622 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60544                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 70 | InSBEPM Additional Incremental Usage Charge over 622 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60545                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 71 | InSBEPM Minimum Bandwidth Commitment Ethernet 700 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60546                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 72 | InSBEPM Additional Incremental Usage Charge over 700 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60547                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 73 | InSBEPM Minimum Bandwidth Commitment Ethernet 800 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60548                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 74 | InSBEPM Additional Incremental Usage Charge over 800 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60549                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 75 | InSBEPM Minimum Bandwidth Commitment Ethernet 900 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60550                    |
|    | Bidder's Product Description: Ethernet minimum monthly bandwidth commitment charge and managed router. |   |                                 |  |                             |
| 76 | InSBEPM Additional Incremental Usage Charge over 900 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60551                    |
|    | Bidder's Product Description: Charge for bandwidth usage over minimum commitment.                      |   |                                 |  |                             |
| 77 | InSBEPM Minimum Bandwidth Commitment Ethernet 1000 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60552                    |
|    | Bidder's Product Description: Ethernet minimum monthly bandwidth commitment charge and managed router. |   |                                 |  |                             |
| 78 | InSBEPM Additional Incremental Usage Charge over 1000 Mbps   | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60553                    |
|    | Bidder's Product Description: Charge for bandwidth usage over minimum commitment.                      |   |                                 |  |                             |

**Table 5.2.5.3.b – InSBEPM Minimum Bandwidth Commitment and Incremental Usage Charge 10G (to be provisioned with InSBET 10G Ethernet Transport)**

|   | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|--|---|---------------------------------|--|-----------------------------|
| 1 | InSBEPM Minimum Bandwidth Commitment Ethernet 1500 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60554                    |
|   | Bidder's Product Description: Ethernet minimum monthly bandwidth commitment charge and managed router. |   |                                 |  |                             |

|   | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|--|---|---------------------------------|--|-----------------------------|
| 2 | InSBEP Additional Incremental Usage Charge over 1500 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60555                    |
|   | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 3 | InSBEP Minimum Bandwidth Commitment Ethernet 2000 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60556                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 4 | InSBEP Additional Incremental Usage Charge over 2000 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60557                    |
|   | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 5 | InSBEP Minimum Bandwidth Commitment Ethernet 2500 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60558                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 6 | InSBEP Additional Incremental Usage Charge over 2500 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60559                    |
|   | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 7 | InSBEP Minimum Bandwidth Commitment Ethernet 3000 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60560                    |
|   | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 8  | InSBEP Additional Incremental Usage Charge over 3000 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60561                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 9  | InSBEP Minimum Bandwidth Commitment Ethernet 3500 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60562                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 10 | InSBEP Additional Incremental Usage Charge over 3500 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60563                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 11 | InSBEP Minimum Bandwidth Commitment Ethernet 4000 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60564                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 12 | InSBEP Additional Incremental Usage Charge over 4000 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60565                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 13 | InSBEP Minimum Bandwidth Commitment Ethernet 4500 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60566                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 14 | InSBEP Additional Incremental Usage Charge over 4500 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60567                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 15 | InSBEP Minimum Bandwidth Commitment Ethernet 5000 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60568                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 16 | InSBEP Additional Incremental Usage Charge over 5000 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60569                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 17 | InSBEP Minimum Bandwidth Commitment Ethernet 5500 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60570                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 18 | InSBEP Additional Incremental Usage Charge over 5500 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60571                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 19 | InSBEP Minimum Bandwidth Commitment Ethernet 6000 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60572                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |



|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 20 | InSBEP Additional Incremental Usage Charge over 6000 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60573                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 21 | InSBEP Minimum Bandwidth Commitment Ethernet 6500 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60574                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 22 | InSBEP Additional Incremental Usage Charge over 6500 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60575                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 23 | InSBEP Minimum Bandwidth Commitment Ethernet 7000 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60576                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 24 | InSBEP Additional Incremental Usage Charge over 7000 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60577                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 25 | InSBEP Minimum Bandwidth Commitment Ethernet 7500 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60578                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 26 | InSBEP Additional Incremental Usage Charge over 7500 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60579                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 27 | InSBEP Minimum Bandwidth Commitment Ethernet 8000 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60580                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 28 | InSBEP Additional Incremental Usage Charge over 8000 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60581                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 29 | InSBEP Minimum Bandwidth Commitment Ethernet 8500 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60582                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 30 | InSBEP Additional Incremental Usage Charge over 8500 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60583                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 31 | InSBEP Minimum Bandwidth Commitment Ethernet 9000 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60584                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |

|    | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|----|--|---|---------------------------------|--|-----------------------------|
| 32 | InSBEP Additional Incremental Usage Charge over 9000 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60585                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 33 | InSBEP Minimum Bandwidth Commitment Ethernet 9500 Mbps   | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60586                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |
| 34 | InSBEP Additional Incremental Usage Charge over 9500 Mbps  | Charge for bandwidth usage over Minimum Bandwidth Commitment.   | Y                               |  | QMI60587                    |
|    | Bidder's Product Description: <a href="#">Charge for bandwidth usage over minimum commitment.</a>                      |   |                                 |  |                             |
| 35 | InSBEP Minimum Bandwidth Commitment Ethernet 10000 Mbps  | Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router. | Y                               |  | QMI60588                    |
|    | Bidder's Product Description: <a href="#">Ethernet minimum monthly bandwidth commitment charge and managed router.</a> |   |                                 |  |                             |

## 5.2.6 INTERNET SERVICE GEOGRAPHIC REQUIREMENTS

Bidder shall identify the locations where their InFRa, InFRaM, InSBEP or InSBEPM Internet Services are available in Table 5.2.6.a. By indicating "X" in the table below, Contractor commits to provide the services in the cities identified below. Commitment is subject to facility availability either through Contractor owned facilities or third-party agreements. Bidders may reference Table 5.2.6.a or Table 5.2.6.b in their Catalog A, Geographic Availability response. Bidders Catalog A language shall not conflict with the requirements described herein.

**Table 5.2.6.a Internet Service Geographic Requirements**

|    | Service Location | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|----|------------------|-------|--------|---------------|----------------|
| 1  | Adelanto         |       |        |               |                |
| 2  | Agoura Hills     |       |        |               |                |
| 3  | Alameda          | X     | X      | X             | X              |
| 4  | Albany           | X     | X      | X             | X              |
| 5  | Alhambra         |       |        |               |                |
| 6  | Aliso Viejo      |       |        |               |                |
| 7  | Alturas          |       |        |               |                |
| 8  | Amador           |       |        |               |                |
| 9  | American Canyon  | X     | X      | X             | X              |
| 10 | Anaheim          |       |        |               |                |
| 11 | Anderson         |       |        |               |                |
| 12 | Angels Camp      | X     | X      | X             | X              |
| 13 | Antioch          | X     | X      | X             | X              |
| 14 | Apple Valley     |       |        |               |                |
| 15 | Arcadia          |       |        |               |                |
| 16 | Arcata           |       |        |               |                |
| 17 | Arroyo Grande    |       |        |               |                |
| 18 | Artesia          |       |        |               |                |
| 19 | Arvin            |       |        |               |                |
| 20 | Atascadero       |       |        |               |                |
| 21 | Atherton         | X     | X      | X             | X              |
| 22 | Atwater          |       |        |               |                |
| 23 | Auburn           |       |        |               |                |

|    | Service Location | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|----|------------------|-------|--------|---------------|----------------|
| 24 | Avalon           |       |        |               |                |
| 25 | Avenal           |       |        |               |                |
| 26 | Azusa            |       |        |               |                |
| 27 | Bakersfield      |       |        |               |                |
| 28 | Baldwin Park     |       |        |               |                |
| 29 | Banning          |       |        |               |                |
| 30 | Barstow          |       |        |               |                |
| 31 | Beaumont         |       |        |               |                |
| 32 | Bell             |       |        |               |                |
| 33 | Bell Gardens     |       |        |               |                |
| 34 | Bellflower       |       |        |               |                |
| 35 | Belmont          | X     | X      | X             | X              |
| 36 | Belvedere        | X     | X      | X             | X              |
| 37 | Benicia          | X     | X      | X             | X              |
| 38 | Berkeley         | X     | X      | X             | X              |
| 39 | Beverly Hills    |       |        |               |                |
| 40 | Big Bear Lake    |       |        |               |                |
| 41 | Biggs            |       |        |               |                |
| 42 | Bishop           |       |        |               |                |
| 43 | Blue Lake        |       |        |               |                |
| 44 | Blythe           |       |        |               |                |
| 45 | Bradbury         |       |        |               |                |
| 46 | Brawley          |       |        |               |                |
| 47 | Brea             |       |        |               |                |
| 48 | Brentwood        | X     | X      | X             | X              |

|    | Service Location  | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|----|-------------------|-------|--------|---------------|----------------|
| 49 | Brisbane          | X     | X      | X             | X              |
| 50 | Buellton          |       |        |               |                |
| 51 | Buena Park        |       |        |               |                |
| 52 | Burbank           |       |        |               |                |
| 53 | Burlingame        | X     | X      | X             | X              |
| 54 | Calabasas         |       |        |               |                |
| 55 | Calexico          |       |        |               |                |
| 56 | California City   |       |        |               |                |
| 57 | Calimesa          |       |        |               |                |
| 58 | Calipatria        |       |        |               |                |
| 59 | Calistoga         | X     | X      | X             | X              |
| 60 | Camarillo         |       |        |               |                |
| 61 | Campbell          | X     | X      | X             | X              |
| 62 | Canyon Lake       |       |        |               |                |
| 63 | Capitola          |       |        |               |                |
| 64 | Carlsbad          |       |        |               |                |
| 65 | Carmel-By-The-Sea | X     | X      | X             | X              |
| 66 | Carpentaria       |       |        |               |                |
| 67 | Carson            |       |        |               |                |
| 68 | Cathedral City    |       |        |               |                |
| 69 | Ceres             |       |        |               |                |
| 70 | Cerritos          |       |        |               |                |
| 71 | Chico             | X     | X      | X             | X              |
| 72 | Chino             |       |        |               |                |

| Service Location |                | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|----------------|-------|--------|---------------|----------------|
| 73               | Chino Hills    |       |        |               |                |
| 74               | Chowchilla     | X     | X      | X             | X              |
| 75               | Chula Vista    |       |        |               |                |
| 76               | Citrus Heights | X     | X      | X             | X              |
| 77               | Claremont      |       |        |               |                |
| 78               | Clayton        | X     | X      | X             | X              |
| 79               | Clearlake      |       |        |               |                |
| 80               | Cloverdale     | X     | X      | X             | X              |
| 81               | Coachella      |       |        |               |                |
| 82               | Coalinga       |       |        |               |                |
| 83               | Colfax         |       |        |               |                |
| 84               | Colma          |       |        |               |                |
| 85               | Colton         |       |        |               |                |
| 86               | Colusa         | X     | X      | X             | X              |
| 87               | Commerce       |       |        |               |                |
| 88               | Compton        |       |        |               |                |
| 89               | Concord        | X     | X      | X             | X              |
| 90               | Corcoran       |       |        |               |                |
| 91               | Corning        | X     | X      | X             | X              |
| 92               | Corona         |       |        |               |                |
| 93               | Coronado       |       |        |               |                |
| 94               | Corte Madera   | X     | X      | X             | X              |
| 95               | Costa Mesa     |       |        |               |                |
| 96               | Cotati         | X     | X      | X             | X              |
| 97               | Covina         |       |        |               |                |

|     | Service Location   | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|-----|--------------------|-------|--------|---------------|----------------|
| 98  | Crescent City      |       |        |               |                |
| 99  | Cudahy             |       |        |               |                |
| 100 | Culver City        |       |        |               |                |
| 101 | Cupertino          | X     | X      | X             | X              |
| 102 | Cypress            |       |        |               |                |
| 103 | Daly City          | X     | X      | X             | X              |
| 104 | Dana Point         |       |        |               |                |
| 105 | Danville           | X     | X      | X             | X              |
| 106 | Davis              | X     | X      | X             | X              |
| 107 | Del Mar            |       |        |               |                |
| 108 | Del Rey Oaks       |       |        |               |                |
| 109 | Delano             |       |        |               |                |
| 110 | Desert Hot Springs |       |        |               |                |
| 111 | Diamond Bar        |       |        |               |                |
| 112 | Dinuba             | X     | X      | X             | X              |
| 113 | Dixon              |       |        |               |                |
| 114 | Dorris             |       |        |               |                |
| 115 | Dos Palos          | X     | X      | X             | X              |
| 116 | Downey             |       |        |               |                |
| 117 | Duarte             |       |        |               |                |
| 118 | Dublin             | X     | X      | X             | X              |
| 119 | Dunsmuir           |       |        |               |                |
| 120 | East Palo Alto     | X     | X      | X             | X              |
| 121 | El Cajon           |       |        |               |                |



| Service Location |                   | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|-------------------|-------|--------|---------------|----------------|
| 122              | El Centro         |       |        |               |                |
| 123              | El Cerrito        | X     | X      | X             | X              |
| 124              | El Monte          |       |        |               |                |
| 125              | El Paso De Robles |       |        |               |                |
| 126              | El Segundo        |       |        |               |                |
| 127              | Elk Grove         | X     | X      | X             | X              |
| 128              | Emeryville        | X     | X      | X             | X              |
| 129              | Encinitas         |       |        |               |                |
| 130              | Escalon           |       |        |               |                |
| 131              | Escondido         |       |        |               |                |
| 132              | Etna              |       |        |               |                |
| 133              | Eureka            |       |        |               |                |
| 134              | Exeter            |       |        |               |                |
| 135              | Fairfax           | X     | X      | X             | X              |
| 136              | Fairfield         | X     | X      | X             | X              |
| 137              | Farmersville      |       |        |               |                |
| 138              | Ferndale          |       |        |               |                |
| 139              | Fillmore          |       |        |               |                |
| 140              | Firebaugh         | X     | X      | X             | X              |
| 141              | Folsom            | X     | X      | X             | X              |
| 142              | Fontana           |       |        |               |                |
| 143              | Fort Bragg        |       |        |               |                |
| 144              | Fort Jones        |       |        |               |                |
| 145              | Fortuna           |       |        |               |                |

| Service Location |                  | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|------------------|-------|--------|---------------|----------------|
| 146              | Foster City      |       |        |               |                |
| 147              | Fountain Valley  |       |        |               |                |
| 148              | Fowler           | X     | X      | X             | X              |
| 149              | Fremont          | X     | X      | X             | X              |
| 150              | Fresno           | X     | X      | X             | X              |
| 151              | Fullerton        |       |        |               |                |
| 152              | Galt             | X     | X      | X             | X              |
| 153              | Garden Grove     |       |        |               |                |
| 154              | Gardena          |       |        |               |                |
| 155              | Gilroy           |       |        |               |                |
| 156              | Glendale         |       |        |               |                |
| 157              | Glendora         |       |        |               |                |
| 158              | Goleta           |       |        |               |                |
| 159              | Gonzales         |       |        |               |                |
| 160              | Grand Terrace    |       |        |               |                |
| 161              | Grass Valley     | X     | X      | X             | X              |
| 162              | Greenfield       |       |        |               |                |
| 163              | Gridley          | X     | X      | X             | X              |
| 164              | Grover Beach     |       |        |               |                |
| 165              | Guadalupe        |       |        |               |                |
| 166              | Gustine          |       |        |               |                |
| 167              | Half Moon Bay    | X     | X      | X             | X              |
| 168              | Hanford          |       |        |               |                |
| 169              | Hawaiian Gardens |       |        |               |                |

| Service Location |                  | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|------------------|-------|--------|---------------|----------------|
| 170              | Hawthorne        |       |        |               |                |
| 171              | Hayward          | X     | X      | X             | X              |
| 172              | Healdsburg       | X     | X      | X             | X              |
| 173              | Hemet            |       |        |               |                |
| 174              | Hercules         | X     | X      | X             | X              |
| 175              | Hermosa Beach    |       |        |               |                |
| 176              | Hesperia         |       |        |               |                |
| 177              | Hidden Hills     |       |        |               |                |
| 178              | Highland         |       |        |               |                |
| 179              | Hillsborough     |       |        |               |                |
| 180              | Hollister        |       |        |               |                |
| 181              | Holtville        |       |        |               |                |
| 182              | Hughson          |       |        |               |                |
| 183              | Humboldt         |       |        |               |                |
| 184              | Huntington Beach |       |        |               |                |
| 185              | Huntington Park  |       |        |               |                |
| 186              | Huron            |       |        |               |                |
| 187              | Imperial         |       |        |               |                |
| 188              | Imperial Beach   |       |        |               |                |
| 189              | Indian Wells     |       |        |               |                |
| 190              | Indio            |       |        |               |                |
| 191              | Industry         |       |        |               |                |
| 192              | Inglewood        |       |        |               |                |

|     | Service Location     | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|-----|----------------------|-------|--------|---------------|----------------|
| 193 | Inyo                 |       |        |               |                |
| 194 | lone                 |       |        |               |                |
| 195 | Irvine               |       |        |               |                |
| 196 | Irwindale            |       |        |               |                |
| 197 | Isleton              |       |        |               |                |
| 198 | Jackson              |       |        |               |                |
| 199 | Kerman               | X     | X      | X             | X              |
| 200 | Kern                 |       |        |               |                |
| 201 | King City            |       |        |               |                |
| 202 | Kings                |       |        |               |                |
| 203 | Kingsburg            | X     | X      | X             | X              |
| 204 | La Canada Flintridge |       |        |               |                |
| 205 | La Habra             |       |        |               |                |
| 206 | La Habra Heights     |       |        |               |                |
| 207 | La Mesa              |       |        |               |                |
| 208 | La Mirada            |       |        |               |                |
| 209 | La Palma             |       |        |               |                |
| 210 | La Puente            |       |        |               |                |
| 211 | La Quinta            |       |        |               |                |
| 212 | La Verne             |       |        |               |                |
| 213 | Lafayette            | X     | X      | X             | X              |
| 214 | Laguna Beach         |       |        |               |                |
| 215 | Laguna Hills         |       |        |               |                |
| 216 | Laguna Niguel        |       |        |               |                |

| Service Location |               | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|---------------|-------|--------|---------------|----------------|
| 217              | Laguna Woods  |       |        |               |                |
| 218              | Lake          |       |        |               |                |
| 219              | Lake Elsinore |       |        |               |                |
| 220              | Lake Forest   |       |        |               |                |
| 221              | Lakeport      |       |        |               |                |
| 222              | Lakewood      |       |        |               |                |
| 223              | Lancaster     |       |        |               |                |
| 224              | Larkspur      | X     | X      | X             | X              |
| 225              | Lassen        |       |        |               |                |
| 226              | Lathrop       | X     | X      | X             | X              |
| 227              | Lawndale      |       |        |               |                |
| 228              | Lemon Grove   |       |        |               |                |
| 229              | Lemoore       |       |        |               |                |
| 230              | Lincoln       |       |        |               |                |
| 231              | Lindsay       |       |        |               |                |
| 232              | Live Oak      |       |        |               |                |
| 233              | Livermore     | X     | X      | X             | X              |
| 234              | Livingston    |       |        |               |                |
| 235              | Lodi          | X     | X      | X             | X              |
| 236              | Loma Linda    |       |        |               |                |
| 237              | Lomita        |       |        |               |                |
| 238              | Lompoc        |       |        |               |                |
| 239              | Long Beach    |       |        |               |                |
| 240              | Loomis        |       |        |               |                |
| 241              | Los Alamitos  |       |        |               |                |

| Service Location |                 | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|-----------------|-------|--------|---------------|----------------|
| 242              | Los Altos       | X     | X      | X             | X              |
| 243              | Los Altos Hills |       |        |               |                |
| 244              | Los Angeles     |       |        |               |                |
| 245              | Los Banos       |       |        |               |                |
| 246              | Los Gatos       | X     | X      | X             | X              |
| 247              | Loyalton        |       |        |               |                |
| 248              | Lynwood         |       |        |               |                |
| 249              | Madera          | X     | X      | X             | X              |
| 250              | Malibu          |       |        |               |                |
| 251              | Mammoth Lakes   |       |        |               |                |
| 252              | Manhattan Beach |       |        |               |                |
| 253              | Manteca         | X     | X      | X             | X              |
| 254              | Maricopa        |       |        |               |                |
| 255              | Marina          | X     | X      | X             | X              |
| 256              | Martinez        | X     | X      | X             | X              |
| 257              | Marysville      | X     | X      | X             | X              |
| 258              | Maywood         |       |        |               |                |
| 259              | McFarland       |       |        |               |                |
| 260              | Mendota         | X     | X      | X             | X              |
| 261              | Menlo Park      | X     | X      | X             | X              |
| 262              | Merced          | X     | X      | X             | X              |
| 263              | Mill Valley     | X     | X      | X             | X              |
| 264              | Millbrae        | X     | X      | X             | X              |
| 265              | Milpitas        | X     | X      | X             | X              |

| Service Location |               | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|---------------|-------|--------|---------------|----------------|
| 266              | Mission Viejo |       |        |               |                |
| 267              | Modesto       | X     | X      | X             | X              |
| 268              | Monrovia      |       |        |               |                |
| 269              | Montague      |       |        |               |                |
| 270              | Montclair     |       |        |               |                |
| 271              | Monte Sereno  |       |        |               |                |
| 272              | Montebello    |       |        |               |                |
| 273              | Monterey      | X     | X      | X             | X              |
| 274              | Monterey Park |       |        |               |                |
| 275              | Moorpark      |       |        |               |                |
| 276              | Moraga        | X     | X      | X             | X              |
| 277              | Moreno Valley |       |        |               |                |
| 278              | Morgan Hill   |       |        |               |                |
| 279              | Morro Bay     |       |        |               |                |
| 280              | Mount Shasta  |       |        |               |                |
| 281              | Mountain View | X     | X      | X             | X              |
| 282              | Murrieta      |       |        |               |                |
| 283              | Napa          | X     | X      | X             | X              |
| 284              | National City |       |        |               |                |
| 285              | Needles       |       |        |               |                |
| 286              | Nevada City   |       |        |               |                |
| 287              | Newark        | X     | X      | X             | X              |
| 288              | Newman        | X     | X      | X             | X              |
| 289              | Newport Beach |       |        |               |                |
| 290              | Norco         |       |        |               |                |

| Service Location |                      | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|----------------------|-------|--------|---------------|----------------|
| 291              | Norwalk              |       |        |               |                |
| 292              | Novato               | X     | X      | X             | X              |
| 293              | Oakdale              |       |        |               |                |
| 294              | Oakland              | X     | X      | X             | X              |
| 295              | Oakley               | X     | X      | X             | X              |
| 296              | Oceanside            |       |        |               |                |
| 297              | Ojai                 |       |        |               |                |
| 298              | Ontario              |       |        |               |                |
| 299              | Orange               |       |        |               |                |
| 300              | Orange Cove          |       |        |               |                |
| 301              | Orinda               | X     | X      | X             | X              |
| 302              | Orland               | X     | X      | X             | X              |
| 303              | Oroville             | X     | X      | X             | X              |
| 304              | Oxnard               |       |        |               |                |
| 305              | Pacific Grove        | X     | X      | X             | X              |
| 306              | Pacifica             | X     | X      | X             | X              |
| 307              | Palm Desert          |       |        |               |                |
| 308              | Palm Springs         |       |        |               |                |
| 309              | Palmdale             |       |        |               |                |
| 310              | Palo Alto            | X     | X      | X             | X              |
| 311              | Palos Verdes Estates |       |        |               |                |
| 312              | Paradise             | X     | X      | X             | X              |
| 313              | Paramount            |       |        |               |                |
| 314              | Parlier              | X     | X      | X             | X              |



| Service Location |                  | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|------------------|-------|--------|---------------|----------------|
| 315              | Pasadena         |       |        |               |                |
| 316              | Patterson        | X     | X      | X             | X              |
| 317              | Perris           |       |        |               |                |
| 318              | Petaluma         | X     | X      | X             | X              |
| 319              | Pico Rivera      |       |        |               |                |
| 320              | Piedmont         |       |        |               |                |
| 321              | Pinole           | X     | X      | X             | X              |
| 322              | Pismo Beach      |       |        |               |                |
| 323              | Pittsburg        | X     | X      | X             | X              |
| 324              | Placentia        |       |        |               |                |
| 325              | Placerville      | X     | X      | X             | X              |
| 326              | Pleasant Hill    | X     | X      | X             | X              |
| 327              | Pleasanton       | X     | X      | X             | X              |
| 328              | Plymouth         |       |        |               |                |
| 329              | Point Arena      |       |        |               |                |
| 330              | Pomona           |       |        |               |                |
| 331              | Port Hueneme     |       |        |               |                |
| 332              | Porterville      |       |        |               |                |
| 333              | Portola          |       |        |               |                |
| 334              | Portola Valley   | X     | X      | X             | X              |
| 335              | Poway            |       |        |               |                |
| 336              | Rancho Cordova   | X     | X      | X             | X              |
| 337              | Rancho Cucamonga |       |        |               |                |
| 338              | Rancho Mirage    |       |        |               |                |

| Service Location |                        | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|------------------------|-------|--------|---------------|----------------|
| 339              | Rancho Palos Verdes    |       |        |               |                |
| 340              | Rancho Santa Margarita |       |        |               |                |
| 341              | Red Bluff              |       |        |               |                |
| 342              | Redding                |       |        |               |                |
| 343              | Redlands               |       |        |               |                |
| 344              | Redondo Beach          |       |        |               |                |
| 345              | Redwood City           | X     | X      | X             | X              |
| 346              | Reedley                | X     | X      | X             | X              |
| 347              | Rialto                 |       |        |               |                |
| 348              | Richmond               | X     | X      | X             | X              |
| 349              | Ridgecrest             |       |        |               |                |
| 350              | Rio Dell               |       |        |               |                |
| 351              | Rio Vista              |       |        |               |                |
| 352              | Ripon                  |       |        |               |                |
| 353              | Riverbank              |       |        |               |                |
| 354              | Riverside              |       |        |               |                |
| 355              | Rocklin                |       |        |               |                |
| 356              | Rohnert Park           | X     | X      | X             | X              |
| 357              | Rolling Hills          |       |        |               |                |
| 358              | Rolling Hills Estates  |       |        |               |                |
| 359              | Rosemead               |       |        |               |                |
| 360              | Roseville              | X     | X      | X             | X              |
| 361              | Ross                   |       |        |               |                |

| Service Location |                     | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|---------------------|-------|--------|---------------|----------------|
| 362              | Sacramento          | X     | X      | X             | X              |
| 363              | Salinas             | X     | X      | X             | X              |
| 364              | San Anselmo         | X     | X      | X             | X              |
| 365              | San Bernardino      |       |        |               |                |
| 366              | San Bruno           |       |        |               |                |
| 367              | San Buenaventura    |       |        |               |                |
| 368              | San Carlos          | X     | X      | X             | X              |
| 369              | San Clemente        |       |        |               |                |
| 370              | San Diego           |       |        |               |                |
| 371              | San Dimas           |       |        |               |                |
| 372              | San Fernando        |       |        |               |                |
| 373              | San Francisco       | X     | X      | X             | X              |
| 374              | San Gabriel         |       |        |               |                |
| 375              | San Jacinto         |       |        |               |                |
| 376              | San Joaquin         |       |        |               |                |
| 377              | San Jose            | X     | X      | X             | X              |
| 378              | San Juan Bautista   |       |        |               |                |
| 379              | San Juan Capistrano |       |        |               |                |
| 380              | San Leandro         | X     | X      | X             | X              |
| 381              | San Luis Obispo     |       |        |               |                |
| 382              | San Marcos          |       |        |               |                |
| 383              | San Marino          |       |        |               |                |

| Service Location |                  | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|------------------|-------|--------|---------------|----------------|
| 384              | San Mateo        | X     | X      | X             | X              |
| 385              | San Pablo        | X     | X      | X             | X              |
| 386              | San Rafael       | X     | X      | X             | X              |
| 387              | San Ramon        | X     | X      | X             | X              |
| 388              | Sand City        |       |        |               |                |
| 389              | Sanger           | X     | X      | X             | X              |
| 390              | Santa Ana        |       |        |               |                |
| 391              | Santa Barbara    |       |        |               |                |
| 392              | Santa Clara      | X     | X      | X             | X              |
| 393              | Santa Clarita    |       |        |               |                |
| 394              | Santa Cruz       | X     | X      | X             | X              |
| 395              | Santa Fe Springs |       |        |               |                |
| 396              | Santa Maria      |       |        |               |                |
| 397              | Santa Monica     |       |        |               |                |
| 398              | Santa Paula      |       |        |               |                |
| 399              | Santa Rosa       | X     | X      | X             | X              |
| 400              | Santee           |       |        |               |                |
| 401              | Saratoga         | X     | X      | X             | X              |
| 402              | Sausalito        | X     | X      | X             | X              |
| 403              | Scotts Valley    | X     | X      | X             | X              |
| 404              | Seal Beach       |       |        |               |                |
| 405              | Seaside          | X     | X      | X             | X              |
| 406              | Sebastopol       | X     | X      | X             | X              |
| 407              | Selma            | X     | X      | X             | X              |

|     | Service Location    | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|-----|---------------------|-------|--------|---------------|----------------|
| 408 | Shafter             |       |        |               |                |
| 409 | Shasta Lake         |       |        |               |                |
| 410 | Sierra Madre        |       |        |               |                |
| 411 | Signal Hill         |       |        |               |                |
| 412 | Simi Valley         |       |        |               |                |
| 413 | Solana Beach        |       |        |               |                |
| 414 | Soledad             |       |        |               |                |
| 415 | Solvang             |       |        |               |                |
| 416 | Sonoma              | X     | X      | X             | X              |
| 417 | Sonora              | X     | X      | X             | X              |
| 418 | South El Monte      |       |        |               |                |
| 419 | South Gate          |       |        |               |                |
| 420 | South Lake Tahoe    |       |        |               |                |
| 421 | South Pasadena      |       |        |               |                |
| 422 | South San Francisco | X     | X      | X             | X              |
| 423 | St Helena           | X     | X      | X             | X              |
| 424 | Stanton             |       |        |               |                |
| 425 | Stockton            | X     | X      | X             | X              |
| 426 | Suisun City         | X     | X      | X             | X              |
| 427 | Sunnyvale           | X     | X      | X             | X              |
| 428 | Susanville          |       |        |               |                |
| 429 | Sutter Creek        |       |        |               |                |
| 430 | Taft                |       |        |               |                |

| Service Location |                  | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|------------------|-------|--------|---------------|----------------|
| 431              | Tehachapi        |       |        |               |                |
| 432              | Tehama           |       |        |               |                |
| 433              | Temecula         |       |        |               |                |
| 434              | Temple City      |       |        |               |                |
| 435              | Thousand Oaks    |       |        |               |                |
| 436              | Tiburon          | X     | X      | X             | X              |
| 437              | Torrance         |       |        |               |                |
| 438              | Tracy            | X     | X      | X             | X              |
| 439              | Trinidad         |       |        |               |                |
| 440              | Truckee          |       |        |               |                |
| 441              | Tulare           |       |        |               |                |
| 442              | Tulelake         |       |        |               |                |
| 443              | Turlock          |       |        |               |                |
| 444              | Tustin           |       |        |               |                |
| 445              | Twentynine Palms |       |        |               |                |
| 446              | Ukiah            | X     | X      | X             | X              |
| 447              | Union City       | X     | X      | X             | X              |
| 448              | Upland           |       |        |               |                |
| 449              | Vacaville        | X     | X      | X             | X              |
| 450              | Vallejo          | X     | X      | X             | X              |
| 451              | Vernon           |       |        |               |                |
| 452              | Victorville      |       |        |               |                |
| 453              | Villa Park       |       |        |               |                |
| 454              | Visalia          |       |        |               |                |

| Service Location |                  | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|------------------|------------------|-------|--------|---------------|----------------|
| 455              | Vista            |       |        |               |                |
| 456              | Walnut           |       |        |               |                |
| 457              | Walnut Creek     | X     | X      | X             | X              |
| 458              | Wasco            |       |        |               |                |
| 459              | Waterford        |       |        |               |                |
| 460              | Watsonville      |       |        |               |                |
| 461              | Weed             |       |        |               |                |
| 462              | West Covina      |       |        |               |                |
| 463              | West Hollywood   |       |        |               |                |
| 464              | West Los Angeles |       |        |               |                |
| 465              | West Sacramento  |       |        |               |                |
| 466              | Westlake Village |       |        |               |                |
| 467              | Westminster      |       |        |               |                |
| 468              | Westmorland      |       |        |               |                |
| 469              | Wheatland        | X     | X      | X             | X              |
| 470              | Whittier         |       |        |               |                |
| 471              | Williams         |       |        |               |                |
| 472              | Willits          |       |        |               |                |
| 473              | Willows          | X     | X      | X             | X              |
| 474              | Windsor          | X     | X      | X             | X              |
| 475              | Winters          |       |        |               |                |
| 476              | Woodlake         |       |        |               |                |
| 477              | Woodland         |       |        |               |                |

|     | Service Location | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|-----|------------------|-------|--------|---------------|----------------|
| 478 | Woodside         |       |        |               |                |
| 479 | Yorba Linda      |       |        |               |                |
| 480 | Yountville       | X     | X      | X             | X              |
| 481 | Yreka            |       |        |               |                |
| 482 | Yuba City        | X     | X      | X             | X              |
| 483 | Yucaipa          |       |        |               |                |
| 484 | Yucca Valley     |       |        |               |                |

**Bidder may identify additional locations in California where their InFRa, InFRaM, InSBEP or InSBEPM Internet Services are available** either through Contractor owned facilities or third-party agreements in Table 5.2.6.b. Bidders shall list the product identifier for each location where the Contractor provides InFRa, InFRaM, InSBEP or InSBEPM. By listing the service location, the Bidder commits to provide service in that specific location. Bidders may reference Table 5.2.6.a or Table 5.2.6.b in their Catalog A, Geographic Availability response. If Bidder is unable to identify all service areas within Tables 5.2.6.a and 5.2.6.b, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

**Table 5.2.6.b Internet Service Additional Geographic Locations**

|    | Service Location | InFRa | InFRaM | InSBET/InSBEP | InSBET/InSBEPM |
|----|------------------|-------|--------|---------------|----------------|
| 1  | Acampo           | X     | X      | X             | X              |
| 2  | Alamo            | X     | X      | X             | X              |
| 3  | Antelope         | X     | X      | X             | X              |
| 4  | Ben Lomond       | X     | X      | X             | X              |
| 5  | Bodega Bay       | X     | X      | X             | X              |
| 6  | Boulder Creek    | X     | X      | X             | X              |
| 7  | Camino           | X     | X      | X             | X              |
| 8  | Carmichael       | X     | X      | X             | X              |
| 9  | Castro Valley    | X     | X      | X             | X              |
| 10 | Clovis           | X     | X      | X             | X              |
| 11 | Crockett         | X     | X      | X             | X              |
| 12 | Diamond Springs  | X     | X      | X             | X              |



| Service Location |               | InFRa | InFRaM | InSBET/<br>InSBEP | InSBET/<br>InSBEPM |
|------------------|---------------|-------|--------|-------------------|--------------------|
| 13               | Discovery Bay | X     | X      | X                 | X                  |
| 14               | Durham        | X     | X      | X                 | X                  |
| 15               | El Dorado     | X     | X      | X                 | X                  |

| Service Location |                 | InFRa | InFRaM | InSBET/<br>InSBEP | InSBET/<br>InSBEPM |
|------------------|-----------------|-------|--------|-------------------|--------------------|
| 16               | El Dorado Hills | X     | X      | X                 | X                  |
| 17               | El Sobrante     | X     | X      | X                 | X                  |
| 18               | Elverta         | X     | X      | X                 | X                  |
| 19               | Fair Oaks       | X     | X      | X                 | X                  |
| 20               | Felton          | X     | X      | X                 | X                  |
| 21               | Forestville     | X     | X      | X                 | X                  |
| 22               | Glen Ellen      | X     | X      | X                 | X                  |
| 23               | Glenn           | X     | X      | X                 | X                  |
| 24               | Greenbrae       | X     | X      | X                 | X                  |
| 25               | Guerneville     | X     | X      | X                 | X                  |
| 26               | Jamestown       | X     | X      | X                 | X                  |
| 27               | Jefferson       | X     | X      | X                 | X                  |
| 28               | Mather          | X     | X      | X                 | X                  |
| 29               | McClellan       | X     | X      | X                 | X                  |
| 30               | Monte Rio       | X     | X      | X                 | X                  |
| 31               | North Highlands | X     | X      | X                 | X                  |
| 32               | Olivehurst      | X     | X      | X                 | X                  |
| 33               | Orangevale      | X     | X      | X                 | X                  |
| 34               | Pebble Beach    | X     | X      | X                 | X                  |
| 35               | Penn Valley     | X     | X      | X                 | X                  |
| 36               | Penngrove       | X     | X      | X                 | X                  |
| 37               | Rio Linda       | X     | X      | X                 | X                  |
| 38               | Rodeo           | X     | X      | X                 | X                  |
| 39               | San Andreas     | X     | X      | X                 | X                  |
| 40               | Shingle Springs | X     | X      | X                 | X                  |
| 41               | Soquel          | X     | X      | X                 | X                  |
| 42               | Stanford        | X     | X      | X                 | X                  |
| 43               | Travis AFB      | X     | X      | X                 | X                  |
| 44               | Tuolumne        | X     | X      | X                 | X                  |

## 5.2.7 ADDITIONAL UNSOLICITED INTERNET SERVICES

### 5.2.7.1 Unsolicited Internet Services Product Descriptions

**Bidder shall describe in detail the additional high-speed Internet access service(s) that will be provided under this Contract.**

All Bidder equipment, tasks and services required for provisioning of the services shall be identified in Table 5.2.7.a.

**Table 5.2.7.a – Additional Unsolicited Internet Services**

|   | Feature Name  | Feature Description   | Bidder's Product Identifier |
|---|---|---|-----------------------------|
| 1 | Cross Connect Extension - Cat5  | CenturyLink Network Service Telco without Private Entrance to Collocation - (10/100 - Cat5 Copper)      | QMI60800                    |
|   | Bidder's Product Description:<br>CenturyLink Network Service Telco without Private Entrance to Collocation.<br>Media Types: 10/100 - Cat5 Copper      |   |                             |
| 2 | Cross Connect Extension - Cat6  | CenturyLink Network Service Telco without Private Entrance to Collocation - (10/100/1000 - Cat6 Copper) | QMI60801                    |
|   | Bidder's Product Description:<br>CenturyLink Network Service Telco without Private Entrance to Collocation.<br>Media Types: 10/100/1000 - Cat6 Copper |   |                             |
| 3 | Cross Connect Extension - 1G SMF  | CenturyLink Network Service Telco without Private Entrance to Collocation - (1G - SMF)                  | QMI60802                    |
|   | Bidder's Product Description:<br>CenturyLink Network Service Telco without Private Entrance to Collocation.<br>Media Types: 1G - Single-Mode Fiber    |   |                             |
| 4 | Cross Connect Extension - 10G SMF   | CenturyLink Network Service Telco without Private Entrance to Collocation - (10G - SMF)                 | QMI60803                    |
|   | Bidder's Product Description:<br>CenturyLink Network Service Telco without Private Entrance to Collocation.<br>Media Types: 10G - Single-Mode Fiber   |   |                             |
| 5 | Cross Connect Extension- 1G MMF   | CenturyLink Network Service Telco without Private Entrance to Collocation - (1G - MMF)                  | QMI60804                    |
|   | Bidder's Product Description:<br>CenturyLink Network Service Telco without Private Entrance to Collocation.<br>Media Types: 1G - Multi-Mode Fiber     |   |                             |
| 6 | Cross Connect Extension - T1 / PRI  | CenturyLink Network Service Telco without Private Entrance to Collocation - (T1 / PRI)                  | QMI60805                    |
|   | Bidder's Product Description:<br>CenturyLink Network Service Telco without Private Entrance to Collocation.<br>Media Types: T1 / PRI                  |   |                             |

|    | Feature Name   | Feature Description  | Bidder's Product Identifier |
|----|--|--|-----------------------------|
| 7  | Cross Connect Extension - COAX   | CenturyLink Network Service Telco without Private Entrance to Collocation - (COAX)                   | QMI60806                    |
|    | Bidder's Product Description:<br>CenturyLink Network Service Telco without Private Entrance to Collocation.<br>Media Types: COAX                             |  |                             |
| 8  | Cross Connect Extension - POTS / ISDN / DSL  | CenturyLink Network Service Telco without Private Entrance to Collocation - (POTS / ISDN / DSL)      | QMI60807                    |
|    | Bidder's Product Description:<br>CenturyLink Network Service Telco without Private Entrance to Collocation.<br>Media Types: (POTS / ISDN / DSL)              |  |                             |
| 9  | Cross Connect Extension - Intra Datacenter MMF   | MMF connection within the same Datacenter between Collocation Service's - (Multi-Mode Fiber)         | QMI60808                    |
|    | Bidder's Product Description:<br>CenturyLink connection within the same Datacenter.<br>Media Types: (Multi-Mode Fiber)                                       |  |                             |
| 10 | Cross Connect Extension - Intra Datacenter SMF   | SMF connection within the same Datacenter between Collocation Service's - (Single-Mode Fiber)        | QMI60809                    |
|    | Bidder's Product Description:<br>CenturyLink connection within the same Datacenter.<br>Media Types: (Single-Mode Fiber)                                      |  |                             |
| 11 | Cross Connect Extension - Inter Datacenter SMF   | SMF connection between two CenturyLink Datacenter's on the same campus network - (Single-Mode Fiber) | QMI60810                    |
|    | Bidder's Product Description:<br>CenturyLink connection between two CenturyLink Datacenter's on the same campus network.<br>Media Types: (Single-Mode Fiber) |  |                             |

#### 5.2.7.2 Unsolicited Internet Services Geographic Coverage

**Bidder shall provide a coverage map for each Unsolicited service offered in Table 5.2.7.a. A single map may be provided for services that fall within the same geographic footprint.**

*Bidder understands the requirements in Section 5.2.7.2 and shall meet or exceed them?*

Yes Y No

*Description:*

*CenturyLink has provided Cross Connect Extension options to terminate services within our California Datacenters. In addition CenturyLink will extend these options into all our Datacenter's and Partner Datacenter's pending availability. CenturyLink can provide a map of the California Datacenter's upon request.*

### **5.3 NETWORK DISASTER/OPERATIONAL RECOVERY**

#### **5.3.1 TELECOMMUNICATIONS SERVICE PRIORITY (TSP) PROGRAM**

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all related CPUC and FCC requirements.

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

Yes Y No       

#### **5.3.2 DATA NETWORK DISASTER/OPERATIONAL RECOVERY**

Public safety agencies, major data centers, agencies with supporting roles during disaster or emergency operations, and agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery.

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

Yes Y No       

### **5.4 OTHER SERVICES**

#### **5.4.1 HOURLY RATES FOR SERVICES**

The hourly classifications of hours worked for services described in this section will be as follows:

1. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.
2. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.
3. Sunday and Holiday Hours – Any hours worked on Sunday or State of California

holidays.

#### 5.4.2 EXTENDED DEMARCATION WIRING SERVICES

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wiring and cable related activities required to extend the service demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

Extended Demarc wiring shall include all necessary hardware including wire and/or cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarc wiring shall also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation.

Extended Demarc wiring is limited to the following:

1. Installation of cabling for extending services from the MPOE location to the Customer's point of utilization;
2. Installation of cross-connects or rearrangement of existing jumpers;
3. Identification and testing of existing cabling beyond the MPOE to the Customer's equipment location; or,
4. Testing, trouble shooting, labeling and completing documentation.

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 5.5.8.8 (Provisioning SLAs) associated with that service.

The Contractor shall not be required to complete Extended Demarc wiring from the MPOE to the extended Demarc location if:

1. The wire/cable pathway is blocked and cannot be cleared in less than 20 minutes or if the Contractor would cause damage to the Customer site or existing cabling in clearing the pathway;
2. The wire/cable pathway is in an asbestos environment or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff; or,
3. Written release of the responsibility to provide the Extended Demarc is provided by either the Customer or by CALNET 3 CMO.

Bidder shall provide a price in the Cost Worksheets for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one (1) Demarc extension as described above. Bidder shall provide one (1) price for each media identified.

The Contractor shall install wiring according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, and Uniform Building Cabling/Wiring current at the time of this IFB and as periodically updated by CALNET 3 CMO. Additionally, the Contractor shall install and maintain all wiring in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

The Contractor shall provide extended Demarcation Services limited to one (1) occurrence or installation for the specific telecommunications service the cabling is meant to support and must be ordered in conjunction with the service being provisioned. All other cabling will be the responsibility of the Customer and will be acquired through other procurement vehicles.

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

Yes Y No

**The Contractor shall offer the wiring services for extended demarcation detailed in Table 5.4.2.a.**

**Table 5.4.2.a Extended Demarcation Wiring Services**

|  | Feature Name   | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|--|--|--|---------------------------------|--|-----------------------------|
| 1  | <b>Extended Demarcation – Copper four-Pair – Regular Hours</b> | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack. | Y                               |  | QMI50371                    |
| <p>Bidder's Product Description: CenturyLink Demarcation Extension - Copper 4 pair. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</p> <p>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during normal local business hours: 8:00 AM to 4:59 PM, Monday through Friday. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</p> <p>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</p> |  |  |                                 |  |                             |



|   | Feature Name  | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|--|---------------------------------|--|-----------------------------|
| 2   | <b>Extended Demarcation – Copper four-Pair – Overtime Hours</b> | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack. | Y                               |  | QMI50372                    |
| <p>Bidder's Product Description: CenturyLink Demarcation Extension - Copper 4 pair Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</p> <p>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during overtime hours. Overtime hours begin at 5:00PM and end at 7:59 AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</p> <p>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</p> |   |  |                                 |  |                             |

|  | Feature Name  | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|--|---|--|---------------------------------|--|-----------------------------|
| 3  | <b>Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours</b> | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack. | Y                               |  | QMI50373                    |
| <p>Bidder's Product Description: <a href="#">CenturyLink Demarcation Extension - Copper 4 pair Sunday and Holiday hours</a>. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</p> <p>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</p> <p>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</p> |   |  |                                 |  |                             |

|  | Feature Name   | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|--|--|---|---------------------------------|--|-----------------------------|
| 4  | <b>Extended Demarcation – Copper 25 Pair – Regular Hours</b> | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | Y                               |  | QMI50374                    |
| <p>Bidder's Product Description: <a href="#">CenturyLink Demarcation Extension - Copper 25 pair</a>. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</p> <p>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during normal local business hours: 8:00 AM to 4:59 PM, Monday through Friday, at a mutually agreed upon date unless otherwise specified and agreed to by both parties. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</p> <p>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</p> |  |   |                                 |  |                             |

|  | Feature Name  | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|--|---|---|---------------------------------|--|-----------------------------|
| 5  | <b>Extended Demarcation – Copper 25 Pair – Overtime Hours</b> | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | Y                               |  | QMI50375                    |
| <p><b>Bidder's Product Description:</b> CenturyLink Demarcation Extension - Copper 25 pair Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</p> <p><b>Standard CenturyLink assumptions:</b> "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during overtime hours. Overtime hours begin at 5:00PM and end at 7:59 AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</p> <p><b>Standard Exclusions:</b> Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable</p> |   |   |                                 |  |                             |

|   | Feature Name  | Feature Description   | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|---|---------------------------------|--|-----------------------------|
| 6   | <b>Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours</b> | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | Y                               |  | QMI50376                    |
| <p><b>Bidder's Product Description:</b> CenturyLink Demarcation Extension - Copper 25 pair Sunday and Holiday Hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</p> <p><b>Standard CenturyLink assumptions:</b> "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</p> <p><b>Standard Exclusions:</b> Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles) and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</p> |   |   |                                 |  |                             |

|   | Feature Name   | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|--|--|---------------------------------|--|-----------------------------|
| 7   | <b>Extended Demarcation – Optical Fiber Link – Regular Hours</b> | Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | Y                               |  | QMI50377                    |
| <p><b>Bidder's Product Description:</b> CenturyLink Demarcation Extension – Optical Fiber Link. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</p> <p><b>Standard CenturyLink assumptions:</b> "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during normal local business hours: 8:00 AM to 4:59 PM, Monday through Friday, at a mutually agreed upon date unless otherwise specified and agreed to by both parties. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</p> <p><b>Standard Exclusions:</b> Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</p> |  |  |                                 |  |                             |



|  | Feature Name  | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|--|---|--|---------------------------------|--|-----------------------------|
| 8  | <b>Extended Demarcation – Optical Fiber Link – Overtime Hours</b> | Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | Y                               |  | QMI50378                    |
| <p><b>Bidder's Product Description:</b> CenturyLink Demarcation Extension – Optical Fiber Link Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</p> <p><b>Standard CenturyLink assumptions:</b> "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during overtime hours. Overtime hours begin at 5:00 PM and end at 7:59 AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</p> <p><b>Standard Exclusions:</b> Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</p> |   |  |                                 |  |                             |

|   | Feature Name  | Feature Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|---|---|--|---------------------------------|--|-----------------------------|
| 9   | <b>Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours</b> | Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | Y                               |  | QMI50379                    |
| <p><b>Bidder's Product Description:</b> CenturyLink Demarcation Extension – Optical Fiber Link Sunday and Holiday Hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</p> <p><b>Standard CenturyLink assumptions:</b> "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</p> <p><b>Standard Exclusions:</b> Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer.</p> |   |  |                                 |  |                             |

The Contractor may offer additional Unsolicited extended demarcation wiring services in Table 5.4.2.b.



**Table 5.4.2.b Unsolicited Extended Demarcation Wiring Services and Features**

|   | Feature Name | Feature Description           | Bidder's Product Identifier |
|---|--------------|-------------------------------|-----------------------------|
| 1 |              | Bidder's Product Description: |                             |
| 2 |              | Bidder's Product Description: |                             |
| 3 |              | Bidder's Product Description: |                             |

### 5.4.3 SERVICES RELATED HOURLY SUPPORT

The Contractor shall provide labor for the diagnosis and/or repair of services offered in this Category and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractor's responsibilities. Work performed under this Section 5.4.3 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

In Cost Worksheet 5.4.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

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

Yes Y No

**The Contractor shall offer emergency restoration services as detailed in Table 5.4.3.**

**Table 5.4.3 Services Related Hourly Support**

|  | Labor Classification Name                                       | Classification Description  | Bidder Meets or Exceeds?<br>Y N |  | Bidder's Product Identifier |
|--|---|---|---------------------------------|--|-----------------------------|
| 1  | <b>Field Service Repair Technician Regular Hours</b>            | Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor. | Y                               |  | QMI50264                    |
| Bidder's Product Description: <a href="#">CenturyLink provides a field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of CenturyLink</a> |   |   |                                 |  |                             |
| 2  | <b>Field Service Repair Technician Overtime Hours</b>           | Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor. | Y                               |  | QMI50265                    |
| Bidder's Product Description: <a href="#">CenturyLink provides a field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of CenturyLink</a> |   |   |                                 |  |                             |
| 3  | <b>Field Service Repair Technician Sunday and Holiday Hours</b> | Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor. | Y                               |  | QMI50266                    |
| Bidder's Product Description: <a href="#">CenturyLink provides a field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of CenturyLink</a> |   |   |                                 |  |                             |

## 5.5 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, CALNET 3 CMO and the Contractor with requirements that define and assist in the management of the SLAs. This section includes the SLA formats, general requirements, stop clock conditions, and the Technical SLAs for the services identified in this solicitation.

### 5.5.1 SERVICE LEVEL AGREEMENT FORMAT

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the Term of the Contract:

1. SLA Name - Each SLA Name must be unique;
2. Definition - Describes what performance metric will be measured;
3. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details shall include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable Categories or Subcategories will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies
  - a. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
  - b. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time.

The Contractor shall proactively apply an invoice credit or refund when an SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund.

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

Yes Y No       

### 5.5.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 5.2 (Managed Internet Services), 5.2.7 (Network Disaster/Operational Recovery) and 5.4 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives (Section 5.5) are minimum parameters which the Contractor shall be held accountable for all rights and remedies throughout Contract Term.

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

Yes Y No

### 5.5.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

There are two (2) methods in which CALNET 3 service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (IFB STPD 12-001-B Refresh Business Requirements Section B.9.4).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (IFB STPD 12-001-B Refresh Business Requirements Section B.9.4) and monitor and report to Customer until service is restored.

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

Yes Y No       

### 5.5.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one (1) specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

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

Yes Y No       

### 5.5.5 CONTRACTOR SLA MANAGEMENT PLAN

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with a detailed SLA Management Plan that describes how the Contractor will manage the Technical SLAs for services in this IFB. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;

3. Creation and delivery of SLA Reports (IFB STPD 12-001-B Refresh Business Requirements Section B.9.5). The Contractor shall include a sample report in accordance with IFB-B Refresh Business Requirements Section B.9.5 (SLA Reports) for the following: SLA Service Performance Report (Section IFB STPD 12-001-B Refresh Business Requirements Section B.9.5.1), SLA Provisioning Report (Section IFB STPD 12-001-B Business Requirements Section B.9.5.2), and SLA Catastrophic Outage Reports (Section IFB STPD 12-001-B Refresh Business Requirements Section B.9.5.3). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB STPD 12-001-B Refresh Business Requirements Section B.9.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET 3 CMO.

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

Yes Y No       

#### 5.5.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 5.5.8):

1. With the exception of the Provisioning SLA, the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Subcontractors and/or Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives;

7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA;
8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Bidder has committed to provide service. ;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;
13. The Customer Escalation Process (IFB STPD 12-001-B Refresh Business Requirements Section B.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB STPD 12-001-B Refresh Business Requirements Section B.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB STPD 12-001-B Refresh Business Requirements Section B.5.1 (Billing and Invoicing Requirements, #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

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

Yes Y No       

#### 5.5.7 TROUBLE TICKET STOP CLOCK CONDITIONS

The following conditions shall be allowed to stop the trouble ticket Outage Duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket Outage Duration using the Stop Clock Condition (SCC) listed in Table 5.5.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB STPD 12-001-B Refresh Business Requirements Section B.9.4) for each application of a SCC.

Note: The Glossary (SOW Appendix A) defines term "End-User" as the "individual within an Entity that is utilizing the feature or service provided under the Contract."

Stop Clock Conditions are limited to the conditions listed in Table 5.5.7.

**Table 5.5.7 – Stop Clock Conditions (SCC)**

| # | Stop Clock Condition (SCC)    | SCC Definition  |
|---|-------------------------------|---|
| 1 | <b>END-USER REQUEST</b>       | Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.   |
| 2 | <b>OBSERVATION</b>            | Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.  |
| 3 | <b>END-USER NOT AVAILABLE</b> | 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. |



| # | Stop Clock Condition (SCC) | SCC Definition  |
|---|----------------------------|---|
| 4 | <b>WIRING</b>              | Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.  |
| 5 | <b>POWER</b>               | Trouble caused by a power problem outside of the responsibility of the Contractor.  |
| 6 | <b>FACILITIES</b>          | Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.  |
| 7 | <b>ACCESS</b>              | <p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <ul style="list-style-type: none"> <li>a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;</li> <li>b. Site contact refuses access to technician who displays proper identification;</li> <li>c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or,</li> <li>d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.</li> </ul> <p>If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.</p> |
| 8 | <b>STAFF</b>               | 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 timely request to End-User staff to correct the problem or delay and document in trouble ticket.   |



| #  | Stop Clock Condition (SCC) | SCC Definition  |
|----|----------------------------|---|
| 9  | <b>APPLICATION</b>         | End-User software applications that interfere with repair of the trouble.   |
| 10 | <b>CPE</b>                 | Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.  |
| 11 | <b>NO RESPONSE</b>         | 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 in the trouble ticket substantiating the communication from Contractor's technician.  |
| 12 | <b>MAINTENANCE</b>         | An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall 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 the Maintenance SCC. |
| 13 | <b>THIRD PARTY</b>         | Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.  |
| 14 | <b>FORCE MAJEURE</b>       | Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).   |

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

Yes Y No

## 5.5.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

### 5.5.8.1 Availability (M-S)

**SLA Name:** Availability

**Definition:** The percentage of time a CALNET 3 service is fully functional and available for use each calendar month.

**Measurement Process:** The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the affected service (Per Circuit ID), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.

**Services:**

Managed Internet Service

**Objective(s):**

The objective shall be based on the network side interface type:

| SLA Objective Table 1 – Required               |           |              |             |   |
|--|-----------|--------------|-------------|---|
| Network Side Interface                         | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) |
| T1/FT1   | ≥ 99.2%   | ≥ 99.5%      | ≥ 99.8%     | P   |
| T3/FT3   | ≥ 99.7%   | ≥ 99.8%      | ≥ 99.9%     | P   |
| OCX/OCXc                                       | ≥ 99.7%   | ≥ 99.8%      | ≥ 99.9%     | P   |
| Ethernet 1 Mbps up to 1 GbE (Gigabit Ethernet) | ≥ 99.2%   | ≥ 99.5%      | ≥ 99.8%     | B   |
| Ethernet 10 GbE                                | ≥ 99.2%   | ≥ 99.5%      | ≥ 99.8%     | B   |

**Objective(s), continued:**

With the exception of XDSL, Bidder shall identify any additional Contractor identified network side interfaces not listed in the Table 1 above for InFRa and InFRaM services. Bidder shall provide an objective commitment percentage for each additional network side interface which must be above 99.2%:

| SLA Objective Table 2 - Additional |                                   |                                   |
|------------------------------------|-----------------------------------|-----------------------------------|
|                                    | Additional Network Side Interface | Bidder's Objective Commitment (%) |
| 1                                  |                                   |                                   |
| 2                                  |                                   |                                   |
| 3                                  |                                   |                                   |
| 4                                  |                                   |                                   |
| 5                                  |                                   |                                   |
| 6                                  |                                   |                                   |
| 7                                  |                                   |                                   |
| 8                                  |                                   |                                   |
| 9                                  |                                   |                                   |
| 10                                 |                                   |                                   |

|                            |  |
|----------------------------|--|
| <b>Rights and Remedies</b> | <b>Per Occurrence:</b> N/A   |
|                            | <b>Monthly Aggregated Measurements:</b><br>First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC and two (2) Business Days of the ADUC, when usage applies.<br>The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC and two (2) Business Days of the ADUC, when usage applies.<br>Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC and two (2) Business Days of the ADUC, when usage applies. |

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

Yes Y No       

#### 5.5.8.2 Catastrophic Outage 1 (CAT 1) (M-S)

|   |  |                  |                     |  |
|---|--|------------------|---------------------|--|
| <b>SLA Name:</b> Catastrophic Outage 1 (CAT 1)  |  |                  |                     |  |
| <b>Definition:</b> The total loss of service at a single site resulting in the loss of service to five (5) or more circuits or any single service at 500Mbps or greater.  |  |                  |                     |  |
| <b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID) affected by a common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time. |  |                  |                     |  |
| <b>Service(s):</b>  |  |                  |                     |  |
| Managed Internet Service  |  |                  |                     |  |
| <b>Objective (s):</b><br>The objective restoral time shall be:  |  |                  |                     |  |
|   |  | <b>Basic (B)</b> | <b>Standard (S)</b> | <b>Premier (P)</b>                               |
|   |  |                  |                     | <b>Bidder's Objective Commitment (B, S or P)</b> |
|   | Managed Internet Service   | ≤ 3 hours        | ≤ 2 hours           | ≤ 1 hour   |
|   |  |                  |                     | <b>S</b>   |
| <b>Rights and Remedies</b>  | <b>Per Occurrence:</b> 100 percent of the TMRC and ten (10) days of ADUC for each End-User service not meeting the committed objective for each CAT 1 fault. |                  |                     |  |
|   | <b>Monthly Aggregated Measurements:</b> N/A  |                  |                     |  |

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

Yes Y No       

### 5.5.8.3 Catastrophic Outage 2 (CAT 2) (M-S)

|   |  |                      |                         |  |
|---|--|----------------------|-------------------------|--|
| <b>SLA Name:</b> Catastrophic Outage 2 (CAT 2)  |  |                      |                         |  |
| <b>Definition:</b> A total failure of a service type in a central office (or equivalent facility), other than access, that results in a CALNET 3 service failure. Or, a backbone failure or failure of any part of the equipment associated with the backbone that causes a CALNET 3 service failure.   |  |                      |                         |  |
| <b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by a common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit ID) is deemed out of 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. |  |                      |                         |  |
| <b>Service(s):</b>  |  |                      |                         |  |
| Managed Internet Service  |  |                      |                         |  |
| <b>Objective (s):</b><br>The objective restoral time shall be:  |  |                      |                         |  |
|   |  | <b>Basic<br/>(B)</b> | <b>Standard<br/>(S)</b> | <b>Premier<br/>(P)</b>                                       |
|   |  |                      |                         | <b>Bidder's<br/>Objective<br/>Commitment<br/>(B, S or P)</b> |
|   | Managed Internet Service   | ≤ 1 hour             | ≤ 30 minutes            | ≤ 15 minutes   |
|   |  |                      |                         | <b>P</b>   |
| <b>Rights and Remedies</b>  | <b>Per Occurrence:</b> 100 percent of the TMRC and ten (10) days ADUC for each End-User service not meeting the committed objective for each CAT 2 fault |                      |                         |  |
|   | <b>Monthly Aggregated Measurements:</b> N/A  |                      |                         |  |

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

Yes Y No

#### 5.5.8.4 Catastrophic Outage 3 (CAT 3) (M-S)

|   |   |                         |                        |   |
|---|---|-------------------------|------------------------|---|
| <b>SLA Name:</b> Catastrophic Outage 3 (CAT 3)  |   |                         |                        |   |
| <b>Definition:</b> The total loss of Managed Internet Service on a system wide basis.   |   |                         |                        |   |
| <b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by a common cause. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or trouble ticket. Each End-User service (Circuit ID) is deemed out of 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. |   |                         |                        |   |
| <b>Service(s):</b>  |   |                         |                        |   |
| Managed Internet Service  |   |                         |                        |   |
| <b>Objectives:</b><br>The objective restoral time shall be:   |   |                         |                        |   |
|   | <b>Basic<br/>(B)</b>  | <b>Standard<br/>(S)</b> | <b>Premier<br/>(P)</b> | <b>Bidder's<br/>Objective<br/>Commitment<br/>(B or P)</b> |
| Managed Internet Service  | ≤ 30 minutes  | N/A                     | ≤ 15 minutes           | <b>P</b>  |
| <b>Rights and<br/>Remedies</b>  | <b>Per Occurrence:</b> 100 percent of the TMRC and ten (10) days ADUC for each End-User service not meeting the committed objective for each CAT 3 fault. |                         |                        |   |
|   | <b>Monthly Aggregated Measurements:</b> N/A   |                         |                        |   |

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

Yes Y No

#### 5.5.8.5 Excessive Outage (M-S)

|  |   |                      |                         |                        |  |
|--|---|----------------------|-------------------------|------------------------|--|
| <b>SLA Name:</b> Excessive Outage  |   |                      |                         |                        |  |
| <b>Definition:</b> A service failure that remains unresolved for more than the committed objective level.  |   |                      |                         |                        |  |
| <b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. |   |                      |                         |                        |  |
| <b>Service(s):</b>   |   |                      |                         |                        |  |
| Managed Internet Service   |   |                      |                         |                        |  |
| <b>Objective (s):</b><br>The Unavailable Time objective shall not exceed:  |   |                      |                         |                        |  |
|  |   | <b>Basic<br/>(B)</b> | <b>Standard<br/>(S)</b> | <b>Premier<br/>(P)</b> | <b>Bidder's<br/>Objective<br/>Commitment<br/>(B, S or P)</b> |
|  | Managed Internet Service  | 16 hours             | 12 hours                | 8 hours                | <b>S</b>   |
| <b>Rights and Remedies</b>   | <b>Per Occurrence:</b> 100 percent of the TMRC and ten (10) days ADUC for each service (Circuit ID) out of service for a period greater than the committed objective level.<br>Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration. |                      |                         |                        |  |
|  | <b>Monthly Aggregated Measurements:</b> N/A   |                      |                         |                        |  |

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

Yes Y No

#### 5.5.8.6 Managed Service Proactive Notification (M-S)

|  |   |
|--|---|
| <b>SLA Name:</b> Managed Service Proactive Notification  |   |
| <p><b>Definition:</b> The proactive outage notification provides credits if the Contractor fails to open a trouble ticket and notify Customer of an Outage for a managed router service. Notification to the Customer shall occur through means agreed to by Contractor and CALNET 3 CMO.</p> <p>An Outage is defined as an unscheduled period in which the managed router service is interrupted and unavailable for use by Customer for 60 continuous seconds or more than 60 cumulative seconds within a 15-minute period measured by the Contractor.</p>   |   |
| <p><b>Measurement Process:</b> The Outage Duration start shall be determined by the first Contractor network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. The Contractor has fifteen (15) minutes (Notification Period) to notify the Customer from the start point of the first network alarm. The Contractor is in compliance with the proactive outage notification SLA if the Customer opened the trouble ticket prior to the network alarm or Customer is notified by the Contractor within the Notification Period.</p> |   |
| <b>Service(s):</b>   |   |
| Managed Internet Services with Managed Router  |   |
| <b>Objective (s):</b> 15 minutes   |   |
| <b>Rights and Remedies</b>   | <b>Per Occurrence:</b> Customer will receive a credit equal to ten percent of the TMRC for Managed Internet Service (Circuit ID) that was impacted during an outage if the Customer was not proactively notified within the notification period |
|  | <b>Monthly Aggregated Measurements:</b> N/A   |

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

Yes Y No



5.5.8.7 Notification

|   |   |
|---|---|
| <b>SLA Name:</b> Notification   |   |
| <b>Definition:</b> The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.  |   |
| <b>Measurement Process:</b> The Contractor shall adhere to the Network Outage Response requirements (IFB STPD 12-001-B Refresh Business Requirements Section B.3.3) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available. |   |
| <b>Service(s):</b> All Services   |   |
| <b>Objective (s):</b> Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB STPD 12-001-B Refresh Business Requirements Section B.3.3 (Network Outage Response). At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in Section IFB STPD 12-001-B Refresh Business Requirements Section B.3.3 (Network Outage Response). This objective is the same for Basic, Standard and Premier commitments.  |   |
| <b>Rights and Remedies</b>  | <b>Per Occurrence:</b> Senior Management Escalation |
|   | <b>Monthly Aggregated Measurements:</b> N/A         |

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

Yes Y No

#### 5.5.8.8 Provisioning (M-S)

##### **SLA Name:** Provisioning

**Definition:** Provisioning shall include new services, moves, adds and changes completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work SOW in accordance with IFB STPD 12-001B Refresh Business Requirements Section B.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Schedule per IFB STPD 12-001-B Refresh Business Requirements Section B.6 (Contracted Service Project Work).

Provisioning SLAs have two (2) objectives:

Objective 1: Individual Service Request; and

Objective 2: Successful Install Monthly Percentage by Service Type.

Note: Provisioning timelines include extended demarcation wiring, when appropriate.

##### **Measurement Process:**

Objective 1: Individual Service Request: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.

Objective 2: Successful Install Monthly Percentage per service Type: The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.

| <b>Service (Features must be installed in conjunction with the service except when listed below)</b> | <b>Committed Interval Calendar Days</b> | <b>Coordinated/Managed Project</b> |
|--|---|------------------------------------|
| InFRA  | 30                                      | Coordinated/Managed Project        |
| InFRaM   | 45                                      | Coordinated/Managed Project        |
| InSBET   | 30                                      | Coordinated/Managed Project        |
| InSBEP   | 30                                      | Coordinated/Managed Project        |
| InSBEPM  | 45                                      | Coordinated/Managed Project        |

**Objective (s):**

Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date.

Objective 2: Successful Install Monthly Percentage per Service:

|         | Basic<br>(B) | Standard<br>(S) | Premier<br>(P) | Bidder's<br>Objective<br>Commitment<br>(S or P) |
|---------|--------------|-----------------|----------------|---|
| InFRA   | N/A          | ≥ 90%           | ≥ 95%          | P   |
| InFRaM  | N/A          | ≥ 90%           | ≥ 95%          | P   |
| InSBET  | N/A          | ≥ 90%           | ≥ 95%          | P   |
| InSBEP  | N/A          | ≥ 90%           | ≥ 95%          | P   |
| InSBEPM | N/A          | ≥ 90%           | ≥ 95%          | P   |

**Rights and  
Remedies**

**Per Occurrence:**

Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.

**Monthly Aggregated Measurements:**

Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective.

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

Yes Y No

|  |  |                     |                    |   |
|--|--|---------------------|--------------------|---|
| <b>SLA Name:</b> Time to Repair (TTR)  |  |                     |                    |   |
| <b>Definition:</b> A service outage that remains unresolved for more than the committed objective level.   |  |                     |                    |   |
| <b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence. |  |                     |                    |   |
| <b>Service(s):</b>   |  |                     |                    |   |
| Managed Internet Service   |  |                     |                    |   |
| <b>Objective (s):</b><br>The Unavailable Time objective shall not exceed:  |  |                     |                    |   |
|  |  |                     |                    |   |
| <b>Service</b>   | <b>Basic (B)</b>   | <b>Standard (S)</b> | <b>Premier (P)</b> | <b>Bidder's Objective Commitment (B or S)</b> |
| Managed Internet Service   | 6 hours  | 4 hours             | N/A                | <b>S</b>                                      |
| <b>Rights and Remedies</b>   | <b>Per Occurrence:</b> 25 percent of the TMRC and two (2) days ADUC per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level. |                     |                    |   |
|  | <b>Monthly Aggregated Measurements:</b> N/A  |                     |                    |   |

Yes **Y** No

#### 5.5.8.10 Unsolicited Service Enhancement SLAs

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this Section.

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

Yes Y No       

#### 5.5.8.11 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 5.5 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

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

Yes Y No       

#### 5.5.8.12 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in this Section 5.5.8.12.

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

Yes Y No