



AT&T

IFB STPD 12-001-A, C3-A-12-10-TS-01

CalNet 3, Category 1: Voice and Data Services
Subcategory 1.6 – Legacy Telecommunications

Volume 2: Response to Unique Subcategory Requirements
SOW Technical Requirements Response

Amendment #1, Rev. August 4, 2014

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Exhibit 8: Contractor's License Information

Attached is Exhibit 8: Contractor's License Information.



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EXHIBIT 8: CONTRACTOR'S LICENSE INFORMATION

(Installation Services Only)

For Subcategory: 1.6 Legacy Telecommunications

Name of Bidder: AT&T Corp.

Bidder shall complete the applicable Contractor's license information below in accordance with the Contractor's State License Board, Department of Consumer Affairs. A Contractor's license of appropriate Class C-7, *Low Voltage Systems Contractor*, is required before any Bidder can contract business (e.g. submit a bid) which includes the installation of cable and wiring, and minor electrical modification. In addition, if structural modifications are required, a Class B, *General Building Contractor*, license is required. Licensee must be in the name of the firm or a Responsible Managing Employee. See IFB Section 2.3.6, Contractor's License.

CONTRACTOR

Class C-7 and C-10 License No: 760249
Licensee: Pacific Bell Telephone Company Expiration Date: 03/31/2015
Relationship of Licensee to Contractor: Wholly Owned Subsidiary

SUBCONTRACTOR 1

Class _____ License No: _____
Licensee: _____ Expiration Date: _____
Relationship of Licensee to Subcontractor: _____

SUBCONTRACTOR 2

Class _____ License No: _____
Licensee: _____ Expiration Date: _____
Relationship of Licensee to Subcontractor: _____

(Use additional sheets if necessary.)



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Exhibit 9: Service Taxes, Fees, Surcharges and Surcredits

Please see the following pages for AT&T's response to Exhibit 9.



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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 1
- b) The jurisdiction and organization that issued the law, resolution or order: FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): End User Common Line (EUCL) or Federal Subscriber Line Charge or Network Access Charge
- d) The citations in law, regulation or order: CFR 69.152
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.gpo.gov/fdsys/pkg/CFR-2008-title47-vol3/pdf/CFR-2008-title47-vol3-sec69-152.pdf>
- f) The date the law, resolution or order was released: 1984
- g) The date the law, resolution or order becomes effective: 1984
 - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
 - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: Local telephone companies recover some of the costs of telephone lines connected to your home or business through this monthly charge on your local telephone bill
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5, 1.6.3.2.2: Business access line, Centrex access, Trunks, BRI ISDN, PRI ISDN
- j) The amount of the service tax, fee, surcharge or surcredit: 4.46 individual line or BRI trunk/22.30 each PRI service
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726

Email address: jk2427@att.com





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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

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Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 2

b) The jurisdiction and organization that issued the law, resolution or order: FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): FUSF Federal Universal Service Fee (UCC Universal Connectivity Charge

d) The citations in law, regulation or order: CFR 69.158

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.gpo.gov/fdsys/pkg/CFR-2008-title47-vol3/pdf/CFR-2008-title47-vol3-sec69-155.pdf>

f) The date the law, resolution or order was released: 1984

g) The date the law, resolution or order becomes effective: 1984

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: Cost recovery for mandated contributions to the Universal Service fund.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications

j) The amount of the service tax, fee, surcharge or surcredit: 15.1000%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com



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Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 3
- b) The jurisdiction and organization that issued the law, resolution or order: CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Rate Surcharge Exchange
- d) The citations in law, regulation or order: Pacific Bell Tariff CPUC A2.1.33.1 A-C
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://cpr.att.com/pdf/ca/a002.pdf
- f) The date the law, resolution or order was released: 2006
- g) The date the law, resolution or order becomes effective: 2007
 - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
 - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: The rate surcharge was established to collect revenue for the CPUC ordered changes to AT&T/SBC Pacific Bell's revenue requirements until such time as individual rates for products and services are adjusted. It applies a monthly percentage to all recurring and nonrecurring rates and charges for service or equipment provided under our tariffs. The surcharge has different rates for IntraLATA exchange service, IntraLATA toll and IntraState access (products contained in CPUC 175T).
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5, 1.6.3.2.2: Business access line, Centrex access, Trunks, BRI ISDN, PRI ISDN
- j) The amount of the service tax, fee, surcharge or surcredit: -1.2950%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com





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Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 6

b) The jurisdiction and organization that issued the law, resolution or order: CPUC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California High Cost Fund-A

d) The citations in law, regulation or order: PUC Code § 739.3

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=727-758>

f) The date the law, resolution or order was released: 1995

g) The date the law, resolution or order becomes effective: 1995

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: To provide rural and metropolitan areas basic telephone services at the same rate. (Fund A for small, traditional cost-of-service regulation telephone corporations)

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.2.3, 1.1.2.3.3, 1.1.2.4.3, 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5, 1.6.2.6, 1.6.2.7, 1.6.2.7.1, 1.6.2.7.2, 1.6.3.2.1, 1.6.3.2.2: DS0-DS3 intralata circuits & features, ISDN PRI and features, Business access services and features, Centrex services and features, Co trunk services, DID and features, ACD group, agent & supervisor packages, Analog data and features, ISDN BRI service and features

j) The amount of the service tax, fee, surcharge or surcredit: 0.1800%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler



Phone number: 916-486-7726 Email address: jk2427@att.com



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Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 7
- b) The jurisdiction and organization that issued the law, resolution or order: CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California High Cost Fund-B/CA Advanced Service Fund
- d) The citations in law, regulation or order: PUC Code § 739.3
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=727-758>
- f) The date the law, resolution or order was released: 1995
- g) The date the law, resolution or order becomes effective: 1995
 - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
 - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: To provide rural and metropolitan areas basic telephone services at the same rate. (Fund B for NRF-regulated telephone corporations)
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.2.3, 1.1.2.3.3, 1.1.2.4.3, 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5, 1.6.2.6, 1.6.2.7, 1.6.2.7.1, 1.6.2.7.2, 1.6.3.2.1, 1.6.3.2.2: DS0-DS3 intralata circuits & features, ISDN PRI and features, Business access services and features, Centrex services and features, Co trunk services, DID and features, ACD group, agent & supervisor packages, Analog data and features, ISDN BRI service and features
- j) The amount of the service tax, fee, surcharge or surcredit: 0.4640%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726

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Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 8

b) The jurisdiction and organization that issued the law, resolution or order: CPUC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California Teleconnect Fund

d) The citations in law, regulation or order: PUC Code § 270-281

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=270-285>

f) The date the law, resolution or order was released: 1996

g) The date the law, resolution or order becomes effective: 1996

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: To provide 50% discount on selected telecommunication services to qualifying schools, libraries, government-owned and operated hospitals and health clinics and community based organizations.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.2.3, 1.1.2.3.3, 1.1.2.4.3, 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5, 1.6.2.6, 1.6.2.7, 1.6.2.7.1, 1.6.2.7.2, 1.6.3.2.1, 1.6.3.2.2: DS0-DS3 intralata circuits & features, ISDN PRI and features, Business access services and features, Centrex services and features, Co trunk services, DID and features, ACD group, agent & supervisor packages, Analog data and features, ISDN BRI service and features

j) The amount of the service tax, fee, surcharge or surcredit: 0.5900%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler



Phone number: 916-486-7726 Email address: jk2427@att.com



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Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 9

b) The jurisdiction and organization that issued the law, resolution or order: CPUC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Universal Lifeline Telephone Service Surcharge

d) The citations in law, regulation or order: PUC Code § 871-879

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=871-884.5>

f) The date the law, resolution or order was released: 1987

g) The date the law, resolution or order becomes effective: 7/1/1988

- i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
- ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: To provide low-income households with discounted local telephone service

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.2.3, 1.1.2.3.3, 1.1.2.4.3, 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5, 1.6.2.6, 1.6.2.7, 1.6.2.7.1, 1.6.2.7.2, 1.6.3.2.1, 1.6.3.2.2: DS0-DS3 intralata circuits & features, ISDN PRI and features, Business access services and features, Centrex services and features, Co trunk services, DID and features, ACD group, agent & supervisor packages, Analog data and features, ISDN BRI service and features

j) The amount of the service tax, fee, surcharge or surcredit: 1.1500%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler



Phone number: 916-486-7726 Email address: jk2427@att.com



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Bidder/Contractor name: AT&TCorp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 11
- b) The jurisdiction and organization that issued the law, resolution or order: CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Deaf and Disabled Telecommunications Program
- d) The citations in law, regulation or order: PUC Code § 2881 & SB 597
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=270-285>
- f) The date the law, resolution or order was released: The CPUC, in compliance with Public Utilities Code § 2881, implemented a program to provide telecommunications devices to deaf or hearing impaired consumers. This program, now called the Deaf and Disabled Telecommunications Program (DDTP), has two compon
- g) The date the law, resolution or order becomes effective: 4/1/1983
 - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
 - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: To fund the California Deaf and Disabled Telecommunications Program. It provides deaf and/or disabled customers with telecommunication equipment and relay telephone service.
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.2.3, 1.1.2.3.3, 1.1.2.4.3, 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5, 1.6.2.6, 1.6.2.7, 1.6.2.7.1, 1.6.2.7.2, 1.6.3.2.1, 1.6.3.2.2: DS0-DS3 intralata circuits & features, ISDN PRI and features, Business access services and features, Centrex services and features, Co trunk services, DID and features, ACD group, agent & supervisor packages, Analog data and features, ISDN BRI service and features
- j) The amount of the service tax, fee, surcharge or surcredit: 0.2000%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No



l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com

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Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 12

b) The jurisdiction and organization that issued the law, resolution or order: BOE

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California State E911 Tax or Emergency Telephone Users Surcharge

d) The citations in law, regulation or order: Revenue and Taxation Code § 41001-41049

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.leginfo.ca.gov/.html/rtc_table_of_contents.html

f) The date the law, resolution or order was released: 1998

g) The date the law, resolution or order becomes effective: 1998

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: This surcharge provides funding for Emergency Telephone Service (911) in California

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5, 1.6.2.6, 1.6.3.2.1, 1.6.3.2.2, 1.2.3.2.4: VOIP services, SIP trunking, Unified Communications, ISDN PRI, Business access services, Centrex services, Co trunk services, ISDN BRI service

j) The amount of the service tax, fee, surcharge or surcredit: 0.5000%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No



l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com



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Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 13

b) The jurisdiction and organization that issued the law, resolution or order: BOE

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Sales and Use Tax

d) The citations in law, regulation or order: <http://www.boe.ca.gov/sutax/pam71.htm>

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.boe.ca.gov/sutax/pam71.htm>

f) The date the law, resolution or order was released: Prior to 1984

g) The date the law, resolution or order becomes effective: Prior to 1984

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: Tax on the sale or use of tangible personal property.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.2, 1.6.2.4: All CPE that is sold outright to end users

j) The amount of the service tax, fee, surcharge or surcredit: 7.25% plus an local sales taxes for that taxing area

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____



Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com

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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 14
- b) The jurisdiction and organization that issued the law, resolution or order: local taxing authorities
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): varies by local ordinance
- d) The citations in law, regulation or order: Local Tax Ordinances
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.uutinfo.org/uutinfo_city_Menu.htm
- f) The date the law, resolution or order was released: varies by local ordinance
- g) The date the law, resolution or order becomes effective: varies by local ordinance
 - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
 - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: Various localities impose a Utility Users' Tax on utilities (such as telephone, electricity, gas, sewer, water, cable TV, etc.) to fund local services.
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: varies by local ordinance: varies by local ordinance
- j) The amount of the service tax, fee, surcharge or surcredit: varies by local ordinance
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): Varies by local ordinance
- l) Additional comments as warranted: _____



Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com



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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 15
- b) The jurisdiction and organization that issued the law, resolution or order: local taxing authorities
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): varies by local ordinance
- d) The citations in law, regulation or order: Local Tax Ordinances
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.uutinfo.org/uutinfo_city_Menu.htm
- f) The date the law, resolution or order was released: varies by local ordinance
- g) The date the law, resolution or order becomes effective: varies by local ordinance
 - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
 - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: Various localities impose a E911 Local Flat Fee services to fund local emergency 911 service.
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5, 1.6.2.6, 1.6.3.2.1, 1.6.3.2.2, 1.2.3.2.4: VOIP services, SIP trunking, Unified Communications, ISDN PRI, Business access services, Centrex services, Co trunk services, ISDN BRI service
- j) The amount of the service tax, fee, surcharge or surcredit: varies by local ordinance
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726

Email address: jk2427@att.com



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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 16

b) The jurisdiction and organization that issued the law, resolution or order: IRS

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Excise Tax

d) The citations in law, regulation or order: Internal Revenue Code § 4251-4253

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.irs.gov/pub/irs-pdf/p510.pdf>

f) The date the law, resolution or order was released: 1898

g) The date the law, resolution or order becomes effective: 1898

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: Federal tax originally created in support of the Spanish-American War is currently used for the support of the Federal General Fund

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: All services: All Services

j) The amount of the service tax, fee, surcharge or surcredit: 3.0000%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; Yes

l) Additional comments as warranted: _____



Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com



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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 17

b) The jurisdiction and organization that issued the law, resolution or order: FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): End user line port charge

d) The citations in law, regulation or order: CFR 69.157

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://cpr.bellsouth.com/pdf/fcc-pb/1004.pdf>

f) The date the law, resolution or order was released: 1998

g) The date the law, resolution or order becomes effective: 1998

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: Cost recovery. To the extent that the costs of ISDN line ports, and line ports associated with other services, exceed the costs of a line port used for basic, analog service, local exchange carriers may recover the difference through a separate monthly end user charge.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.5.3, 1.6.3.2.2: PRI & BRI ISDN

j) The amount of the service tax, fee, surcharge or surcredit: .97 for BRI & \$32.80 for PRI

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No



l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com

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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 18

b) The jurisdiction and organization that issued the law, resolution or order: FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal access recovery fee (FARF)

d) The citations in law, regulation or order: CFR 69.158

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.gpo.gov/fdsys/pkg/CFR-2008-title47-vol3/pdf/CFR-2008-title47-vol3-sec69-155.pdf>

f) The date the law, resolution or order was released: 2008

g) The date the law, resolution or order becomes effective: 7/1/2008

- i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
- ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: The Federal Access Recovery Fee (FARF) is a charge designed to recover, in part, AT&T's costs of purchasing local access service from the Local Exchange Carriers (LECs), which include regulatory fees that LECs assess on AT&T

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications

j) The amount of the service tax, fee, surcharge or surcredit: 0.5000%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726

Email address: jk2427@att.com





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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 19

b) The jurisdiction and organization that issued the law, resolution or order: CPUC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION Reimbursement fee

d) The citations in law, regulation or order: PU Code Section 401-443

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://cpr.att.com/pdf/ca/a002.pdf>

f) The date the law, resolution or order was released: 1983

g) The date the law, resolution or order becomes effective: 1983

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.2.3, 1.1.2.3.3, 1.1.2.4.3, 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5, 1.6.2.6, 1.6.2.7, 1.6.2.7.1, 1.6.2.7.2, 1.6.3.2.1, 1.6.3.2.2: DS0-DS3 intralata circuits & features, ISDN PRI and features, Business access services and features, Centrex services and features, Co trunk services, DID and features, ACD group, agent & supervisor packages, Analog data and features, ISDN BRI service and features

j) The amount of the service tax, fee, surcharge or surcredit: 0.1800%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____



Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726

Email address: jk2427@att.com



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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 20

b) The jurisdiction and organization that issued the law, resolution or order: FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Carrier Line Charge (CLC)

d) The citations in law, regulation or order:

http://serviceguidenew.att.com/sg_CustomPreviewer?attachmentId=00PC000000KD1WXMA1

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s):

http://serviceguidenew.att.com/sg_CustomPreviewer?attachmentId=00PC000000KD1WXMA1

f) The date the law, resolution or order was released: 1999

g) The date the law, resolution or order becomes effective: 1999

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: The CLC is a regulatory surcharge that is designed to recover AT&T's PICC expense. The PICC is a monthly charge local companies can assess long-distance companies. The PICC is based on the number of phone lines subscribed to a long-distance company, and is intended to help local companies recover costs associated with providing local exchange service. Per the FCC, the PICC is paid directly to the local phone companies by the presubscribed interexchange carrier

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.6.2.3.2, 1.6.2.4, 1.1.2.5.3, 1.6.3.2.2: Centrex, Measured business, PRI ISDN, BRI ISDN

j) The amount of the service tax, fee, surcharge or surcredit: Multi line \$0.27, Centrex \$0.04, PRI & BRI currently \$0.00

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____



Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726

Email address: jk2427@att.com



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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 21

b) The jurisdiction and organization that issued the law, resolution or order: FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Propert Tax allotment

d) The citations in law, regulation or order: AT&T Tariffs – FCC No.11 and FCC No. 13

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s):

http://serviceguidenew.att.com/sg_CustomPreviewer?attachmentId=00PC000000KD1WXMA1

f) The date the law, resolution or order was released: prior to 2006

g) The date the law, resolution or order becomes effective: prior to 2006

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: The recovery of an expense that A&T is required to pay. This expense represents the interstate portion of state and local property taxes imposed on AT&T.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications

j) The amount of the service tax, fee, surcharge or surcredit: 4.0500%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com





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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 22

b) The jurisdiction and organization that issued the law, resolution or order: FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Administrative Expens Recovery fee

d) The citations in law, regulation or order: <http://www.serviceguide.att.com/ABS/ext/GTCDetails.cfm>

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.serviceguide.att.com/ABS/ext/GTCDetails.cfm>

f) The date the law, resolution or order was released: prior to 2006

g) The date the law, resolution or order becomes effective: prior to 2006

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: This fee recovers a portion of AT&T's internal costs associated with the FCC's Universal Service Fund.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications

j) The amount of the service tax, fee, surcharge or surcredit: 0.8800%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No



l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com



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Exhibit 10: Bidding Preferences and Incentives

Attached is the completed and signed Exhibit 10.



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Exhibit 10: BIDDING PREFERENCES AND INCENTIVES

For Subcategory: 1.6 Legacy Telecommunications

ALL BIDDERS: COMPLETE ALL SECTIONS BELOW AND SUBMIT WITH YOUR PROPOSAL.

1. SMALL BUSINESS PREFERENCE

Bidder must check the appropriate box from the choices below.

- ☐ I am a DGS certified Small Business and claim the Small Business Preference.
My DGS Small Business certification number is: _____
- ☐ I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.
- ☐ I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference.
Bidder must complete and submit Exhibit 11, GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor.
- ☒ I am not claiming the DGS Small Business preference.

2. DVBE INCENTIVE

Bidder must check the appropriate box from the choices below.

- ☐ I am a DGS certified DVBE. A copy of my STD. form 843 is attached.
- ☐ I have recently filed for DGS DVBE certification, but have not yet received certification.
- ☐ I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.
Bidder must submit a complete Exhibit 11, GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor. Bidder must also submit an Exhibit 10, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager.
- ☒ I am not claiming the DVBE incentive.



EXHIBIT 10, CONTINUED

3. ADDITIONAL BIDDING PREFERENCES

The Bidder shall check the appropriate box or boxes from the choices below.

- ☒ I am not claiming the TACPA preference, the EZA preference, or the LAMBRA preference.
- ☐ I am claiming the TACPA bidding preference.
Bidder must submit Exhibit 12, STD 830.
- ☐ I am claiming the EZA bidding preference.
Bidder must submit Exhibit 13, STD 831.
- ☐ I am claiming the LAMBRA bidding preference.
Bidder must submit Exhibit 14, STD 832.

Name of Bidder:

AT&T Corp.

Signature and Date:



Exhibit 11: STD 843, DVBE Declarations

AT&T is not claiming a DVBE incentive



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Exhibit 12: GSPD 05-105, Bidder

AT& is not claiming SB preference using Subcontractors, nor claiming a DVBE incentive, nor will have any Subcontractors that will receive 15% or more revenue.



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Exhibit 13: STD 830, TACPA Preference Request

AT&T is not claiming TACPA preference.



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Exhibit 14: STD 831, EZA Preference

AT&T is not claiming EZA preference.



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Exhibit 15: STD 832, LAMBRA Preference Request

AT&T is not claiming LAMBRA preference.



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Subcategory 1.6 – Legacy Telecommunications

1.6.1 Overview

This Subcategory 1.6 IFB provides the State's solicitation for best value solutions for legacy services. This IFB also describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

These services will be provided to replace existing equivalent Customer services following award of the Contract with no Transition costs to the Customers. State owned outside plant cable facilities are not available for delivery of the services detailed in this IFB. The buildings listed in Table 1.6.1 are exempt from the "Commercially Available Area" requirement for this Contract unless the Bidder currently provides services to Customers in these buildings through its own infrastructure.

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).

Table 1.6.1, Building Addresses Exempt from the Commercially Available Area Requirement.

1	1020 N Street, Sacramento	9	1416 9th Street, Sacramento
2	10th St. and N St., Sacramento	10	1500 11th Street, Sacramento
3	1120 N Street, Sacramento	11	1516 9th Street, Sacramento
4	11th St. O/P St., Sacramento	12	1600 9th St., Sacramento
5	1220 N Street, Sacramento	13	625 Q Street, Sacramento
6	1221 O St., Sacramento	14	714 P Street, Sacramento
7	12th St. and O/N St., Sacramento	15	721 Capitol Mall, Sacramento
8	1400 10th Street, Sacramento	16	751 N Street, Sacramento

1.6.1.1 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:"

1.6.1.2 Designation of Requirements

All Technical Requirements specified in this IFB Section are Mandatory and must be responded to as identified in IFB Section 3.4.2.5 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 Subcategory Cost Worksheets. Items not listed in the Subcategory Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in the IFB and are not included as billable in the Subcategory Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

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

1.6.1.3 Pacific Time Zone

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

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

1.6.2 Core Voice Services

The Contractor shall provide local telephone services throughout the Contractor's service area within California. The Contractor shall provide Agencies with enhanced intelligent network service capability between business locations, which establish cost effective service provisioning.



1.6.2.1 Minimum Requirements

The Contractor shall provide and be responsible for service delivery and installation of the central office exchange services (or equivalent) and business access lines to the Customer's workstation (station jack or equivalent demarcation point). Contractor's responsibility for delivery of service to the workstation may be waived in whole or in part if the Contractor identifies to the Customer, and the Customer agrees, with a restriction or limitation that prevents the Contractor from completion of this contractual responsibility.

The Contractor's responsibility shall include test and validation of delivery for all basic and optional service features associated with the Customer's specific workstation work order.

Message unit or similar charges for voice traffic shall not be charged by the Contractor for calls placed between stations, lines or trunks served from the same switch. Costs for calls (other than for Toll Free calls such as 800# calls) are for outgoing calling only.

Transmission Quality:

1. Line Transmission levels (reference 1000 hertz @ 0DB) shall not exceed -8DB loss as measured from the central office to the Customer Minimum Point of Entry (MPOE);
2. Noise measurements shall not exceed -32DBRN between the central office and the Customer Minimum Point of Entry (MPOE);
3. Network Availability: General business communications Requirement: Guaranteed P.03 Grade of Service. Public Safety, 9-1-1, or equivalent essential service communications Requirement: Guaranteed P.01 Grade of Service; and,
4. Dial Tone Availability: Minimum dial tone availability will be 99.999 percent.

Compliance with Standards:

1. Contractor shall provide Documentation that supports adherence to the Requirement above upon request from CALNET 3 CMO for the duration of the Contract; and,
2. Must comply with North American Standards for analog and digital installation, testing and performance throughout the duration of the Contract.

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

1.6.2.2 Interoperability Requirements

The Contractor shall offer and provide interoperability with the services provided in Subcategory 1.4 (Long Distance Voice Services) and other applicable services as supported by industry best practices.

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



1.6.2.3 Business Access Line

1.6.2.3.1 Business Access Line General Requirements

Business Access Line shall include:

1. Basic FCC and CPUC mandated line services, including:
 - a. Direct dialing (in and out);
 - b. Telephone network access to and from other called or calling parties respectively; and,
 - c. Dialed access to 9-1-1 Emergency Services with associated registered database line information.
2. Caller ID Blocking - Feature that prevents the End-User's number and name from being provided to the called party on nontoll-free outgoing calls; and,
3. Message Waiting Signal - A signal for a dial tone and light indicator that lets the End-User know there is a message in their voice mailbox.

Note: Station cabling to the End-User locations for Business Access Lines is not covered by this Agreement and must be provided by the Customer (see Section 1.6.4 – Other Services).

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

1.6.2.3.2 Business Access Line Features

The Contractor shall provide the Business Access Line features detailed in Table 1.6.2.3.2.a.

Table 1.6.2.3.2.a, Business Access Line Features

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	Basic Business Access Line	Business Access Line as described above	Y		BLB01
	Bidder's Product Description: Class of service for any customer who is subscribing to one or more than one switched access line. Basic lines give customers access to the network by providing dial tone and the ability to make calls.				
2	Call Waiting	Notifies the End-User of an incoming call when on another call	Y		ESX
	Bidder's Product Description:				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
	Alerts the user with a special tone when there is an incoming call. You can place the initial call on hold while you answer the incoming call. Cancel Call Waiting, a free feature of Call Waiting, temporarily turns off Call Waiting when the user pushes a code before the call is made.				
3	Call Forwarding	Directs all incoming calls to any other designated telephone number	Y		ESM
	Bidder's Product Description: Directs all incoming calls to any other designated phone number.				
4	Busy Call Forwarding	Automatically re-routes calls to another station or voice mail box as designated by the End-User when the line is busy	Y		EVB
	Bidder's Product Description: Forwards calls when the line is busy to a permanent number designated by the user.				
5	Restricted Call Forwarding	Forwards calls to a permanent number designated by the End-User, either inside or outside of the local exchange when the line is busy	Y		EVC
	Bidder's Product Description: Forwards calls when the line is busy to a permanent number designated by the user.				
6	Call Forward Ring No Answer	Forwards calls to a number designated by the End-User after a selected number of rings	Y		EVD
	Bidder's Product Description: Forwards calls to a number designated by the user after a selected number of rings.				
7	Selective Call Forwarding	Forwards up to ten (10) pre-programmed numbers to another telephone number designated by the End-User	Y		CSF
	Bidder's Product Description: Forwards up to 10 numbers to the number designated by the user.				
8	Remote Access to Call Forwarding	Allows the End-User to control and change Call Forwarding from any touch-tone phone	Y		RAF
	Bidder's Product Description: Allows the user to control and change Call Forwarding from any touchtone phone.				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
9	Caller ID	On incoming calls, provides the number and name of the calling party for display on Caller ID compatible CPE	Y		CNM
	Bidder's Product Description: Displays and records the number and name of anyone who calls.				
10	Callback	Calls back the last incoming call	Y		CCR
	Bidder's Product Description: Calls back the last number that called, even if the user does not know the name or number of the caller. If the line is busy, Call Return keeps trying for up to 30 minutes. When the line is free, Call Return gives a signal with a special ring, and then proceeds to place the call. You can place or receive calls while Call Return is at work. In addition, you can call back more than one number at a time.				
11	Call Screen	Allows the End-User to reject calls from up to ten (10) preprogrammed numbers, including the last number called if the End-User so designates	Y		CCB
	Bidder's Product Description: Allows the user to reject calls from up to ten numbers, including the last number called if the user so designates. When a call from the list comes in, the user's phone does not ring, and the caller hears an AT&T recording indicating the call will not be accepted.				
12	Call Trace (per trace)	Subscriber initiates a trace on the last call received by dialing a code that automatically requests that the local telephone company record the calling number, date and time of the last call received. For law enforcement use only	Y		CALTR
	Bidder's Product Description: Initiates a trace on the last call received. We will provide the origination number for threatening or obscene calls to the authorities should a customer wish to file a formal complaint.				
13	Distinctive Ringing	Allows the End-User to program the phone to recognize calls from up to ten (10) specific numbers. A special ring is heard when one (1) of those numbers calls	Y		CLP
	Bidder's Product Description: Allows the user to program the phone to recognize calls from up to 10 specific numbers. A special ring is heard when one of those numbers calls.				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
14	Three Way Calling	Connects three (3) people on three (3) different lines at the same time	Y		ESC
	Bidder's Product Description: Connects three people in three different places at the same time. In addition, the user can put one person on hold while speaking to the third party.				
15	End-User Speed Calling	Allows an End-User to pre-program frequently called numbers	Y		ESL
	Bidder's Product Description: Allows the user to quickly dial up to eight local or long distance numbers by pressing one or two buttons.				
16	System Speed Calling	Allows various groupings of frequently called numbers (up to 70) to be pre-programmed	Y		ESF
	Bidder's Product Description: Business Access Lines have the capability of supporting up to 30 numbers (two-digit dial) individually. Group lists with up to 70 numbers are available with Centrex lines.				

The Contractor may offer additional unsolicited Business Access Line features in Table 1.6.2.3.1.b.

Table 1.6.2.3.1.b Unsolicited Business Access Line Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Caller ID Blocking	Automatically blocks delivery of user's phone number on all calls from the line	CNMBK
	Bidder's Product Description: See Feature Description		
2	Message Waiting Indicator	Will notify user that a message is waiting in AT&T voice mail with Stutter dial tone and/or (on equipped phones) light indicator	EMW
	Bidder's Product Description: See Feature Description		
3	Hunting	Allows incoming calls to search a group of multiple lines in the same exchange, of same class of service) and of the same customer for an idle line.	HTG



	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: See Feature Description		
4	Repeat Dialing	Busy line automatically checked- Every 45 seconds - For up to 30 minutes. Customer can continue to use own line while during activation period. Customer alerted with distinctive ring when busy line free to take a call.	CRP
	Bidder's Product Description: See Feature Description		
5	900/976 Blocking	Blocks 900 and 976 Calls Information Services Call Blocking (ISCB) is a Central Office call blocking service that allows the Company's residential and business subscribers to block directly dialed calls placed from their telephones to Interexchange Carrier 900 Services (900 IEC) program calls originating within California and calls placed to IEC 900 numbers outside of California. ISCB will be provided at the subscriber's serving Central Office, where technically feasible, and when placed on the subscriber's line, will prevent access to all directly dialed, the Company's operator-assisted and the Company's operator-entered billing to Interexchange Carrier 900 Services (900 IEC) program calls originating within California and calls placed to IEC 900 numbers outside of California. If a subscriber with ISCB dials a 900 IEC number, they will receive an announcement that tells the subscriber that the call cannot be completed as dialed. The subscriber will be able to dial all other numbers.	CL1
	Bidder's Product Description: See Feature Description		
6	Call Waiting ID	Call Waiting ID lets customer know who is calling while on another call.	NWL
	Bidder's Product Description: See Feature Description		



	Feature Name	Feature Description	Bidder's Product Identifier
7	Toll Blocking	Blocks Toll Calls: Toll Blocking will prohibit the completion of billable toll calls. Customers will continue to be able to complete the following types of calls: 411 (directory assistance), 611 (repair), 911 (emergency service) and 800 calls. Attempts to complete billable calls will be blocked.	TRS
	Bidder's Product Description: See Feature Description		
8	Business Access Miscellaneous Change Charge	Rearrangements of existing Busy and Delayed Call Forwarding features require the following Miscellaneous Change Charge: (1) Change designated number of delayed rings (2) Change forwarded to number (3) Change designated number of delayed rings and forwarded to number on same line e. Changes to the Personal Identification Number (PIN) for Remote Access to Call Forwarding require the following Miscellaneous Change Charge: (1) Change the designated PIN	NWCCF
	Bidder's Product Description: See Feature Description		
9	Feature Select	A line level Custom Calling feature package of five selectable features.	C5PBX
	Bidder's Product Description: A line level Custom Calling feature package of five selectable features.		
10	Anonymous Call Rejection	Allows Customer to reject incoming calls from callers who have blocked delivery of their telephone number (marked private)	CRE
	Bidder's Product Description: Allows Customer to reject incoming calls from callers who have blocked delivery of their telephone number (marked private)		



1.6.2.3.3 Business Access Line Service Area

The Contractor shall provide Business Access Line services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

Bidder understands the requirements in Section 1.6.2.3.3. and shall meet or exceed them? Yes
X No _____

Description:

Business Access Line Service Area

AT&T will provide Business Access Line services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

1.6.2.4 Central Office Exchanged Services

The Contractor shall provide central office exchange based single line services and features available as described in this section. The Contractor provided services shall include the following features:

1. Call Hold - Allows End-User to put the first party on hold and call a second party;
2. Call Transfer - Allows the End-User to transfer a call to another party;
3. Intercom - Enables station End-User to establish a talking path to another station of an intercom group;
4. Intercom Transfer - Allows the transferring party to talk privately with the destination before transferring the call or establishing a three-way conference;
5. Three (3) Way Calling - Allows three (3) parties to conference together on the same call;
6. Direct Inward and Outward Dialing - Allows the End-User to control the routing of incoming or outgoing calls;
7. Trunking - Each primary or interior station;
8. Station cabling to the End-User – location - Access Facility - each station. Extended building wire from MPOE to station; and,
9. Message Waiting Signal - A signal for a dial tone and light indicator that lets the End-User know there is a message in their voice mailbox.

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

The Contractor shall offer the Central Office Exchange Services and Features detailed in Table 1.6.2.4.a.



Table 1.6.2.4. a, Central Office Exchange Services and Features (or Equivalent)

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	Primary Station Line	Primary Station Line for analog or digital services as described above	Y		AAFTX
	Bidder's Product Description: Provides basic access and station line plus Call Transfer, Consultation Hold, 3 Way Calling, and Message Waiting Indicator.				
2	Ring back Notification	Automatically notifies the End-User when a previously busy station becomes idle and then the End-User can redial that station	Y		SAK
	Bidder's Product Description: Automatic Callback allows you to be called when a previously busy station becomes idle. Save time by not having to redial the number and let the system work for you.				
3	Transfer Recall	Enables a transferred call to automatically be recalled to the transferring station if not answered in a predefined number of seconds	Y		1BT++
	Bidder's Product Description: Blind Transfer with Recall Identification allows you to transfer a call to another party without waiting for that party to answer. If the party does not answer within a specified period, the call is returned to the original station.				
4	Busy Call Forwarding	Automatically re-routes calls to another station or voice mail box as designated by the End-User when the line is busy	Y		E6G++
	Bidder's Product Description: Call Forwarding-Don't Answer automatically routes incoming calls to a pre-selected line, inside or outside the Centrex group, if the called number is not answered after a preset number of rings, thereby improving customer service.				
5	Call Forward Ring No Answer	Forwards calls to a number designed by the End-User after a selected number of rings	Y		E9G++
	Bidder's Product Description: Call Forwarding-Variable enables you to route incoming calls to a pre-selected line inside or outside the office, including to a cellular phone. Gives you the freedom to move around and not miss an important call.				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
6	Custom Call Forward - Ring No Answer	Allows End-Users to program Call Forward busy line and/or don't answer from their own station	Y		E5G++
	Bidder's Product Description: Call Forwarding-Variable enables you to route incoming calls to a pre-selected line inside or outside the office, including a mobile phone. Gives you the freedom to move around and not miss an important call.				
7	Call Park	Allows the End-User to park a call on another station number and retrieve it from any station	Y		DMSCP
	Bidder's Product Description: Call Park allows users to "park" a call against a Centrex number. You can retrieve the call from another extension by dialing a code and the number where the call terminates. Enables you to move around as needed and still be accessible to important customer calls.				
8	Call Pickup Group Feature	Allows the End-User to answer any ringing phone in their designated group, from their station	Y		E3N
	Bidder's Product Description: Call Pickup allows you to answer calls directed to another line within the same Centrex pickup group by dialing a code, providing faster service to customers.				
9	Callback	Calls back the last incoming call	Y		CALRT
	Bidder's Product Description: Call Return lets you return your last incoming call with a simple code or a single button, even though you may not know who called.				
10	Call Screen	Allows the End-User to route up to ten (10) Customer designated numbers directly to a prerecorded announcement	Y		CALBL
	Bidder's Product Description: Call Screen manages interruptions by diverting annoying or harassing calls. This feature allows routing of up to ten customer-designated numbers directly to a prerecorded announcement.				
11	Call Trace	Allows the End-User to alert the authorities with useful information when receiving threatening or harassing calls	Y		CLRTR
	Bidder's Product Description: Call Trace provides a means to help trace the number from which harassing or threatening calls originate.				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
12	Call Waiting	Notifies the End-User of an incoming call when on another call	Y		E6CCS
	Bidder's Product Description: Call Waiting alerts you to incoming calls with an audible tone while you are on the line. Provides employees the freedom to use the phone but not miss an important call.				
13	Caller ID	Displays the incoming callers' phone number on Caller ID compatible Equipment	Y		CAL1D
	Bidder's Product Description: Caller ID prepares you to help a caller by displaying their telephone number before you answer the telephone.				
14	Hot Line	Automatically establishes connection to a predetermined number when the End-User goes off hook	Y		HHCCD
	Bidder's Product Description: Warm Line enables you to establish a time delay of one to 20 seconds before automatically dialing a predetermined telephone number when the receiver goes off-hook.				
15	Call Pickup with Barge In	When the system is equipped with the Barge In option, stations that attempt to pick up a call, which has already been answered, will join the existing connection. Other parties on the call are alerted by burst of tone	Y		DMABG
	Bidder's Product Description: Directed Call Pickup with barge in enables another station user to barge-in and join a call in progress.				
16	Make Set Busy	Permits End-User to make a station line busy to incoming calls	Y		DMSSB
	Bidder's Product Description: Make Busy-Access Code makes a line busy for all incoming calls when you activate the key. This frees you from the distraction of incoming calls.				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
17	Distinctive Ringing	Allows the End-User to program the phone to recognized calls from up to ten (10) specific numbers. A special ring is heard when one (1) of those numbers calls	Y		RNGPR
	Bidder's Product Description: Priority Ringing indicates by a special ring whether calls originate from any of up to ten numbers you select. Useful in distinguishing friends from solicitors, distributors from customers, etc.				
18	Camp-On	Completes a busy called number as soon as the designated number becomes free	Y		DLGRP
	Bidder's Product Description: Repeat Dialing lets you program your phone to keep dialing when your call can't go through. A special ring alerts you as soon as the busy line is free. This feature lets you attempt to complete calls to as many as ten numbers at the same time.				
19	Select Call Forwarding	Allows the End-User to select up to ten (10) incoming numbers to be forwarded to another number	Y		SCF
	Bidder's Product Description: Select Call Forwarding forwards calls from up to ten numbers you select. Important calls can reach you directly rather than going to voice mail.				

The Contractor may offer additional unsolicited Central Office Exchange features in Table 1.6.2.4.b.

Table 1.6.2.4.b, Unsolicited Central Office Exchange Features

	Feature Name	Feature Description	Bidder's Product Identifier
1		THIS LINE INTENTIONALLY BLANK	
	Bidder's Product Description: THIS LINE INTENTIONALLY BLANK		
2	Addl Circuit Switched Device	Additional B Channel Device	APDCS
	Bidder's Product Description: This feature is also known as B Channel Contention. Customers with Centrex-IS Package (USOC BAPKG) may also have additional B Channel Directory Numbers assigned for additional devices or services		



	Feature Name	Feature Description	Bidder's Product Identifier
3	Addl D-Packet Device	Allows customers with the Centrex-IS Package the option of selecting D Channel Packet Service	APDPS
	Bidder's Product Description: Allows customers with the Centrex-IS Package the option of selecting D Channel Packet Service for an additional cost. One APDPS feature is required for each D Channel Packet Device that will be connected to the line. Includes access for one device with a primary directory number and up to four (4) logical channels. Packet provisioning parameters are included at no additional charge with each Optional D Channel Packet Service		
4	Analog Shared Directory Number	An additional appearance of a Centrex Basic (analog) Primary number on an ISDN set	ASDN+
	Bidder's Product Description: An additional appearance of a Centrex Basic (analog) Primary number on an ISDN set in the same Centrex system. Same number can appear on up to 7 additional sets (for a maximum of 8 appearances, system wide).		
5	Deluxe Auto Route Selection	Permits aggregation of internal and outgoing call placement for optimization of network facilities.	ASH
	Bidder's Product Description: System feature, common equipment. Permits aggregation of internal and outgoing call placement for optimization of network facilities.		
6	Authorization Code To Access Common Equipment	DISA Authorization codes common equipment	ATZCD
	Bidder's Product Description: DISA Authorization codes common equipment-Centrex system feature that uses an access code can be accessed via DISA Examples: DDD calls to #s outside the Centrex system, Flexible Route Selection, Direct Digital Interface (DDI), Tie Lines.		
7	Area Wide Centrex	Links multi-location, inter-exchange, intra-LATA Centrex business systems into a common Centrex business system.	AWCX3
	Bidder's Product Description: Links multi-location, inter-exchange, intra-LATA Centrex business systems into a common Centrex business system. Provides an abbreviated statewide dialing plan via AIN software capabilities. Suppresses usage charges for inter-Centrex, intra-LATA voice calls ("On-Net") between participating customer's AWC locations. Provides broadened Carrier Select (optional) and Route Select (optional) decision points to include: NPA/NNX, Specific Date, Percentage Allocation, Current Time of Day, Day of Week. Custom Virtual Network (CVN) not required.		



	Feature Name	Feature Description	Bidder's Product Identifier
8	Area Wide Centrex Modification charge-less than 15 lines	Add/change dialing plan-less than 15 lines	AWCX5
	Bidder's Product Description: See Feature Description		
9	Area Wide Centrex Modification ,15 lines or more	Add/change dialing plan-15 lines or more	AWCXC
	Bidder's Product Description: See Feature Description		
10	Centrex IS Basic Package	ISDN service for Centrex line	BAPKG
	Bidder's Product Description: ISDN service for Centrex line Package includes any combination of Voice, Data and/or Alternate Voice/data on either/ both B channels ISDN only. Requires a Centrex ISDN Primary Station Line, an access facility and trunking includes: <ul style="list-style-type: none">• Channel Features• Incoming Call Line Identification• Outgoing Call Line Identification• Time and Date Display• Call Review• ISDN Group Intercom• Privacy• Calling Number ID Block• Multiple Call Appearances• Shared Directory Number• Speed Call Short• Access for Two Logical Devices with Primary Directory Numbers• Semi Restricted Line (Originating and Terminating)• Fully Restricted Line (Originating and Terminating)• Hunting		
11	Distinctive Ringing & Call Wtg Tone-Class A&B	Provides station users the ability to determine the source of an incoming call by using a unique ringing pattern determined by switch.	BRT
	Bidder's Product Description: See Feature Description		



	Feature Name	Feature Description	Bidder's Product Identifier
12	Station Controlled Conf per System	System feature-30 port conferencing	CCS
	Bidder's Product Description: Allows the user to establish a conference call of up to 30 conferees including the originator.		
13	Station Controlled Conference call per line	Station Feature-30 port conference	CCSLG
	Bidder's Product Description: See Feature Description		
14	Directed Call Park	Allows a user to hold a call on one Centrex line and pick up that call from another Centrex line.	CPARK
	Bidder's Product Description: See Feature Description.		
15	Direct Digital Interface	Direct Digital Interface transport facility termination	DDA++
	Bidder's Product Description: See Feature Description		
16	Non Verified Forced Account Codes - System	Allows a Centrex station user to enter user selected identification number after dialing a telephone number outside the Centrex system	CMDSY
	Bidder's Product Description: See Feature Description		
17	Account Codes-Package A	The station user is prompted for, and required to, enter a predetermined account code. The switch will verify the account code entry prior to call completion. If the code is not valid, then the outgoing call is denied.	DGACA
	Bidder's Product Description: See Feature Description		
18	Account Codes-Package B	The station user is prompted for, and required to, enter a predetermined account code. The switch will verify the account code entry prior to call completion. If the code is not valid, then the outgoing call is denied.	DGACB



	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: See Feature Description		
19	Account Codes- Package C	The station user is prompted for, and required to, enter a predetermined account code. The switch will verify the account code entry prior to call completion. If the code is not valid, then the outgoing call is denied.	DGACC
	Bidder's Product Description: See Feature Description		
20	Account Codes- Package D	The station user is prompted for, and required to, enter a predetermined account code. The switch will verify the account code entry prior to call completion. If the code is not valid, then the outgoing call is denied.	DGACD
	Bidder's Product Description: See Feature Description.		
21	Customized Account Codes	The station user is prompted for, and required to, enter a predetermined account code. The switch will verify the account code entry prior to call completion. If the code is not valid, then the outgoing call is denied.	DGACE
	Bidder's Product Description: See Feature Description		
22	Directed Call Pickup	A station user may answer calls directed to any other station line in the Centrex system by dialing the unique answer code and the number of the station to be answered. Line feature	DMA1E
	Bidder's Product Description: See Feature Description		
23	Six Port Conference Calling	Allows the user to establish a conference call of up to 6 conferees (including the originator).	DMS6P
	Bidder's Product Description: See Feature Description		
24	Centrex Auto Answer Back Feature	Incoming calls to the Centrex EBS are automatically answered after four seconds and placed on user speaker phone	DMSAA
	Bidder's Product Description: See Feature Description		



	Feature Name	Feature Description	Bidder's Product Identifier
25	Automatic Dial	Allows user to program and call frequently called numbers by depressing a single key.	DMSAD
	Bidder's Product Description: See Feature Description		
26	Centrex Direct Connect	Automatically establishes connection to a predetermined number when the user goes off hook.	DMSAL
	Bidder's Product Description: See Feature Description		
27	Executive Busy Override Exempt	Prevents Executive Busy Override	DMSBR
	Bidder's Product Description: Station equipped with this feature cannot be barged in on by a station using Executive Busy Override		
28	Direct Inward System Access	Permits selected callers to dial into a Centrex system and gain access to system's network facilities and features without assistance from an attendant. A DISA directory number is a 7 digit number from the Centrex number range.	DMSDS
	Bidder's Product Description: See Feature Description		
29	Executive Busy Override	Permits a station End-User to interrupt on a station that has a call in progress. Parties engaged in conversation hear a warning tone before a new caller joins their conversation.	DMSEB
	Bidder's Product Description: See Feature Description.		
30	Group Intercom	Enables station user to Call another member of a pre-designated group using 1, 2, 3, or 4 digit code from a group intercom key	DMSGC
	Bidder's Product Description: See Feature Description		
31	Last Number Redial	Enables a user to automatically redial the last called number.	DMSLR



	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: See Feature Description		
32	Network Speed Calling	Allows Centrex station access to common speed call list of frequently dialed numbers	DMSNS
	Bidder's Product Description: See Feature Description		
33	Preset Conference	Enables station users to establish conference call with up to 25 preselected conferees by dialing a specific conference telephone number	DMSPC
	Bidder's Product Description: See Feature Description		
34	Privacy Release	Allows MADN members to establish conference between other members of the MADN group by releasing the privacy the Directory Number (DN).	DMSPR
	Bidder's Product Description: See Feature Description		
35	DMS100 Intercom Clg Feature	Allows user to directly terminate on a pre-designated key on another EBS set by pressing the DMSTC key	DMSTC
	Bidder's Product Description: See Feature Description		
36	Time and Date Display	Displays current time and date on an EBS set with a display	DMSTD
	Bidder's Product Description: See Feature Description		
37	Directed Call Pick-up Group	A station user may answer calls directed to any other station line in the Centrex system by dialing the unique answer code and the number of the station to be answered. The station for which calls are to be picked up must be arranged for Directed Call Pickup. Group Feature	DPG
	Bidder's Product Description: See Feature Description		



	Feature Name	Feature Description	Bidder's Product Identifier
38	Distinctive Ringing system	Signals the source of an incoming call through a distinctive ring, notifying the called party if the call has originated from within or outside the Centrex	DRR
	Bidder's Product Description: See Feature Description		
39	Direct Station Selection Busy	Allows user to observe busy lamp indication on assigned feature key. User can press feature key to call monitored directory number.	DSBLF
	Bidder's Product Description: See Feature Description		
40	Spd Clg Group 30 Code Fixed	Allows a selected group of users to reach up to 30 preselected numbers by dialing abbreviated codes instead of complete number.	E2G
	Bidder's Product Description: See Feature Description		
41	Speed Clg Fixed Indiv 6 Code	Allows station user to reach up to 6 preselected numbers by dialing abbreviated codes instead of complete number.	E3G
	Bidder's Product Description: See Feature Description		
42	Call Pickup	Allows a user to answer any ringing phone in their designated group, from their station.	E3P
	Bidder's Product Description: Allows a user to answer any ringing phone in their designated group, from their station.		
43	Call Hold	Allows a user to place a call on hold for an unlimited period of time, even on a phone with no hold button	EAB
	Bidder's Product Description: See Feature Description		
44	CFW Variable Facility Station	Allows users to forward calls to other phone lines outside the Centrex common block utilizing private facilities	EAP
	Bidder's Product Description: See Feature Description		



	Feature Name	Feature Description	Bidder's Product Identifier
45	CFW Variable Limited	Call Forwarding/ Variable Limited allows user to forward calls to another station within the same Centrex.	EAT
	Bidder's Product Description: See Feature Description.		
46	CFW Variable Facility System	System feature that allows users to forward calls to other phone lines outside the Centrex common block utilizing private facilities	EAY
	Bidder's Product Description: See Feature Description		
47	Message Service Leave Message	Provides for more than one message waiting key to be assigned to an EBS set. Will provide individual message waiting indicator for separate voice mail boxes	EMWEX
	Bidder's Product Description: See Feature Description		
48	CI Fwdg Variable Unlimited	Allows users to forward calls to other phone lines inside or outside the Centrex common block. The user "programs" the telephone with the number calls are to be forwarded to.	ESMCS
	Bidder's Product Description: See Feature Description.		
49	Call Forwarding per Key	Enables each directory number (DN) on an EBS set to be forwarded to a different directory number,	ESMPK
	Bidder's Product Description: See Feature Description		
50	Electronic Business SetCall Request	Provides message-waiting lamp on EBS when: Call Request was activated against RXC, a message is waiting in customer's SBC Voice Mailbox, allows user to activate/deactivate a Call Request against another RXC	EWB
	Bidder's Product Description: See Feature Description		



	Feature Name	Feature Description	Bidder's Product Identifier
51	Station Call Request	Allows a user to dial a code to activate an audible or visual signal on another station equipped with message waiting. Also works with AT&T Voice Mail	EWS
	Bidder's Product Description: See Feature Description		
52	Facility Restriction Level Route	Determines calling areas and station facilities used on each station line and incoming tie line in an ETS tandem	FRK++
	Bidder's Product Description: See Feature Description		
53	Flexible Route Selection Svc	Automatically routes calls over a specified sequence of customer designated routes as available	FRSBA
	Bidder's Product Description: See Feature Description		
54	Flexible Route Selection Additional Pattern(s)	Additional customer designated routes	FRSPT
	Bidder's Product Description: See Feature Description		
55	Call Forward Reason Display	Call-Forward Reason Display gives you and the person calling you the originally-called number, the forwarded-to number, and the reason the call has been forwarded (i.e.-all calls to that set are forwarded, the call was not answered, or the phone is busy).	FRWRD
	Bidder's Product Description: See Feature Description		
56	Fast Transfer	Allows transfer to be completed without pressing the transfer key twice	FSTXR
	Bidder's Product Description: See Feature Description		
57	System Distinctive Ringing	Provides station users the ability to determine the source of an incoming call by using a unique ringing pattern determined by switch	GDR



	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: See Feature Description		
58	Group Intercom-All Calls	Allows member of a group intercom to simultaneously page up to 29 predefined EBS equipped members of the same GIC group. EBS only.	GRPAL
	Bidder's Product Description: See Feature Description.		
59		THIS LINE INTENTIONALLY BLANK	
	Bidder's Product Description: THIS LINE INTENTIONALLY BLANK		
60	Key Short List Group	Permits incoming calls to hunt up a set of Directory Numbers (DNs) on an EBS/MBS set	KSH
	Bidder's Product Description: See Feature Description		
61	Last Number Redial	EBS set user from any key can redial the last number called from any Directory Number (DN) on the set by pressing a code	LNRDL
	Bidder's Product Description: See Feature Description		
62	Meet Me Conf Max 30 Conn	System feature. Allows a user to conference with up to 30 conferees on a call. Conferees call into a designated number.	MMELG
	Bidder's Product Description: See Feature Description		
63	Meet Me Conf Max 6 Conn	System feature. Allows a user to conference with up to 6 conferees on a call. Conferees call into a designated number.	MMESM
	Bidder's Product Description: See Feature Description.		
64	Music on Hold System Feature	System feature. Provides music or an announcement on the line as the caller is on hold	MUS
	Bidder's Product Description: See Feature Description.		



	Feature Name	Feature Description	Bidder's Product Identifier
65	Music on Hold Line Feature	Provides music or an announcement on the line as the caller is on hold.	MUSES
	Bidder's Product Description: See Feature Description.		
66	On-Net Calling Capability	Where provisioned On-Net Calling Capability enables a user to dial within the area of the extended Centrex without incurring usage charges	ONCSC
	Bidder's Product Description: See Feature Description		
67	Query Busy Station	Allows EBS user in a group to monitor busy status of another group member and provides an alert when busy member's EBS is idle.	QBS
	Bidder's Product Description: See Feature Description.		
68	Remote Access to Call Forwarding	This features allows customer to change "forward to" number, activate, or deactivate Call Forwarding from a remote location	RAFCA
	Bidder's Product Description: See Feature Description		
69	Originating Line Select	Automatically selects first idle line beginning with the primary DN to place an outgoing call	RGLNS
	Bidder's Product Description: See Feature Description		
70	Terminating Line Select	Allows an incoming call to be answered by user lifting handset from the cradle without having to depress a DN key.	RGTLS
	Bidder's Product Description: See Feature Description.		
71	Repeat Alert	Provides up to 7 warning tones on an active EBS set to alert the user that another incoming call is waiting to be answered.	RPTAL
	Bidder's Product Description: See Feature Description		



	Feature Name	Feature Description	Bidder's Product Identifier
72	Off-Prem Extension Line	An extension of a Centrex line working at an address other than the primary line appearance address	RVY++
	Bidder's Product Description: See Feature Description		
73	Interior Station Line	Restricts line from calling outside the Centrex	RX5
	Bidder's Product Description: See Feature Description		
74	Interior Station Line	Supports intra-system communication only	RX5AX
	Bidder's Product Description: See Feature Description		
75	Ctx Feature Line Card D	DMS100 DATA PATH LINE-LINE CARD TYPE D	RXBJ+
	Bidder's Product Description: See Feature Description.		
76	Primary Station Centrex-EBS	Primary Station Line terminating on a Type C line card to support Electronic Business Sets (EBS)	RXC++
	Bidder's Product Description: See Feature Description		
77	Primary Station w/ Message Waiting	Primary Station Line Message Waiting Lamp	RXE++
	Bidder's Product Description: See Feature Description		
78	Access Advantage Plus Centex Station Line	Centrex primary station lines terminating on AAP HICAP	RXGA1
	Bidder's Product Description: See Feature Description		
79	Call Diverting	Restricts station lines from making calls to specific area codes or prefixes	RXL
	Bidder's Product Description: See Feature Description		



	Feature Name	Feature Description	Bidder's Product Identifier
80	Tie Line Termination	Tie Line Termination Application	RXN++
	Bidder's Product Description: Tie Line Termination Application. Tie Lines provide communication between systems (Centrex or PBX) via a voice grade circuit. By using Tie Lines for intra-company calls, Centrex lines are kept free for outgoing or incoming calls.		
81	Primary Station Line	THIS LINE INTENTIONALLY BLANK	
	Bidder's Product Description: THIS LINE INTENTIONALLY BLANK		
82	Network Change Charge	Add, (including 9+ treatment codes) change, rearrange or modify Centrex Basic Feature arrangement	NWC
	Bidder's Product Description: See feature description.		
83	Shared Directory Number	An additional appearance of a primary or secondary number on another set in the Centrex system.	SA2A+
	Bidder's Product Description: See Feature Description		
84		THIS LINE INTENTIONALLY BLANK	
	Bidder's Product Description: THIS LINE INTENTIONALLY BLANK		
85	Secondary Number	The first appearance of a unique directory number on an ISDN CPE that already has a primary number assigned. Sometimes called a "Virtual Directory Number" because it shares the channel with other numbers, but has some attributes of the primary number	SEDN+
	Bidder's Product Description: See feature description		
86	Calling Name Display-line	Enables the name of a person placing a call to be displayed on an EBS set.	SND
	Bidder's Product Description: See feature description		
87	Calling Name Display-group	Enables members of an EBS group to view the name of the incoming group member's name	SNDSY



	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: See feature description		
88	Service Connection Six-Way Conf Clg Per System	Allows the user to establish a conference call of up to 6 conferees (including the originator).	SWC
	Bidder's Product Description: See feature description		
89	Service Connection Six-Way Conf Clg Per Line	Allows the user to establish a conference call of up to 6 conferees (including the originator).	SWCLN
	Bidder's Product Description: See feature description		
90	Each Tie Line or Pvl in Route Selection Pattern	Tie line and/or inter-machine trunk termination, each termination	UNF
	Bidder's Product Description: See feature description		
91	Route Selection Pattern	System feature, common equipment. Permits alternate choices for routing of calls on Electronic Tandem Network.	UNP
	Bidder's Product Description: See feature description		
92	Uniform # Alternate Routing	System feature, common equipment. Permits universal number, alternative routing on Electronic Tandem Network feature	UNR
	Bidder's Product Description: See feature description		
93	Virtual Directory Number	An additional appearance of a primary or virtual directory number. Must be assigned to a key with a lamp on key 2 or above. Can only appear once as a primary virtual directory number	VDN++
	Bidder's Product Description: See feature description		



	Feature Name	Feature Description	Bidder's Product Identifier
94	Sectional Billing-Agency Acct	Allows the user to group individual Centrex lines by agency on a separate bill	ZZFAG
	Bidder's Product Description: See feature description		
95	Pilot Acct Sectional Billing	Allows the user to group individual Centrex lines by department, agency or work group on a separate bill.	ZZFPA
	Bidder's Product Description: See feature description		
96		THIS LINE INTENTIONALLY BLANK	
	Bidder's Product Description: THIS LINE INTENTIONALLY BLANK		
97	Auto Callback Equip Per System	System feature Automatically notifies the user when a previously busy station becomes idle and then optionally enables the user to redial that station.	ACY
	Bidder's Product Description: See feature description		
98	Indiv Speed Clg 30 Numbers	Allows station user to program frequently called numbers and call them by dialing abbreviated codes instead of complete number. (30 Numbers)	SPC30
	Bidder's Product Description: See feature description		
99	Indiv Speed Clg 50 Numbers	Allows station user to program frequently called numbers and call them by dialing abbreviated codes instead of complete number. (50 Numbers)	SPC50
	Bidder's Product Description: See feature description		
100	Indiv Speed Clg 70 Numbers	Allows station user to program frequently called numbers and call them by dialing abbreviated codes instead of complete number. (70 Numbers)	SPC70
	Bidder's Product Description: See feature description		
101	Virtual Directory Number_Primary	Primary (first) appearance of a number that can receive and place calls, although no cable pair or central office equipment are assigned	VDP++



	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: See feature description		
102	Call Waiting- Originating	Notifies the End-User of an incoming call when on another call.	ESZ
	Bidder's Product Description: See feature description		
103	Call Waiting- Intragroup	Notifies the End-User of an incoming call when on another call.	E6N
	Bidder's Product Description: See feature description		
104		THIS LINE INTENTIONALLY BLANK	
	Bidder's Product Description: THIS LINE INTENTIONALLY BLANK		
117		THIS LINE INTENTIONALLY BLANK	
	Bidder's Product Description: THIS LINE INTENTIONALLY BLANK		
118		THIS LINE INTENTIONALLY BLANK	
	Bidder's Product Description: THIS LINE INTENTIONALLY BLANK		
119	DPAS System establishment	This service provides usage charge-free calling from Centrex phones to Voice DNA phones that are in the same service area. System feature	SEPA3
	Bidder's Product Description: See Feature Description		
120	DPAS Deluxe Dial Plan Option	This service provides usage charge-free calling from Centrex phones to Voice DNA phones that are in the same service area. This service is charged per standard Centrex line.	D6PAD
	Bidder's Product Description: See Feature Description		



	Feature Name	Feature Description	Bidder's Product Identifier
121	DPAS Subsequent change charge	Applies to changes made to DPAS features after initial service establishment	REATH
	Bidder's Product Description: See Feature Description		

1.6.2.4.1 Central Office Exchange Service Areas

The Contractor shall provide Central Office Exchange services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

Bidder understands the requirements in Section 1.6.2.4.1 and shall meet or exceed them? Yes X No _____

Description:

Central Office Exchange Service Area

AT&T will provide Central Office Exchange services and features in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

1.6.2.5 Central Office Trunk Service

The Contractor shall provide trunk service to traditional (non-VoIP) Customer Private Branch Exchanges (PBXs) or traditional (non-VoIP) Customer Premise Equipment (CPE). This service shall at a minimum include Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and Two-Way basic trunking. In addition to standard trunking, Contractor shall provide digital facilities based trunking. Trunk options shall include extended Signaling System 7 (SS7) signaling capabilities.

Basic Central Office Trunk Service shall include the following features:

1. **Hunting/Multi-line Hunting** - A series of trunks organized in such a way that if the first line is busy, the next line is hunted until a free line is found. Minimum Requirements: sequential and circular;
2. **Availability Control** - Enables the Customer to make busy pre-determined individual PBX trunks in various group sizes;
3. **Night Mode** - Directs after hours calls to a specific answering station designated by the Customer;



4. **Automatic Channel Selection** - Automatically selects an idle channel within a trunk group for call selection;
5. **Answer Supervision** - Central office will electronically signal the originating PBX when an outgoing call is answered and when the called party disconnects. Inbound answer supervision is provided by the Customer's Equipment;
6. **Equal Access** – Allows Customers to specify only one (1) PIC per trunk group; and,
7. **Trunk Group** – Restrictions and configurations can be assigned per trunk group.

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

The Contractor shall offer the Central Office Trunk service and features detailed in Table 1.6.2.5.a

Table 1.6.2.5.a - Central Office Trunk Service and Features

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	Two-Way Trunks-Basic	Provides incoming and outgoing call capability. Transmission loss will not exceed more than 8.0 db	Y		BMS
	Bidder's Product Description: Provides incoming and outgoing call capability. Transmission loss will not exceed more than 8.0 dB.				
2	Two-Way Trunks-Assured	Provides incoming and outgoing call capability. Transmission loss will not exceed more than 5.5 db	Y		TMB
	Bidder's Product Description: Provide incoming and outgoing call capability. Transmission loss will not exceed more than 5.5 dB.				
3	Out Only Trunks - Basic	Provides outgoing capability only. Transmission loss will not exceed more than 8.0 db	Y		BM3
	Bidder's Product Description: Provide outgoing capability only. Transmission loss will not exceed more than 8.0 dB.				
4	Out Only Trunks – Assured	Provides outgoing capability only. Transmission loss will not exceed more than 5.5 db	Y		TM3
	Bidder's Product Description: Provide outgoing capability only. Transmission loss will not exceed more than 5.5 dB,				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
5	In Only Trunks – Basic	Provides incoming service only. Transmission loss will not exceed 8.0 db	Y		BM4
	Bidder's Product Description: Provide incoming service only. Transmission loss will not exceed 8.0 dB.				
6	In Only Trunks – Assured	Provide incoming service only. Transmission loss will not exceed 5.5 db	Y		TM4
	Bidder's Product Description: Provide incoming service only. Transmission loss will not exceed 5.5 dB.				
7	DID Trunks – Basic	Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 8.0 db	Y		BMN
	Bidder's Product Description: Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 8.0 dB.				
8	DID Trunks – Assured	Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 5.5 db.	Y		TMN
	Bidder's Product Description: Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 5.5 dB.				
9	DID Station Numbers – 1 st 100	Block of 100 telephone numbers used to work with DID trunking	Y		ND8
	Bidder's Product Description: Block of 100 telephone numbers used to work with DID trunking.				
10	Additional DID Station Numbers	Each additional block of 100 numbers used to work with DID trunking.	Y		NDA
	Bidder's Product Description: Each additional block of 100 numbers used to work with DID trunking (after initial two blocks of 100 numbers).				



The Contractor may offer additional unsolicited Central Office Trunk Service features in Table 1.6.2.5.b.

Table 1.6.2.5.b Unsolicited Central Office Trunk Service Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Speed Calling 30	Speed Calling 30	ESF
	Bidder's Product Description: See Feature Description		
2	Super Trunk DID Change Charge	Change Charge to remove or add number (s) within a block of Super Trunk DID numbers	DCC
	Bidder's Product Description: See Feature Description		
3	Block of 20 telephone numbers used to work with DID trunking.	Block of 20 telephone numbers used to work with DID trunking	ND1
	Bidder's Product Description: See Feature Description		
4	SuperTrunk - Two Way Trunk Group	Two Way Trunk Group	SK2
	Bidder's Product Description: See Feature Description		
5	SuperTrunk - Out Only Trunk Group	Out Only Trunk Group	SK3
	Bidder's Product Description: See Feature Description		
6	SuperTrunk - In Only Trunk Group	In Only Trunk Group	SK4
	Bidder's Product Description: See Feature Description		



	Feature Name	Feature Description	Bidder's Product Identifier
7	SuperTrunk - Enhanced Alternate Routing	Enhanced Alternate Routing will automatically route incoming calls to a predetermined telephone number in the Public Switched Network when the SuperTrunk or SuperTrunk group is busy or when continuity is lost between the central office and the customer provided equipment. Enhanced Alternate Routing is available where technical capabilities and operating conditions permit.	STEAR
	Bidder's Product Description: See Feature Description		
8	SuperTrunk - SuperTrunk Termination	SuperTrunk Termination	SUPTK
	Bidder's Product Description: See Feature Description		
9	Two-Way Trunks-Basic - additional	Additional trunk after first. Provides incoming and outgoing call capability. Transmission loss will not exceed more than 8.0 db	BM2
	Bidder's Product Description: See Feature Description		
10	Two Way Trunks-Assured- additional	Additional trunk after first. Provides incoming and outgoing call capability. Transmission loss will not exceed more than 5.5 db	TM2
	Bidder's Product Description: See Feature Description		
11	SuperTrunk Network Change Charge	Supertrunk Network Change Charge	NWCST
	Bidder's Product Description: See Feature Description		



1.6.2.5.1 Central Office Trunk Service Area

The Contractor shall provide Central Office Exchange services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

Bidder understands the requirements in Section 1.6.2.5.1 and shall meet or exceed them? Yes
X No_____

Description:

Central Office Trunk Service Area

AT&T will provide Central Office Trunk services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

1.6.2.6 IntraLATA Local Calling

The Contractor shall provide IntraLATA Local Calling Service. Required IntraLATA Local Calling usage services are: up to 12 miles, over 12 and up to 16 miles throughout California. Local service area may include one (1) or more exchange service areas and exchange segments within the same LATA.

The service shall be engineered and provisioned to process all minutes of usage ordered by the State and shall provide the features described below:

1. **Universal Range Privileges** - Universal Range Privileges help control long distance costs and deter employee call misuse by restricting calling to specific geographic areas;
2. **Accounting Codes** - An Accounting Code, which is dialed after the phone number, is an optional feature that helps track calls by department, individual, or project. Accounting Codes allow calls to be sorted and grouped on the Call Detail Report, thereby simplifying call tracking and charge-backs. Accounting codes are designed for cost allocation only and are non-verified. Accounting Codes may be used in conjunction with ID codes. (See below for ID codes);
3. **Customized Message Announcements** - Customized Message Announcements (CMA) enable a Customer to create a customized message to store in the network. It can be based upon an intercept condition such as an invalid ID Code or customized by dialed number; and,
4. **ID Codes** - ID Codes give the Customer the power to define calling areas at the level of the individual End-User. ID Codes are digits entered after the phone number has been dialed. They offer the same management reporting benefits as Accounting Codes. ID Codes are assigned to individuals at a specific location on the network and can only be used at that location.



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

The Contractor shall offer the Intra LATA Local Calling services detailed in Table 1.6.2.6.a.

Table 1.6.2.6.a IntraLATA Local Calling Usage Services

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	IntraLATA Local Calling up to 12 miles	Local calling service up to 12 miles	Y		USGZ12
	Bidder's Product Description: Per minute rates for directly dialed calls made over the public switched network from business telephone lines 0 to 12 miles. Features described above are a function of lines, which give customers network access and provide dial tone and the ability to make calls. These access methods include (but are not limited to) Centrex lines, Business Access Lines, and PBXs.				
2	IntraLATA Local Calling over 12 miles and up to 16 miles	Local calling service over 12 and up to 16 miles, where available	Y		USGZ3
	Bidder's Product Description: Per-minute rate, billed in increments of 18 second initial increment and one second subsequent increments for directly dialed calls made over the public switched network from business telephone lines 12 to 16 miles. Features described above are a function of lines, which give customers network access and provide dial tone and the ability to make calls. These access methods include (but are not limited to) Centrex lines, Business Access Lines, and PBXs.				

1.6.2.6.1 Intra LATA Local Calling Service Area

The Contractor shall provide Intra LATA Local Calling services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC).

Bidder shall identify the strategy for establishing agreements with ILECs in areas open to competition as defined by the CPUC necessary to provide end-to-end service in these areas. Agreements shall be in effect at Contract award.



Bidder understands the requirements in Section 1.6.2.6.1 and shall meet or exceed them? Yes X No _____

Description:

Local Toll Service Area

AT&T will provide IntraLATA Local Calling in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

1.6.2.7 Locally Based Automatic Call Distribution (ACD)

The Contractor shall provide automatic call distribution services for call center service functionality that provides equitable call distribution and queuing functions for call centers. The Contractor shall provide ACD services that are central office based and that provide call center Agencies with ACD functionality. The ACD shall support ACD Agent Software Package, Basic ACD Supervisor's Software Package, and System Administrator Software Package, all of which are described below. ACD shall evenly distribute incoming calls among a designated group. The ACD shall place calls in queue if no agent is available. The ACD shall distribute these calls at the queue level based on:

1. Dialed number;
2. Time of day;
3. Location of the caller;
4. Skills based; and,
5. Each ACD group shall support up to:
 - a. 255 supervisor groups;
 - b. 256 agents in a supervisor group;
 - c. 511 queue slots; and,
 - d. 16 supplementary listed directory numbers, in addition to the primary listed directory number.

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



The Contractor shall offer the Locally Based ACD services and features detailed in Table 1.6.2.7.a.

Table 1.6.2.7.a –Locally Based ACD

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	Automatic Call Distributor (ACD) Group Package	The ACD described above. Shall support any combination of multiple features including abandoned call clearing and automatic overflow.	Y		1CMSY
	Bidder's Product Description: Consists of any combination of multiple features including Abandon Call Clearing and Automatic Overflow. One per CCM installed.				
2	Abandoned Call Clearing	Removes calls from the call center queue when the caller abandons while waiting in queue or after call is presented to agent.	Y		1CMAA
	Bidder's Product Description: Removes calls from the call center queue when the caller abandons while waiting in queue or after call is presented to agent.				
3	Automatic Overflow	Allows Customer to specify where new incoming calls overflow.	Y		1CMAB
	Bidder's Product Description: Allows customer to specify where new incoming calls overflow.				
4	Call Priority	Customer assigns priority levels to the primary LDN and supplementary LDNs.	Y		1CMAC
	Bidder's Product Description: Customer assigns priority levels to the primary LDN and supplementary LDNs.				
5	Overflow Scan	Scans up to four (4) other call centers for an available agent and occurs when queuing thresholds are reached but before application of automatic overflow.	Y		1CMAD
	Bidder's Product Description: Scans up to four other call centers for an available agent and occurs when queuing thresholds are reached but before application of automatic overflow.				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
6	Ring Threshold	Reroutes call when agent does not answer after a pre-determined amount of time.	Y		1CMAE
	Bidder's Product Description: Reroutes call when agent does not answer after a pre-determined amount of time.				
7	Incoming Call Queue	Incoming calls wait/queue when all agents busy.	Y		1CMAQ
	Bidder's Product Description: Incoming calls wait/queue when all agents busy.				
8	Listed Number Directory	Points incoming calls to agents at Customer's premises. Carries no physical assignment and exists only in software in the Central Office.	Y		RX1
	Bidder's Product Description: Points incoming calls to agents at customer's premises. Carries no physical assignment and exists only in software in the Central Office.				
9	Call Delay /Forced Announcement	Provides recorded announcement(s) to callers when all agents are busy or the ACD group is in night service mode. Shall allow more than one (1) announcement. Can be interspersed with silence or Music in Queue. Customer shall specify wording of announcement(s). Announcement(s) shall play at Customer defined intervals. One (1) announcement trunk shall play for all callers coming into the queue.	Y		1CMM2
	Bidder's Product Description: Provides recorded announcement(s) to callers when all agents are busy or the call center is in night service mode.				
10	Music in Queue	Provides music after announcement. May be interspersed with announcements. Customer to provide music source.	Y		1CMM3
	Bidder's Product Description: Provides music after announcement. May be interspersed with announcements.				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
11	Queue Status Lamp	Up to three (3) lamps shall indicate when queue thresholds are exceeded. Lamps shall be separate from telephone sets. This data shall be provided to a wall mounted display or a workstation. Each lamp shall have a delay time in seconds after which it lights.	Y		A66CS
	Bidder's Product Description: Queue Status Lamp <ul style="list-style-type: none">Provides visual indication of delay experienced by a call which has been waiting in queue the longestPermits use of up to three lamps to indicate various timing states of delayDelay times are specified by customer and/or are limited in each switch type				

The Contractor may offer additional unsolicited Locally Based ACD features in Table 1.6.2.7.b.

Table 1.6.2.7.b Unsolicited Locally Based ACD Features

	Feature Name	Feature Description	Bidder's Product Identifier

1.6.2.7.1 Basic Agent Package

The Contractor shall provide a Basic Agent Package that includes the following features:

1. **Agent Inbound Line** - Receives calls from the Call Center Listed Directory Numbers (LDNs);
2. **Agent Status** – Allows the agent to activate/deactivate the position including ready, clerical, log-off;
3. **Multiple Queue Options** - Agent can participate in a specified or unlimited number of queues;
4. **Remote Agent Capability** – Ability to route calls to telephone numbers outside the call center;
5. **Position ID (POID)** - Agent Position ID ("POID") identifies a specific agent;
6. **Call Present** - Agent answers Call Center calls without pressing a key;
7. **Incoming Call Queue** - Incoming calls wait/queue when all agents busy. The call is directed to the first available agent;



8. Agent Priority Call Transfer - Allows an agent to conference/transfer incoming Call Center call to another agent's line;
9. Emergency Alert - Gives agent ability to immediately conference a supervisor or recorder to a call;
10. Call Source Identification – Displays calling number on agent Equipment; and,
11. Clerical Tracking - Allows agent to indicate reason for Clerical status by entering a code.

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

The Contractor shall offer the ACD Basic Agent Package features detailed in Table 1.6.2.7.1.a.

Table 1.6.2.7.1.a, ACD Basic Agent Package

	Feature Name	Feature Description	Meets or Exceeds ? Y N		Bidder's Product Identifier
1	Basic Agents Package	Basic Software package as described above	Y		1CMA1
	Bidder's Product Description: The Basic Agent Package includes the following features: <ul style="list-style-type: none"> Agent Inbound Line Agent Status Multiple Queue Options Remote Agent Capability Position ID (POID) Call Present, Incoming Call Queue Agent Priority Call Transfer Emergency Alert Call Source Identification Clerical Tracking. 				
2	Optional Call Alert Package	Optional agent package consisting of one (1) or more of the following: Call Supervisor, Emergency Alert.	Y		1CMA2
	Bidder's Product Description: Optional agent package consisting of one or more of the following: Call Supervisor, Emergency Alert.				



	Feature Name	Feature Description	Meets or Exceeds ? Y N		Bidder's Product Identifier
3	Call Status Display Package	Optional agent package consisting of one (1) or more of the following: Entity Queue Status Display, Called number Display, Call Source Identification	Y		1CMA3
	Bidder's Product Description: Optional agent package consisting of one or more of the following: Agent Queue Status Display, Called number Display, Call Source Identification.				
4	Optional Call Tracking Package	Optional agent package - may include: 1) Call Tracking; 2) Clerical Tracking	Y		1CMA4
	Bidder's Product Description: Optional agent package - may include: 1) Call Tracking; 2) Clerical Tracking				

The Contractor may offer additional unsolicited Basic ACD Agent Package features in Table 1.6.2.7.1.b.

Table 1.6.2.7.1.b Unsolicited Central Office Trunk Service Features

	Feature Name	Feature Description	Bidder's Product Identifier

1.6.2.7.2 Basic Supervisor's Package

The Contractor shall provide a Basic Supervisor's Package that includes all of the features from the Basic Agent's Package as well as the following features:

1. **Call Agent** - Allows supervisor to directly call an agent by pressing a single key and includes the ability to interrupt an active call;
2. **Observe Agent** – Allows supervisor to listen to conversation between the agent and the caller;
3. **Supervisor Answer Agent** – Allows supervisor to answer Call Supervisor calls from an agent by depressing a key; and,
4. **Answer Emergency** - Allows supervisor to answer emergency calls on an "Emergency" key when an agent's "Emergency" key is pressed.



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

The Contractor shall offer the ACD Supervisor's Package features detailed in Table 1.6.2.7.2.a.

Table 1.6.2.7.2.a, ACD Supervisor's Package

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	Basic Supervisor's Package	The contractor shall provide a supervisor's package through real time screens that allows a supervisor to manage a dynamically changing call center.	Y		1CMS1
	Bidder's Product Description: The Supervisor's package through real time screens allows a supervisor to manage a dynamically changing call center.				

The Contractor may offer additional unsolicited ACD Supervisor's Package features in Table 1.6.2.7.2.b.

Table 1.6.2.7.2.b, Unsolicited ACD Supervisor's Package Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Optional Answer Alert Package	Optional Answer Alert Package	1CMS2
	Bidder's Product Description: Optional supervisor package consisting of one or more of the following: Answer Agent, Answer Emergency. Must have Basic supervisor package.		
2	Optional Call/Agent Status Display Package	Optional Call/Agent Status Display Package	1CMS3
	Bidder's Product Description: Optional supervisor package consisting of Display Queue Status, Position Status Display, Position Status Summary Display. Must have Basic supervisor package.		



1.6.2.7.3 Intentionally Blank

1.6.2.7.4 Intentionally Blank

1.6.2.7.5 Call Center Maintenance

The Contractor shall provide Call Center Maintenance. Maintenance provides Hardware and Software maintenance for Call Centers (Contractor's Equipment only, including upgrades and routine maintenance procedures, etc.). Call Center maintenance will include maintenance for the associated interactive voice response system (IVR), Specialized Call Routing (SCR), and Computer Telephone Integration (CTI).

Standard ACD, IVR, SCR, and CTI systems will include Call Center Maintenance Monday through Friday from 7am to 6pm at no additional charge. An expert level technician shall respond by phone to provide troubleshooting assistance within one (1) hour of Customer opening trouble ticket. This support shall be available Monday through Friday from 7am to 6pm at no additional charge for the Equipment and services provided for ACDs, IVRs, SCRs, and CTIs.

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

1.6.2.8 Intentionally Blank

1.6.2.9 Voice Mail Services

The Contractor shall provide Voice Mail services to End-Users. The Voice Mail Services will include the capability for End-Users to have callers leave a message to be retrieved at a later time. The service shall offer a variety of message length capabilities, greeting and delivery options, and broadcast messaging.

The minimum feature Requirements of the Voice Mail Box Packages are as follows:

1. Message review, including skip back or ahead with pausing;
2. Message saving and erasing;
3. Messaging forwarding;
4. Message reply;
5. Message sending, including;
6. Password protection;
7. Personalized greetings (both permanent and temporary);
8. Erased message retrieval before call is ended;
9. Surveillance and maintenance provided 24x365; and,



10. Web based End-User administration Software - Software accessible via the Internet for the End-User administration.

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

The Contractor shall offer the voice mail services and features detailed in Table 1.6.2.9.a.

Table 1.6.2.9.a –Voice Mail Services and Features

	Feature	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	Voice Mail Box Basic	100 messages, three (3) minute length, 30-day save.	Y		SO2BA
	Bidder's Product Description: A basic voicemail product that has the capability to call transfer, allow inbound call integration, provide MWI to customer's telephone handset, perform basic voicemail functionality such as listening, replying and forwarding voice messages. In addition, the customer can select to enable features which include but are not limited to wireline/wireless integration (required AT&T wireless phone), primary voice mailbox sharing, and one repository for multiple message types such as wireline/wireless voicemail & FAX. Voicemail can be accessed & managed using a traditional telephone user interface, web browser, wireless device or email. For areas requiring 200 mailboxes or more within the same centrex and where network capabilities exist usage and/or toll will not apply.				

The Contractor may offer additional unsolicited Voice Mail Service features in Table 1.6.2.9.b.

Table 1.6.2.9.b, Unsolicited Voice Mail Service Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	EM-UM Extension	Extension Mailboxes allow inbound callers to leave messages for associates, employees or departments in a separate mailbox. This is an efficient and easy way to sort inbound messages for multiple employees or departments that share a primary mailbox.	SOCBA
	Bidder's Product Description: EM – UM Extension		
2	EM-Call Tree	EM-Call Tree	SO4A9



	Feature Name	Feature Description	Bidder's Product Identifier
	<p>Bidder's Product Description:</p> <p>EM Call Tree is a 4 port network-based call router that allows you to answer incoming calls and route them to different departments, employees or to a recorded announcement. Greets callers with a personalized message and gives them options to transfer or hear information.</p> <p>EM Call Tree includes the following features and capabilities:</p> <ul style="list-style-type: none">• 4 ports with:• 7x7x7 – 3 levels of menu options each consisting of up to seven choices in each level• Transfer to a 10 digit dial number or EM mailbox. Global key presses allow callers to navigate through the system while allowing the options to repeat a message, return to the Main Menu or transfer to a location where someone is available to answer the call.• Multiple Languages – Call Tree uses English as the default language, but provides the ability to record prompts in up to nine different languages.• Names Directory/Dial By Extension – customer can have a names directory or dial by extension located anywhere within their Call Tree (counts as a Node option)• Holidays & After-Hours Schedules – Call Tree can support multiple schedules including holidays and after hours• Secondary Telephone Numbers (Alt ID) – Customer can have up to 14 additional numbers directed to the Call Tree).• Enterprise Customer Administration Tool (ECAT)		
3	EM-Call Tree Addl port	EM-Call tree additional port	SO2A9
	<p>Bidder's Product Description:</p> <p>Additional port for EM-Call Tree-Allows additional simultaneous call in the Call Tree.</p>		
4	EM – AO (Enterprise Messaging – Announcement Only)	EM – AO (Enterprise Messaging – Announcement Only)	S0301
	<p>Bidder's Product Description:</p> <p>This product offering will provide up to a five (5) - minute greeting. Message deposit and call transfer is not available.</p>		



	Feature Name	Feature Description	Bidder's Product Identifier
5	AT&T Unified Messaging	AT&T Unified Messaging (UM) provides access to an integrated view of voicemail, email, and faxes from both Internet and voice telephone user interface (TUI) while retaining existing notification and delivery options. This enhancement to our voicemail offering gives customers the ability to manage their messages (email, wireline, voicemail, wireless voicemail and fax) by locating all the message types in one depository, with access to the messages from anywhere using their PC, telephone or wireless handset. Users can access email using a web browser or an existing email client (i.e., Microsoft Outlook). AT&T UM mailbox is accessed from an associated local line or when a caller leaves or attempts to leave a message. Retrieving or accessing the mailbox from your wireless phone for any reason is treated as a local call under any block-of-time plan. Includes a 100 MB of storage for all messages. This product offering will provide up to a three (3) - minute greeting.	US1MX
	Bidder's Product Description See Feature Description.		
6	AT&T Unified Messaging Extension	AT&T Unified Messaging - Extension Mailboxes allow your inbound callers to leave messages for any of your associates, employees or departments in a separate mailbox. This is an efficient and easy way to sort inbound messages for multiple employees or departments that share a primary mailbox. When your caller hears your Company Greeting, they will be prompted to select an extension to leave a message in. When the caller selects the extension, they will hear a unique greeting for that extension mailbox. They can leave a message in the extension mailbox complete with delivery options (i.e., urgent, private, etc.). This product offering will provide up to a three (3) - minute greeting.	US1EX
	Bidder's Product Description See Feature Description.		
7	AT&T Unified Messaging (DID)	AT&T Unified Messaging DID (UM-DID). Similar to UM, UM-DID is designed for those customers who need a mailbox number that is different from their normal business telephone number. UM-DID can be used as a direct-dial messaging line without disturbing the main business line. This product offering will provide up to a three (3) - minute greeting.	US1DX
	Bidder's Product Description See Feature Description.		



	Feature Name	Feature Description	Bidder's Product Identifier
8	AT&T Unified Messaging Fax Plus	AT&T Unified Messaging Fax Plus (UM-FAX PLUS). Similar to UM, UM Fax Plus includes a separate fax telephone number to give to callers for fax reception. This product offering will provide up to a three (3) - minute greeting.	US1FX
	Bidder's Product Description See Feature Description.		
9	AT&T Unified Messaging Message Director	AT&T Unified Messaging Message Director (UM-Message Director). Similar to UM, UM Message Director also provides an automated attendant that can route inbound calls to other Unified Messaging mailboxes. This product offering will provide up to a three (3) - minute greeting.	US1XM
	Bidder's Product Description See Feature Description.		
10	AT&T Unified Messaging Alternate ID	AT&T Unified Messaging Alternate ID service can direct messages from several telephone lines into a single mailbox. This product offering will provide up to a three (3) - minute greeting.	US1XZ
	Bidder's Product Description See Feature Description.		



1.6.2.9.1 Voice Mail Service Area

The Contractor shall provide Voice Mail services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

Bidder understands the requirements in Section 1.6.2.9.1 and shall meet or exceed them? Yes X No _____

Description:

Voice Mail Service Area

AT&T will provide Voice Mail in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

1.6.2.10.1 General Description

The Contractor shall provide a voice network that meets industry Standards.

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

1.6.2.10.2 Network Operations Center

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

The NOC shall perform network surveillance, traffic analysis, control of access and egress traffic, and fault management (trouble identification, isolation and notification).

The NOC shall monitor network performance in near real-time to identify capacity blockages and implement controls to optimize the voice network health and performance immediately.

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

1.6.2.10.3 Security

The State expects stringent security standards, based upon the transmission of confidential or sensitive data. Most security Requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised.



The Contractor's shall commit to the following:

1. Security Administration;
2. Support all current and future US encryption Standards; and,
3. Physical site security.

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

1.6.2.10.4 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 CPUC and FCC Requirements.

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

1.6.3 Data Services

The Contractor shall provide and support a WAN infrastructure that transports data traffic for services as described below.

The Contractor's WAN infrastructure shall support open architecture Standards and interfaces for services as identified below.

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

1.6.3.1 WAN Backbone Design

CALNET 3 CMO uses this Contract as a means to perform telecommunications services oversight, Customer advocacy, and fiscal management responsibilities.

In the course of that oversight the State is required to examine key elements of the wide area network(s) backbone to maintain current and long-term goals. This analysis is conducted to determine the reliability of the network and takes into consideration issues such as redundancy, diversity, and scalability.

The Contractor shall provide data network backbone designs and diagrams for each of the following data services described in this section.

1. Frame Relay; and,
2. Asynchronous Transfer Mode Data Services (ATM).



If multiple services utilize a common network, only one (1) diagram is required for that network.

No longer than 60 days following Contract award, the Contractor shall provide 1 hard copy and one (1) electronic copy of the drawings. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

The Contractor shall provide revisions upon CALNET 3 CMO request.

Drawings shall include both topology and logical representations of all critical network backbone elements to include, at a minimum, the following:

1. General location (city) of Equipment;
2. Type and capacity of Equipment at each location including any backup systems;
3. General circuit route (city-to-city);
4. Circuit size/ bandwidth;
5. Circuit type;
6. Unique identifier for each element; and,
7. Layer 2 protocols and QoS when applicable.

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

Embedded Soft Copy of Drawing (Optional):

1.6.3.2 Data Transport Services

The Contractor shall provide the data transport services described below.

1.6.3.2.1 Analog Service

The Contractor shall provide a voice grade two (2) wire and four (4) wire half duplex and full duplex transmission service that support point-to-point or multi-drop applications.

All analog transmission parameters shall be in accordance with the values and ranges set forth in the ANSI, ITU and Telcordia/Bellcore Publications for analog transmission.

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

The Contractor shall offer the Analog Service and Features detailed in Table 1.6.3.2.1.a.



Table 1.6.3.2.1.a, Analog Service and Features

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	Channel Termination Data Transport Service –2 wire	Two wire channel termination for data circuit without Direct Current (DC) continuity	Y		T6E2X
	Bidder's Description: Two-wire channel termination for data circuit with or without Direct Current (DC) continuity.				
2	Channel Termination Data Transport Service – four (4) wire	Four wire channel termination for data circuit without Direct Current (DC) continuity	Y		T6E4X
	Bidder's Description: Four-wire channel termination for data circuit with or without Direct Current (DC) continuity.				
3	Passive Data Bridging	Allows multiple locations to be connected or bridged. Passive bridging works with alarm and metering services and is applied to each channel	Y		BCN++
	Bidder's Description: Passive bridging works with alarm and metering services and is applied to each channel.				
4	Variable Mileage Data Transport Service	Variable charge per mile between end points	Y		1L56X
	Bidder's Description: Inter Wire Center Mileage. Variable charge per mile between wire centers.				
5	Expedite Option	Provides service within five (5) Business Days of receipt of Service Requests in areas with available facilities	Y		EODXP
	Bidder's Product Description: Provides services within five (5) Business Days of receipt of Service Requests in areas with available facilities				
6	Data Bridging	Allows multiple locations to be connected or bridged	Y		BCND*
	Bidder's Product Description: Data Bridging,				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
7	Alarm Bridging	Each channel. Split band; Requires multipoint circuit.	Y		CNLRX
	Bidder's Product Description: Alarm Bridging.				
8	Channel Conditioning	Radiotelephone Operation Channel Conditioning	Y		GN3RR
	Bidder's Product Description: RTOC Channel Conditioning.				
9	Central Office Multiplexing - Analog	Combines multiple circuits onto a single transmission medium.	Y		MQX
	Bidder's Product Description: Central Office Multiplexing.				
10	C-type Conditioning Type C2	Controls attenuation distortion and envelope delay distortion. Provides more specific transmission characteristics. Cannot have more than one (1) type of conditioning on a channel	Y		P3H
	Bidder's Product Description: C-type Conditioning.				
11	Forward Call Information (FCI)	Information Link that carries voice mail/notification information to a voice switch.	Y		A5VFC
	Bidder's Product Description: Forward Call Information (FCI).				
12	VG Conditioning	VG Conditioning C6 Protective Relay	Y		U9Q
	Bidder's Product Description: VG Conditioning C6 Protective Relay.				
13	Lamp Beehive Signal	One-lamp beehive signal	Y		LP7
	Bidder's Product Description: One-lamp beehive signal.				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
14	VG Switching Arrangement	VG switching arrangement	Y		XPL
	Bidder's Product Description: VG switching arrangement.				

The Contractor may offer additional unsolicited Analog Service features in Table 1.6.3.2.1.b.

Table 1.6.3.2.1.b, Unsolicited Analog Service Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	C-type Conditioning Type 4	Controls attenuation distortion and envelope delay distortion. Provides more specific transmission characteristics. Cannot have more than one (1) type of conditioning on a channel	P4G
	Bidder's Product Description: Two-wire channel termination for data circuit with Direct Current (DC) continuity. Controls attenuation distortion and envelope delay distortion. Provides more specific transmission characteristics. Cannot have more than one (1) type of conditioning on a channel		
2	C-type Conditioning Type C1	Controls attenuation distortion and envelope delay distortion. Provides more specific transmission characteristics. Cannot have more than one (1) type of conditioning on a channel	P2W
	Bidder's Product Description: Four wire channel termination for data circuit with Direct Current (DC) continuity		
3	Channel Termination Data Transport Service – 2 wire DC	Two wire channel termination for data circuit with Direct Current (DC) continuity	T6E2D
	Bidder's Product Description: Two wire channel termination for data circuit with Direct Current (DC) continuity		
4	Channel Termination Data Transport Service – four (4) wire DC	Four wire channel termination for data circuit with Direct Current (DC) continuity	T6E4D
	Bidder's Product Description: Four wire channel termination for data circuit with Direct Current (DC) continuity		



1.6.3.2.1.1 Analog Service Area

The Contractor shall provide Analog services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

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

1.6.3.2.2 ISDN Basic Rate Interface (BRI)

Contractor shall provide Integrated Services Digital Network (ISDN-BRI) that offers integrated voice, data, and video transmission with the following features:

1. Bundled ISDN BRI Package;
 - a. B1 Channel (64Kbps) Alternatives - Voice, Data, Voice/Data, Idle
 - b. B2 Channel (64Kbps) Alternatives – Voice, Data, Voice/Data, Idle
2. **Primary Directory Number (B1 Channel)** - Required with primary number for each ISDN line. Can be used for voice, data, or optional B Channel Packet. Can have different PIC code than other channels. Features & services can be assigned independently of other channels;
3. **Primary Directory Number (B2 Channel)** - Voice and/or data. B2 channel with a unique directory number. More than one (1) primary number can be assigned to channels of an ISDN line (also referred to as "multipoint" service). Features and services can be assigned to B2 independently of B1. PIC code can be the same or different than the one (1) assigned to B1 channel. B2 channel may be left idle;
4. **Additional Use of Primary Channel** - Number reused from B1 Channel. Same number being used on B1 and B2 channel. Features and services are the same as on B1 channel. B2 channel may be left idle;
5. **Call Information Display**- Allows End-Users to see dialed digits in the display of the equipped CPE;
6. **Calling Number ID Block, Call Review, Time & Display** - Blocks caller's telephone number from showing when making outgoing calls. Displays call related information on active calls or displays feature associated with buttons on set. Time and Date will be displayed on telephone set;
7. **Shared Directory Numbers** - An additional appearance of a primary or secondary number on another set connected to the same ISDN line. B1 channel numbers can be shared on B2 channel set and vice versa;
8. **Multiple Directory Numbers** - Repeated appearances on the same set of the Primary, Secondary, or Shared Directory Number. Multiple appearances work similarly to hunting;
9. **Additional B Channel Directory Numbers** – B channel connection. Allows connection of additional B Channels devices, over and above first 2;
10. **Call Transfer** – Provides call transfer, consultation hold, conference calling and hold;
11. **Call Transfer – Drops Call** – Drops call upon completion of a transfer;



12. **Information Service Call Blocking** - Prevents callers from completing 900 or 976 calls;
13. **Secondary Directory Numbers** – A virtual directory number that shares the channel with other numbers. May have multiple and shared appearances;
14. **Privacy** – prevents intervention from an End-User of a shared number coming in on a call; and,
15. **Privacy Release** – Allows a conference call between shared numbers

ISDN BRI services shall comply with all applicable ANSI, ITU and Telcordia/Bellcore Standards.

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

The Contractor shall offer the ISDN BRI service and features detailed in Table 1.6.3.2.2.a.

Table 1.6.3.2.2.a, ISDN BRI Service and Features

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
	Bundled ISDN BRI Package	B1 and B2 Channels as described above Includes all features described above	Y		1M+SL
	Bidder's Product Description: Integrated Services Digital Network (ISDN) offers integrated voice, data, and video transmission over a single phone line, with the quality and increased data speed of digital transmission. We provision ISDN on an AT&T Measured Business Service, providing digital service over a single wire pair. The configuration is also known as Basic Rate Interface (BRI), with: <ul style="list-style-type: none"> One 16 Kbps D Channel for signaling and/or packet services at speeds up to 9.6 Kbps Two 64 Kbps B Channels for voice, or data. 				
2	Business ISDN BRI Service	Basic unbundled ISDN BRI service on a measured business line.	Y		1M+SL
	Bidder's Product Description: AT&T will provide per-minute usage for local calls. See unsolicited features for non-local usage.				
3	Basic ISDN BRI Local Usage	Per minute usage per channel for local calls.	Y		USGZ12
	Bidder's Product Description: Per minute usage for local calls.				
4	ISDN BRI Usage Intrastate Switched-	Per minute usage per channel using switched access Intrastate switched-to-switched, 8:00 am to	Y		IESS



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
	to-Switched Daytime	4:59 pm			
	Bidder's Product Description: Per minute charge for Intrastate/InterLATA Switched to Switched Access				
5	ISDN Usage Intrastate Switched-to-Switched Evening	Per minute usage rate per channel using switched access Intrastate switched-to-switched, 5:00 pm to 7:59 am.	Y		IESS
	Bidder's Product Description: Per minute charge for Intrastate/InterLATA Switched to Switched Access				
6	ISDN BRI Usage Interstate Per Channel Daytime	Per minute interstate usage, switched-to-switched and switched-to-dedicated, 8:00 am to 4:59 pm.	Y		ISSS
	Bidder's Product Description: Per minute charge for Interstate Switched to Dedicated Access.				
7	ISDN BRI Usage Interstate Per Channel Evening	Per minute interstate usage, switched-to-switched and switched-to-dedicated, 5:00 pm to 7:59 am.	Y		ISSS
	Bidder's Product Description: Per minute charge for Interstate Switched to Dedicated Access.				
8	Secondary Number	Secondary Number	Y		SEDN1
	Bidder's Product Description: Secondary Number				
9	Expedite Option	Provides service within five (5) business days of receipt of Service Requests in areas with available facilities.	Y		EODXP
	Bidder's Product Description: Provides services within five (5) Business Days of receipt of Service Requests in areas with available facilities				
10	Hunting	Line Hunting; Switch equipment searches group of directory numbers in hunting to find an open line when the dialed number is busy.	Y		HTG



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: Switch equipment searches group of directory numbers in hunting to find an open line when the dialed number is busy.			
11	Busy Call Forwarding	Automatically forwards incoming calls to another permanent number when line in use	Y	EVb
	Bidder's Product Description: Busy Call Forwarding.			
12	Call Forwarding	Transfer all incoming calls to another number of Customer's choosing.	Y	ESM
	Bidder's Product Description: Call Forwarding,			



The Contractor may offer additional unsolicited ISDN BRI features in Table 1.6.3.2.2.b.

Table 1.6.3.2.2.b, Unsolicited ISDN BRI Service Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Feature Package 3	Feature Package 3	FPKG3
	Bidder's Product Description: Feature Package 3 -comprises the following features: Multiple and/or Shared Directory Numbers, Time and Date Display, Call Information Display, Hold, Consultation Hold, Three Way conference, Call Transfer		
2	Add'l Circuit Switched Device	Addl Circuit Switched Device	APDCS
	Bidder's Product Description: See Feature Description		

1.6.3.2.2.1 ISDN BRI Service Area

The Contractor shall provide ISDN BRI services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities).

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

1.6.3.2.3 Frame Relay and Asynchronous Transfer Mode (ATM) Data Services

Frame Relay and ATM services shall be provided by an integrated architecture that provides common switching and transport for both. Under this architecture, the appropriate frame relay or ATM access options are selected, and the integrated network provides connectivity between any combinations of access methods. The Contractor shall provide Frame Relay and Asynchronous Transfer Mode (ATM) high speed, wide area, data transfer services which allow for the transfer of variable length frames, or fixed length cells.

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

1.6.3.2.4 Frame Relay (FR)

Each Frame Relay circuit will be priced and provisioned with OKbps CIR.



Local Loop circuits used to deliver Frame Relay are listed in the table below and shall be used specifically for delivery of Frame Relay services described herein. Local loop circuits that are used for Frame Relay services shall not be subject to mileage charges and shall support the following management protocols:

1. **LMI** - The original interim management protocol uses DLCI 1023. LMI was specified by the charges;
2. **Annex D** - An ANSI T1.617 management protocol standard uses DLCI 1. Annex D was specified by the ANSI T1.617 specification; and,
3. **Annex A** – ITU-T Q.933 management standard protocol uses DLCI 0 to carry local link management information

The Contractor shall provide and support ATM and Frame Relay service inter-working. This service shall provide an Inter-Working Function (IWF) to provide the necessary protocol conversion between Frame Relay and ATM and be transparent to End-Users

Frame Relay Services shall be compliant with applicable North American ANSI, ITU and Telcordia Standards.

Packet Delivery – The monthly average packet delivery shall be greater than 99.9 percent on a monthly average throughput for each circuit. The monthly average percentage shall be derived from the total number of packets/cells/frames output at the network egress port divided by the total number of packets/cells/frames input at the ingress port within the subscribed rate, multiplied by 100.

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

The Contractor shall offer the Frame Relay service and features detailed in Table 1.6.3.2.4.a.

Table 1.6.3.2.4.a, Frame Relay Features

	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Frame Relay DS0 Port Termination	DS0 UNI port at 56 Kbps (includes one (1) DLCI); Frame relay port (user network interface [UNI]) at 56 Kbps, including DS0 transport from serving frame relay switch to local wire center. Local wire center to Customer site access loop not included First DLCI included.	Y		F+56K
	Bidder's Product Description: Frame relay port (user network interface [UNI]) at 56 Kbps, including DS0 transport from serving frame relay switch to local wire center. Local wire center to customer site access loop not included. First DLCI included.				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
2	Frame Relay DS0 Transport	DS0 Transport/local loop/access from local wire center to Customer site access loop	Y		VAN++
	Bidder's Product Description: DSO Transport from local wire center to Customer site access loop				
3	Frame Relay DS1 Port Termination	DS1 UNI port at 1.536 Mbps (includes one (1) DLCI).Frame relay port (user network interface [UNI]) at 1.536 Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to Customer site access loop not included First DLCI included.	Y		F+154
	Bidder's Product Description: Frame relay port (user network interface [UNI]) at 1.536 Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to customer site access loop not included. First DLCI included.				
4	Frame Relay DS1 Transport	DS1 Transport/local loop/access from local wire center to Customer site access loop	Y		TMECS
	Bidder's Product Description: DS1 Transport from local wire center to Customer site access loop				
5	Frame Relay DS3 Port Termination	DS3 UNI port at 44.21Mbps (includes one (1) DLCI).Frame relay port (user network interface [UNI]) at 44.21Mbps, including DS3 transport from serving frame relay switch to local wire center. Local wire center to Customer site access loop not included First DLCI included.	Y		F+37M
	Bidder's Product Description: Frame relay port (user network interface [UNI]) at 1.536 Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to customer site access loop not included. First DLCI included				
6	Frame Relay DS3 Transport	DS3 Transport/local loop/access from local wire center to Customer site access loop	Y		Z35AC
	Bidder's Product Description: DS3 Transport from local wire center to Customer site access loop				



	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
7	Frame Relay Data Link Connection (each additional)	DLCI, additional frame address	Y		RELA+
	Bidder's Product Description: Additional DLCIs.				
8	Expedite Option	Provides service within five (5) Business Days of receipt of Service Requests in areas with available facilities	Y		EODXP
	Bidder's Product Description: Provides service within five (5) Business Days of receipt of Service Requests in areas with available facilities				
9	Multi-link Frame Relay 3 Mbps	MLFR UNI at three (3) Mbps. Frame relay port (user network interface, UNI) at three (3) Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to Customer site access loop not included. Two (2) DS1s required.	Y		FQP3X3
	Bidder's Product Description: Frame relay port (user network interface, UNI) at 3 Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to customer site access loop not included. Two DS1s required.				
10	Multi-link Frame Relay 4.5 Mbps	MLFR UNI at 4.5 Mbps. Frame relay port (user network interface, [UNI]) at 4.5 Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to Customer site access loop not included. Three (3) DS1s required.	Y		FQP3X4
	Bidder's Product Description: Frame relay port (user network interface, [UNI]) at 4.5 Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to customer site access loop not included. Three DS1s required.				
11	Multi-link Frame Relay 6Mbps	MLFR UNI at six (6) Mbps. Frame relay port (user network interface, [UNI]) at six (6) Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to Customer site access loop not included. Four (4) DS1s required.	Y		FQP3X6



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
	Bidder's Product Description: Frame relay port (user network interface, [UNI]) at 6 Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to customer site access loop not included. Four DS1s required.				
12	Multi-link Frame Relay 12Mbps	MLFR UNI at 12 Mbps. Frame relay port (user network interface, [UNI]) at 12Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to Customer site access loop not included. Eight (8) DS1s required.	Y		FQP3X12
	Bidder's Product Description: Frame relay port (user network interface, [UNI]) at 12Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to customer site access loop not included. Eight DS1s required.				
13	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), four (4) kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), four (4) kbps	Y		CIR4
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), four (4) kbps				
14	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), eight (8) kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), eight (8) kbps	Y		CIR8
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), eight (8) kbps				
15	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 16 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 16 kbps	Y		CIR16
	Bidder's Product Description:				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 16 kbps				
16	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 32 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 32 kbps	Y		CIR32
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 32 kbps				
17	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 48 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 48 kbps	Y		CIR48
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 48 kbps				
18	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 56 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 56 kbps	Y		CIR56
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 56 kbps				
19	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 64 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 64 kbps	Y		CIR64
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 64 kbps				
20	Fixed InterLATA Frame Relay Committed	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 128 kbps	Y		CIR128



	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	Information Rate (CIR, specific bit rates), 128 kbps				
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 128 kbps				
21	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 192 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 192 kbps	Y		CIR192
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 192 kbps				
22	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 256 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 256 kbps	Y		CIR256
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 256 kbps				
23	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 320 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 320 kbps	Y		CIR320
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 320 kbps				
24	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 384 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 384 kbps	Y		CIR384



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 384 kbps				
25	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 448 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 448 kbps	Y		CIR448
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 448 kbps				
26	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 512 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 512 kbps	Y		CIR512
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 512 kbps				
27	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 576 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 576 kbps	Y		CIR576
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 576 kbps				
28	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 640 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 640 kbps	Y		CIR640
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 640 kbps				
29	Fixed InterLATA	Fixed InterLATA Frame Relay Committed Information	Y		CIR704



	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	Frame Relay Committed Information Rate (CIR, specific bit rates), 704 kbps	Rate (CIR, specific bit rates), 704 kbps			
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 704 kbps				
30	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 768 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 768 kbps	Y		CIR768
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 768 kbps				
31	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 832 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 832 kbps	Y		CIR832
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 832 kbps				
32	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 896 kbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 896 kbps	Y		CIR896
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 896 kbps				
33	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 960	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 960 kbps	Y		CIR960



	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	kbps				
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 960 kbps				
34	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 1.024 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 1.024 Mbps	Y		CIR1K
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 1.024 Mbps				
35	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 1.536 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 1.536 Mbps	Y		CIR15K
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 1.536 Mbps				
36	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 2.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 2.0 Mbps	Y		CIR2M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 2.0 Mbps				
37	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 3.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 3.0 Mbps	Y		CIR3M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 3.0 Mbps				



	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
38	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 4.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 4.0 Mbps	Y		CIR4M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 4.0 Mbps				
39	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 5.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 5.0 Mbps	Y		CIR5M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 5.0 Mbps				
40	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 6.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 6.0 Mbps	Y		CIR6M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 6.0 Mbps				
41	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 7.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 7.0 Mbps	Y		CIR7M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 7.0 Mbps				
42	Fixed InterLATA Frame Relay Committed Information Rate (CIR,	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 8.0 Mbps	Y		CIR8M



	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	specific bit rates), 8.0 Mbps				
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 8.0 Mbps				
43	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 9.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 9.0 Mbps	Y		CIR9M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 9.0 Mbps				
44	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 10.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 10.0 Mbps	Y		CIR10M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 10.0 Mbps				
45	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 15.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 15.0 Mbps	Y		CIR15M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 15.0 Mbps				
46	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 20.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 20.0 Mbps	Y		CIR120M
	Bidder's Product Description:				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 20.0 Mbps				
47	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 25.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 25.0 Mbps	Y		CIR25M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 25.0 Mbps				
48	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 30.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 30.0 Mbps	Y		CIR30M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 30.0 Mbps				
49	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 35.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 35.0 Mbps	Y		CIR35M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 35.0 Mbps				
50	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 40.0 Mbps	Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 40.0 Mbps	Y		CIR40M
	Bidder's Product Description: Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 40.0 Mbps				

The Contractor may offer additional unsolicited Frame Relay features in Table 1.6.3.2.4.b.



Table 1.6.3.2.4.b, Unsolicited Frame Relay Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		

1.6.3.2.4.1 Frame Relay Service Area

The Contractor shall provide Frame Relay services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

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



1.6.3.2.5 Asynchronous Transfer Mode (ATM) Data Services

The Contractor shall provide and support Asynchronous Transfer Mode (ATM). End-Users shall access the service via a digital connection, or local loop, to an ATM port. Local Loop circuits used to deliver ATM are listed in the table below and shall be used specifically for delivery of ATM services described herein. Local loop circuits that are used for ATM services shall not be subject to mileage charges.

ATM Service shall include, at no additional cost:

1. Initial Virtual Channel Connection (VCC) – the connection between the points where the ATM service End-Users access the ATM layer;
2. Initial Virtual Path Connection (VPC) - Contains virtual circuits that are to be switched together to a common destination such as an Inter-exchange Carrier; and,
3. Unspecified Bit Rate (UBR) - No specific traffic related service guarantee

Features of the ATM services shall include:

1. Multiple Bit Rate Service Classes
 - a. Constant Bit Rate (CBR);
 - b. Variable Bit Rate – near real time (VBR-nrt); and,
 - c. Unspecified Multiple Interface Rates (DS1, DS3, and OC3)
2. VPC;
3. VCC; and,
4. Alternate routes within the network to recover from any transport failures

If an authorized End-User requests an InterLATA or interstate VCC or VPC connection, the Contractor will provide the transport needed between the LATAs/states with no mileage charge.

There shall be no minimum bandwidth guarantee for UBR connections per definition of the service. The network shall be engineered to accommodate UBR subscriber traffic. The network shall be designed so that no UBR cells are lost under normal network operating conditions.

Packet Delivery – The monthly average packet delivery shall be greater than 99.9 percent on a monthly average throughput for each circuit. The monthly average percentage shall be derived from the total number of packets/cells/frames output at the network egress port divided by the total number of packets/cells/frames input at the ingress port within the subscribed rate, multiplied by 100.



A PVC must be either CBR, VBR-nrt or UBR at both ends (i.e., CBR-to-CBR, VBR-to-VBR or UBR-to-UBR).

In addition to the above, the Contractor shall provide and support Inverse Multiplexing. Inverse Multiplexing bonds together multiple T1s to provide an ATM port option between T1 and DS3. Not less than two (2) and up to eight (8) T1s shall be able to be bonded together to provide bandwidth options of 3 Mbps, 4.5 Mbps, 6 Mbps, 7.5Mbps, 9Mbps, 10.5Mbps, or 12 Mbps.

The Contractor shall provide and support Frame Relay and ATMInter-working service when interconnecting Frame Relay to ATM through the network to translate frame relay packets into ATM cells for ATM-attached devices.

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

The Contractor shall offer the ATM service and Features detailed in Table 1.6.3.2.5.a.

Table 1.6.3.2.5.a, ATM Features

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	DS1 ATM Port (UNI)	Physical interface for DS1 port ATM port at 1.536 Mbps, including DS1 transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included.	Y		MT71U
	Bidder's Product Description: ATM port at 1.536 Mbps, including DS1 transport from serving switch to local wire center. Local wire center to customer site access loop not included. First virtual channel identifier included				
2	DS1 ATM Transport	DS1 Transport/local loop/access from local wire center to Customer site access loop	Y		TMECS
	Bidder's Product Description: DS1 Transport from local wire center to Customer site access loop				
3	DS3 ATM Port (UNI)	Physical interface for DS3 ATM port ATM port at 40.704 Mbps, including DS3 transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included.	Y		MT73U
	Bidder's Product Description: ATM port at 40.704 Mbps, including DS3 transport from serving switch to local wire center. Local wire center to customer site access loop not included. First virtual channel identifier included.				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
4	DS3 ATM Transport	DS3 Transport/local loop/access from local wire center to Customer site access loop	Y		Z35AC
	Bidder's Product Description: DS3 Transport from local wire center to Customer site access loop				
5	UNI T1 – 3.0 megabit Inverse Multiplexing over ATM (IMA)	ATM port at 3.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First Virtual Channel Identifier included.	Y		AUT35
	Bidder's Product Description: ATM port at 3.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to customer site access loop not included. First Virtual Channel Identifier included.				
6	UNI T1 – 4.5 megabit IMA	ATM port at 4.5 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included.	Y		AUT45
	Bidder's Product Description: ATM port at 4.5 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to customer site access loop not included. First virtual channel identifier included.				
7	UNI T1 – 6.0 megabit IMA	ATM port at 6.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included.	Y		AUT65
	Bidder's Product Description: ATM port at 6.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to customer site access loop not included. First virtual channel identifier included.				
8	UNI T1 – 7.5 megabit IMA	ATM port at 7.5 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included.	Y		APT3X7
	Bidder's Product Description: ATM port at 7.5 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to customer site access loop not included. First virtual channel identifier included.				
9	UNI T1 – 9.0 megabit IMA	ATM port at 9.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included.	Y		APT3X9



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: ATM port at 9.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to customer site access loop not included. First virtual channel identifier included.			
10	UNI T1 – 10.5 megabit IMA	ATM port at 10.5 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. Virtual channel identifier included.	Y	APT3X10
	Bidder's Product Description: ATM port at 10.5 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to customer site access loop not included. Virtual channel identifier included			
11	UNI T1 – 12.0 megabit IMA	ATM port at 12.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included.	Y	AUT75
	Bidder's Product Description: ATM port at 12.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to customer site access loop not included (see 6.1.3.2). First virtual channel identifier included,			
12	OC3c ATM Port	Physical interface for OC3c ATM port including one (1) Virtual Path Connection. ATM port at 149.760 Mbps, including OC-3c transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included	Y	MT7C+
	Bidder's Product Description: ATM port at 149.760 Mbps, including OC-3c transport from serving switch to local wire center. Local wire center to customer site access loop not included. First virtual channel identifier included			
13	Dedicated Point-to-point local loop service (OC3)	OC3 Transport/local loop/access service provides point-to-point optical interconnection between the telephone company serving wire center (SWC) and the Customer premises. Customer is required to provide an ADM that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC. Total interstate traffic (including Internet traffic) on the circuit(s) must constitute 10% or less of the total traffic; Two (2) required	Y	SON01



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: OC3 Transport from local wire center to Customer site access loop			
14	Virtual Channel Connection (each additional per port)	Address for Virtual Channel Connection	Y	CVC
	Bidder's Product Description: Address for virtual channel connection.			
15	Virtual Path Connection (each additional per port)	Address for Virtual Path Connection includes one (1) Virtual Channel Connection	Y	CVP
	Bidder's Product Description: Address for virtual path connection includes one virtual channel connection.			
16	Constant Bit Rate InterLATA 128 kbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y	CBR128
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 128 kbps			
17	Constant Bit Rate InterLATA 256 kbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y	CBR256
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 256 kbps			
18	Constant Bit Rate InterLATA 384 kbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y	CBR384
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 384 kbps			
19	Constant Bit Rate InterLATA 512 kbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y	CBR512
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 512 kbps			



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
20	Constant Bit Rate InterLATA 768 kbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR768
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 768 kbps				
21	Constant Bit Rate InterLATA 1.024 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR1K
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 1.024Mbps				
22	Constant Bit Rate InterLATA 1.344 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR15K
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 1.344Mbps				
23	Constant Bit Rate InterLATA 2.048 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR2
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 2.048Mbps				
24	Constant Bit Rate InterLATA 3.072 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR3
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 3.072Mbps				
25	Constant Bit Rate InterLATA (per bits per second) 3.840 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR4
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 3.840Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
26	Constant Bit Rate InterLATA 6.144 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR6
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 6.144Mbps				
27	Constant Bit Rate InterLATA 7.680 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR8
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 7.680Mbps				
28	Constant Bit Rate InterLATA (per bits per second) 9.600 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR10
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 9.600 Mbps				
29	Constant Bit Rate InterLATA 10.752 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR11
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 10.752Mbps				
30	Constant Bit Rate InterLATA 12.288 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR12
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 12.288Mbps				
31	Constant Bit Rate InterLATA 15.360 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR15
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 15.360Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
32	Constant Bit Rate InterLATA 19.000 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR19
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 19Mbps				
33	Constant Bit Rate InterLATA 28.000 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR30
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 28Mbps				
34	Constant Bit Rate InterLATA 35.800 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR35
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 35.800Mbps				
35	Constant Bit Rate InterLATA (per bits per second) 45 Mbps	Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected.	Y		CBR45
	Bidder's Product Description: Constant Bit Rate PVC InterLATA 45Mbps				
36	Constant Bit Rate Interstate 128 Kbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT128
	Bidder's Product Description: Constant Bit Rate PVC Interstate 128Kbps				
37	Constant Bit Rate Interstate 256Kbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT256
	Bidder's Product Description: Constant Bit Rate PVC Interstate 256Kbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
38	Constant Bit Rate Interstate 384 Kbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT384
	Bidder's Product Description: Constant Bit Rate PVC Interstate 384Kbps				
39	Constant Bit Rate Interstate 512 Kbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT512
	Bidder's Product Description: Constant Bit Rate PVC Interstate 512Kbps				
40	Constant Bit Rate Interstate 768 Kbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT768
	Bidder's Product Description: Constant Bit Rate PVC Interstate 768Kbps				
41	Constant Bit Rate Interstate 1.024 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT1K
	Bidder's Product Description: Constant Bit Rate PVC Interstate 1.024Mbps				
42	Constant Bit Rate Interstate 1.344 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBR15K
	Bidder's Product Description: Constant Bit Rate PVC Interstate 1.344Mbps				
43	Constant Bit Rate Interstate 2.048 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT2
	Bidder's Product Description: Constant Bit Rate PVC Interstate 2.048Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
44	Constant Bit Rate Interstate 3.072 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT3
	Bidder's Product Description: Constant Bit Rate PVC Interstate 3.072Mbps				
45	Constant Bit Rate Interstate 3.840 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT4
	Bidder's Product Description: Constant Bit Rate PVC Interstate 3.840Mbps				
46	Constant Bit Rate Interstate 6.144 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT6
	Bidder's Product Description: Constant Bit Rate PVC Interstate 6.144Mbps				
47	Constant Bit Rate Interstate 7.680 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT8
	Bidder's Product Description: Constant Bit Rate PVC Interstate 7.680Mbps				
48	Constant Bit Rate Interstate 9.600 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT10
	Bidder's Product Description: Constant Bit Rate PVC Interstate 9.600Mbps				
49	Constant Bit Rate Interstate 10.752 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT11
	Bidder's Product Description: Constant Bit Rate PVC Interstate 10.752Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
50	Constant Bit Rate Interstate 12.288 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT12
	Bidder's Product Description: Constant Bit Rate PVC Interstate 12.288Mbps				
51	Constant Bit Rate Interstate 15.360 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT15
	Bidder's Product Description: Constant Bit Rate PVC Interstate 15.360Mbps				
52	Constant Bit Rate Interstate 19.000 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT19
	Bidder's Product Description: Constant Bit Rate PVC Interstate 9.600Mbps				
53	Constant Bit Rate Interstate 28.000 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT30
	Bidder's Product Description: Constant Bit Rate PVC Interstate 28.000Mbps				
54	Constant Bit Rate Interstate 35.800 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT35
	Bidder's Product Description: Constant Bit Rate PVC Interstate 35.800Mbps				
55	Constant Bit Rate Interstate 45 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT45
	Bidder's Product Description: Constant Bit Rate PVC Interstate 45Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
56	Constant Bit Rate Interstate 70 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT70
	Bidder's Product Description: Constant Bit Rate PVC Interstate 70Mbps				
57	Constant Bit Rate Interstate 100 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT100
	Bidder's Product Description: Constant Bit Rate PVC Interstate 100Mbps				
58	Constant Bit Rate Interstate 125 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT125
	Bidder's Product Description: Constant Bit Rate PVC Interstate 125Mbps				
59	Constant Bit Rate Interstate 150 Mbps	Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected.	Y		CBT145
	Bidder's Product Description: Constant Bit Rate PVC Interstate 150Mbps				
60	Variable Bit Rate InterLATA 128 kbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR128
	Bidder's Product Description: Variable Bit Rate PVC InterLATA 128 kbps				
61	Variable Bit Rate InterLATA 256 kbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR256
	Bidder's Product Description: Variable Bit Rate PVC InterLATA 256 kbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
62	Variable Bit Rate InterLATA 384 kbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR384
	Bidder's Product Description: Variable Bit Rate PVC InterLATA 384 kbps				
63	Variable Bit Rate InterLATA 512 kbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR512
	Bidder's Product Description: Variable Bit Rate PVC InterLATA 512 kbps				
64	Variable Bit Rate InterLATA 768 kbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR768
	Bidder's Product Description: Variable Bit Rate PVC InterLATA 768 kbps				
65	Variable Bit Rate InterLATA 1.024 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR1K
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 1.024 Mbps				
66	Variable Bit Rate InterLATA 1.344 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR15K
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 1.344 Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
67	Variable Bit Rate InterLATA 2.048 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR2
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 2.048 Mbps				
68	Variable Bit Rate InterLATA 3.072 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR3
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 3.072 Mbps				
69	Variable Bit Rate InterLATA 3.840 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR4
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 3.840 Mbps				
70	Variable Bit Rate InterLATA 6.144 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR6
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 6.144 Mbps				
71	Variable Bit Rate InterLATA 7.680 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR8
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 7.680 Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
72	Variable Bit Rate InterLATA 9.600 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR10
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 9.600 Mbps				
73	Variable Bit Rate InterLATA 10.752 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR11
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 10.752 Mbps				
74	Variable Bit Rate InterLATA 12.288 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR12
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 12.288 Mbps				
75	Variable Bit Rate InterLATA 15.360 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR15
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 15.360 Mbps				
76	Variable Bit Rate InterLATA 19.000 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR19
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 19.000 Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
77	Variable Bit Rate InterLATA 28.000 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR30
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 28.000 Mbps				
78	Variable Bit Rate InterLATA 35.800 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR35
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 35.800 Mbps				
79	Variable Bit Rate InterLATA 45 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR45
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 45 Mbps				
80	Variable Bit Rate InterLATA 70 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR70
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 70 Mbps				
81	Variable Bit Rate InterLATA 100 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR100
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 100 Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
82	Variable Bit Rate InterLATA 125 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR125
	Bidder's Product Description: Variable Bit Rate InterLATA PVC 125 Mbps				
83	Variable Bit Rate InterLATA 150 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBR145
	Bidder's Product Description: Variable Bit Rate InterLATA 150 Mbps				
84	Variable Bit Rate Interstate 128 kbps Unit	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT128
	Bidder's Product Description: Variable Bit Rate PVC Interstate 128 kbps Unit				
85	Variable Bit Rate Interstate 256 kbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT256
	Bidder's Product Description: Variable Bit Rate Interstate PVC 256 kbps				
86	Variable Bit Rate Interstate 384 kbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT384
	Bidder's Product Description: Variable Bit Rate Interstate PVC 384 kbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
87	Variable Bit Rate Interstate 512 kbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT512
	Bidder's Product Description: Variable Bit Rate Interstate PVC 512 kbps				
88	Variable Bit Rate Interstate 768 kbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT768
	Bidder's Product Description: Variable Bit Rate Interstate PVC768 kbps				
89	Variable Bit Rate Interstate 1.024 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT1K
	Bidder's Product Description: Variable Bit Rate Interstate PVC 1.024 Mbps				
90	Variable Bit Rate Interstate 1.344 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT15K
	Bidder's Product Description: Variable Bit Rate Interstate PVC 1.344 Mbps				
91	Variable Bit Rate Interstate 2.048 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT2
	Bidder's Product Description: Variable Bit Rate Interstate PVC 2.048 Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
92	Variable Bit Rate Interstate 3.072 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VB3
	Bidder's Product Description: Variable Bit Rate Interstate PVC 3.072 Mbps				
93	Variable Bit Rate Interstate 3.840 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VB4
	Bidder's Product Description: Variable Bit Rate Interstate PVC 3.840 Mbps				
94	Variable Bit Rate Interstate 6.144 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VB6
	Bidder's Product Description: Variable Bit Rate Interstate PVC 6.144 Mbps				
95	Variable Bit Rate Interstate 7.680 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VB8
	Bidder's Product Description: Variable Bit Rate PVC Interstate 7.680 Mbps				
96	Variable Bit Rate Interstate 9.600 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VB10
	Bidder's Product Description: Variable Bit Rate PVC Interstate 9.600 Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
97	Variable Bit Rate Interstate 10.752 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT11
	Bidder's Product Description: Variable Bit Rate PVC Interstate 10.752 Mbps				
98	Variable Bit Rate Interstate 12.288 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT12
	Bidder's Product Description: Variable Bit Rate PVC Interstate 12.288 Mbps				
99	Variable Bit Rate Interstate 15.360 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT15
	Bidder's Product Description: Variable Bit Rate PVC Interstate 15.360 Mbps				
100	Variable Bit Rate Interstate 19.000 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT19
	Bidder's Product Description: Variable Bit Rate PVC Interstate 19.000 Mbps				
101	Variable Bit Rate Interstate 28.000 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT30
	Bidder's Product Description: Variable Bit Rate PVC Interstate 28.000 Mbps				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
102	Variable Bit Rate Interstate 35.800 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT35
	Bidder's Product Description: Variable Bit Rate PVC Interstate 35.800 Mbps				
103	Variable Bit Rate Interstate 45 Mbps	Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells.	Y		VBT45
	Bidder's Product Description: Variable Bit Rate PVC Interstate 45 Mbps				
104	Unspecified Bit Rate InterLATA 128 kbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y		UBR128
	Bidder's Product Description: Unspecified Bit Rate InterLATA 128 kbps				
105	Unspecified Bit Rate InterLATA 256 kbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y		UBR129
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 256 kbps				
106	Unspecified Bit Rate InterLATA 384 kbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y		UBR130
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 384 kbps				
107	Unspecified Bit Rate InterLATA 512 kbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y		UBR131



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 512 kbps			
108	Unspecified Bit Rate InterLATA 768 kbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR132
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 768 kbps			
109	Unspecified Bit Rate InterLATA 1.024 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR133
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 1.024 Mbps			
110	Unspecified Bit Rate InterLATA 1.344 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR134
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 1.344 Mbps			
111	Unspecified Bit Rate InterLATA 2.048 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR135
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 2.048 Mbps			
112	Unspecified Bit Rate InterLATA 3.072 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR136
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 3.072 Mbps			
113	Unspecified Bit Rate InterLATA 3.840 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR137



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 3.840 Mbps			
114	Unspecified Bit Rate InterLATA 6.144 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR138
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 6.144 Mbps			
115	Unspecified Bit Rate InterLATA 7.680 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR139
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 7.680 Mbps			
116	Unspecified Bit Rate InterLATA 9.600 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR140
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 9.600 Mbps			
117	Unspecified Bit Rate InterLATA 10.752 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR141
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 10.752 Mbps			
118	Unspecified Bit Rate InterLATA 12.288 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR142
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 12.288 Mbps			
119	Unspecified Bit Rate InterLATA 15.360 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR143



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 15.360 Mbps			
120	Unspecified Bit Rate InterLATA 19.000 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR144
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 19.000 Mbps			
121	Unspecified Bit Rate InterLATA 28.000 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR145
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 28.000 Mbps			
122	Unspecified Bit Rate InterLATA 35.800 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR146
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 35.800 Mbps			
123	Unspecified Bit Rate InterLATA 45 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR147
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 45 Mbps			
124	Unspecified Bit Rate InterLATA 70 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR148
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 70 Mbps			
125	Unspecified Bit Rate InterLATA 100 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR149



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 100 Mbps			
126	Unspecified Bit Rate InterLATA 125 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR150
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 125 Mbps			
127	Unspecified Bit Rate InterLATA 150 Mbps	Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBR151
	Bidder's Product Description: Unspecified Bit Rate PVC InterLATA 150 Mbps			
128	Unspecified Bit Rate Interstate 128 kbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT128
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 128 kbps			
129	Unspecified Bit Rate Interstate 256 kbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT256
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 256 kbps			
130	Unspecified Bit Rate Interstate 384 kbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT384
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 384 kbps			
131	Unspecified Bit Rate Interstate 512 kbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT512



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 512 kbps			
132	Unspecified Bit Rate Interstate 768 kbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT768
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 768 kbps			
133	Unspecified Bit Rate Interstate 1.024 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT1K
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 1.024 Mbps			
134	Unspecified Bit Rate Interstate 1.344 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT15K
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 1.344 Mbps			
135	Unspecified Bit Rate Interstate 2.048 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT2
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 2.048 Mbps			
136	Unspecified Bit Rate Interstate 3.072 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT3
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 3.072 Mbps			
137	Unspecified Bit Rate Interstate 3.840 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT4



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 3.840 Mbps			
138	Unspecified Bit Rate Interstate 6.144 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT6
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 6.144 Mbps			
139	Unspecified Bit Rate Interstate 7.680 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT8
	Bidder's Product Description: Unspecified Bit Rate Interstate 7.680 Mbps PVC			
140	Unspecified Bit Rate Interstate 9.600 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT10
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 9.600 Mbps			
141	Unspecified Bit Rate Interstate 10.752 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT11
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 10.752 Mbps			
142	Unspecified Bit Rate Interstate 12.288 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT12
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 12.288 Mbps			
143	Unspecified Bit Rate Interstate 15.360 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT15



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 15.360 Mbps			
144	Unspecified Bit Rate Interstate 19.000 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT19
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 19.000 Mbps			
145	Unspecified Bit Rate Interstate 28.000 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT30
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 28.000 Mbps			
146	Unspecified Bit Rate Interstate 35.800 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT35
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 35.800 Mbps			
147	Unspecified Bit Rate Interstate 45 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT45
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 45 Mbps			
148	Unspecified Bit Rate Interstate 70 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT70
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 70 Mbps			
149	Unspecified Bit Rate Interstate 100 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT100



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 100 Mbps			
150	Unspecified Bit Rate Interstate 125 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT125
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 125 Mbps			
151	Unspecified Bit Rate Interstate 150 Mbps	Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization.	Y	UBT145
	Bidder's Product Description: Unspecified Bit Rate PVC Interstate 150 Mbps			
152	OC12 ATM Port	Physical interface for OC-12 ATM port, ATM port at 599.040 Mbps, including OC-12 transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First Local Toll PVC included.	Y	APT3X
	Bidder's Product Description: ATM port at 599.040 Mbps, including OC-12 transport from serving switch to local wire center. Local wire center to customer site access loop not included. First IntraLATA PVC included.			
153	Dedicated Point-to-point local loop service (OC12)	OC12 Transport/local loop/access service provides point-to-point optical interconnection between the telephone company serving wire center (SWC) and the Customer premises. Customer is required to provide an ADM that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC. Total interstate traffic (including Internet traffic) on the circuit(s) must constitute 10% or less of the total traffic; Two (2) required.	Y	SON02
	Bidder's Product Description: OC12 Transport from local wire center to Customer site access loop			
154	Expedite Option	Provides services within five (5) Business Days of receipt of Service Requests in areas with available facilities	Y	EODXP



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: Provides services within five (5) Business Days of receipt of Service Requests in areas with available facilities			

The Contractor may offer additional unsolicited ATM features in Table 1.6.3.2.5.b.

Table 1.6.3.2.5.b, Unsolicited ATM Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		

ATM service shall be compliant with all applicable ITU-TSS Standards, ANSI Standards including the ITU –T I.555 Frame Relay and ATM Inter-working recommendation and the ATM Forum User-Network Interface Specification Version 3.1 and any additional updates.

The Contractor shall provide internetworking at the Frame Relay User Network Interface (UNI) in accordance with the multi-protocol interconnection Standards defined by IETF FRC 1483 and IETF FRC 1490, and in accordance with the internetworking agreement in FRF.8 FRF.8 FRF.8 of the Frame Relay Forum and any additional updates.

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

1.6.3.2.5.1 CMO Network Management (CNM) X-Terminal

The Contractor shall provide the CALNET 3 CMO a network management terminal for monitoring of FRATM service.

The service/terminal shall provide a non-partitioned, read-only view of the entire network and offer a log of all network events, and real-time traffic monitoring with granularity of five (5) seconds. X-terminal shall provide a comprehensive set of management/monitoring capabilities including real-time network map display usage parameters, virtual path alarm log files, real-time performance monitoring and graphing.

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



1.6.3.2.5.2 ATM Service Area

The Contractor shall provide ATM services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

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

1.6.3.3 Data Network Operations and Management

1.6.3.3.1 General Description

The Contractor shall provide a data network(s) that meets industry Standards. The Bidder shall provide a general description of their network operations and management.

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

1.6.3.3.2 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 network surveillance, traffic analysis, control of access and egress traffic, and fault management (trouble identification, isolation and notification).

The NOC shall monitor network performance in near real-time to identify capacity blockages and implement controls to optimize the data network health and performance immediately.

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

1.6.3.3.3 Security

1.6.3.3.3.1 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 shall state the physical security controls in force at these locations.

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



1.6.3.3.3.2 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 X No

1.6.3.3.3.3 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 X No

1.6.3.3.4 (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 CPUC and FCC Requirements.

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

1.6.3.3.5 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.

The Contractor shall implement processes that will assure the continuity of services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly resumption of all contracted services.

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



1.6.4 Data Network Monitoring Application (DNMA)

The Contractor shall provide a web based Data Network Monitoring Application (DNMA) to provide near real-time and historical network performance and fault detection information to Customers. The DNMA shall identify the availability and performance of contracted services. Only CALNET 3 services will appear in the DNMA. The Contractor's DNMA shall provide the following features:

1. Dynamic GUI views that show the relationship between devices providing data network services;
2. Alarm indicators for adversely effected network components;
3. Immediate real-time network availability, throughput, congestion, utilization, and error statistics through inquiry responses;
4. Historical network availability, throughput, congestion, error statistics shall be available for a rolling six (6) month period;
5. Notification or indicators when components are in an administrative/maintenance status;
6. Real-time event log showing network activity;
7. Views shall be partitioned by Customer and Customers will have access only to their department's network components and information. The level of access shall be determined by the Customer department management or Customer administrators;
8. The Contractor shall provide CALNET 3 CMO with an authorization level that provides access to all CALNET Customer network components and information. The Contractor shall provide single sign-on access to view any Customer network;
9. This tool shall provide the capability to run customized reports for the six (6) months of stored data;
10. The statistical information shall be in a data extractable format; and,
11. Contractor shall provide standard and customized reports as determined by CALNET 3 CMO.

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

1.6.5 Other Services

1.6.5.1 Cable and Wire Services

This section includes provisions for simple inside wiring services specifically associated with provisioning of CALNET 3 circuits. The specific services are described below.



1.6.5.2 Hourly Rates for Services 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.

1.6.5.3 Extended Demarcation Wiring Services

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB Subcategory for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wire/cable related activities required to extend the demarcation point to the Customer defined termination location or cross-connect point from the Contractor's MPOE. Extended Demarc wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Demarc wiring shall also include associated trouble shooting, testing and labeling. 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; and,
4. Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the 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 without significant effort or damage to the Customer site;
2. The wire/cable pathway is in an asbestos 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. Upon written release provided by either the Customer or by CALNET 3 CMO.

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

Wiring will be installed 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, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

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

The Contractor shall offer the wiring services for extended demarcation detailed in Table 1.6.5.3.a.

Table 1.6.5.3.a, Extended Demarcation Wiring Services

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	Extended Demarcation -Copper – Regular Hours	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 RJ48 or equivalent jack.	Y		EDCR
	Bidder's Product Description: The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48s smart jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during normal business hours. The labor rate is for work performed during normal business hours.				
2	Extended Demarcation -Copper – Overtime Hours	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 RJ48 or equivalent jack.	Y		EDCO
	Bidder's Product Description: The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48s smart jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.				
3	Extended Demarcation -Copper – Sunday and Holiday Hours	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 RJ48 or equivalent jack.	Y		EDCH



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
	Bidder's Product Description: The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48s smart jack. To provide this service, AT&T assumes customer has adequate pathways. Charges may vary if different jack types are required. The labor rate is for work performed during Sunday and holiday hours.				
4	Extended Demarcation -Copper 25 Pair – Regular Hours	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		EDC25R
	Bidder's Product Description: The copper demarcation point extension is limited to 300 feet or less of one Category 5 25-pair CMP UTP cable with new 24-port Category 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during normal business hours.				
5	Extended Demarcation -Copper 25 Pair – Overtime Hours	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		EDC25O



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: The copper demarcation point extension is limited to 300 feet or less of one Category 5 25-pair CMP UTP cable with new 24-port Category 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.			
6	Extended Demarcation -Copper 25 Pair – Sunday and Holiday Hours	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	EDC25H
	Bidder's Product Description: The copper demarcation point extension is limited to 300 feet or less of one Category 5 25-pair CMP UTP cable with new 24-port Category 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and holiday hours.			
7	Extended Demarcation - Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/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	EDOR



	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 62.5/125- or 50/125-micron, two-strand CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. AT&T assumes customer has adequate pathways. Enclosures are not included. The labor rate is for work performed during normal business hours.			
8	Extended Demarcation - Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/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	EDOO
	Bidder's Product Description The pricing of this item includes up to 1,000 feet of 62.5/125- or 50/125-micron, two-strand CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling is included. AT&T assumes customer has adequate pathways. Enclosures are not included. The labor rate is for work performed during overtime hours.			
9	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/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	EDOH
	Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 62.5/125- or 50/125-micron, two-strand CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling is included. AT&T assumes customer has adequate pathways. Enclosures are not included. The labor rate is for work performed during Sunday and holiday hours.			





The Contractor may offer additional unsolicited Extended Demarcation Services in Table 1.6.5.3.b.

Table 1.6.5.3.b, Unsolicited Extended Demarcation Services

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		

1.6.5.4 Station Cabling Services

The Contractor shall provide station cabling services to support the services covered by this IFB Subcategory 1.6 for all Customer-occupied buildings where services under this Contract are being offered. Station cabling includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Cross-connect (HC) to the Customer defined station location. Station cabling shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station cabling shall also include associated trouble shooting, testing and labeling. Horizontal station cabling is limited to the following:

1. Installation of cabling for extending services from the HC to the Customer's station location.
2. Identification and testing of existing cabling.

The Contractor shall not be required to complete station cabling if:

1. The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.
2. The wire/cable pathway is in an asbestos 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.

The Contractor shall provide a price in the Subcategory Cost Worksheets for all labor and materials required for horizontal station cabling necessary to complete the provisioning as described in this Section 0. The Contractor shall provide one (1) price for each media or task identified.

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



One (1) exception to the above standards is the ANSI/TIA/EIA 568-B.2 requirement of installation of a minimum of multiple (2) cables per location. Customers shall have the option of installing one (1) cable at each location if desired.

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

The Contractor may offer the wiring services for Station Cabling as detailed in Table 1.6.5.4.a.

Table 1.6.5.4.a, Station Wiring Services

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	Station Cabling – Horizontal Copper Cat 3	Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 4-pair Category 3 CMP UTP.	Y		SCIW-Cat3
	Bidder's Product Description: The station cabling extension is limited to 500 feet or less. Associated troubleshooting, testing, and labeling is included. To provide this service, AT&T assumes customer has adequate pathways.				
2	Station Cabling – Horizontal Copper Cat 5e	Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 4-pair Category 5e CMP UTP.	Y		SCIW-Cat5e
	Bidder's Product Description: The copper demarcation point extension is up to 300 feet. Extended Termination wiring will include the necessary Cat5e four-pair CMP UTP cable, two 3-meter jumpers, up to one 24-port patch panel or equivalent (if required), and two RJ45 jacks or equivalent. Associated troubleshooting, testing and labeling is included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during normal business hours.				
3	Station Cabling – Horizontal Copper Cat 6	Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 4-pair Category 6 CMP UTP.	Y		SCIW-Cat6
	Bidder's Product Description: The copper demarcation point extension is up to 300 feet. Station cable wiring will include the necessary Cat 6 four-pair CMP UTP cable, two 3-meter jumpers, up to one 24-port patch panel or equivalent (if required), and two RJ45 jacks or equivalent. Associated troubleshooting, testing and labeling is included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during normal business hours.				



	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
4	Station Cabling – Horizontal Optical Fiber- IEEE 802.3Z	Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than one (1) Gbps (IEEE802.3Z). CMP rated.	Y		SCIW-O
	Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 62.5/125- or 50/125-micron two-strand CMP fiber drop cable with adapters, connectors and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing and labeling is included. AT&T assumes customer has adequate pathways. Enclosures are not included. The labor rate for this is for work performed during normal business hours.				
5	Station Cabling – Horizontal Copper - Identify, Test and Label	Wiring services to identify, test, and label existing horizontal station cabling per single station location.	Y		SCIW-ITL
	Bidder's Product Description: We will identify, test, and label customer's existing horizontal cable/wire. When testing multiple cables, we will replace up to 5% of jacks, if required, to obtain certification. Minimum quantity of 100 required. The labor rate for this is for work performed during normal business hours.				



The Contractor may offer additional unsolicited Station Cabling Services in Table 1.6.5.4.b.

Table 1.6.5.4.b, Unsolicited Station Cabling Services

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		

1.6.5.5 Services Related Hourly Support

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract. Work performed under this Section 1.6.5.5 is authorized only for situations where the Contractor has dispatched personnel to diagnose a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In Subcategory Cost Worksheet 1.6.5.5, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis and/or repair of contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be identified.

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

The Contractor shall offer services related hourly support as detailed in Table 1.6.5.5.

Table 1.6.5.5 Services Related Hourly Support

	Labor Classification Name	Classification Description	Meets or Exceeds? Y N		Bidder's Product Identifier
1	Field Technician – Regular Hours	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		MVV
	Bidder's Description: Field Service Technician – Regular Hours				



	Labor Classification Name	Classification Description	Meets or Exceeds? Y N		Bidder's Product Identifier
2	Field Service Repair Technician Overtime Hours	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		MVV-O
	Bidder's Description: Field Service Technician – Overtime Hours				
3	Field Service Repair Technician Sunday and Holiday Hours	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		MVV-H
	Bidder's Description: Field Service Technician – Sunday and Holiday Hours.				

1.6.5.6 Compatibility

Many CALNET 2 Customers use proprietary Equipment for voice line-side services and data WAN applications. The incumbent Contractor shall provide, at a minimum, the current level of service compatibility and availability for this existing Customer Premise Equipment used by CALNET 2 Customers who wish to continue to receive CALNET 3 services from the incumbent Contractor.

CALNET 3 CMO and the affected CALNET 3 Customers will be the approving authority for replacing all non-compatible CPE. This includes any Equipment, building modifications, wiring, and training for End-User staff that is necessary as a result of the Transition to a new Contractor.

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

1.6.5.7 Intentionally Deleted

1.6.6 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 Category solicitation.

1.6.6.1 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 should include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable services 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 a credit or refund when a 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 X No

1.6.6.2 Technical Requirements Versus SLA Objectives

Sections 1.6.2 through 1.6.5 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 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 X No



1.6.6.3 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-A Business Requirements Section A.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-A Business Requirements Section A.9.4) and monitor and report to Customer until service is restored.

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

1.6.6.4 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 X No

1.6.6.5 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with one (1) SLA Management Plan that describes how the Contractor will monitor and 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 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. Process may differ per service type.
3. Creation and delivery of SLA Reports (IFB-A Business Requirements Section A.9.5). The Contractor shall include a sample report in accordance to Service Level Agreement Reports (IFB-A Business Requirements Section A.9.5) for the following: SLA Service Performance Report (IFB-A Business Requirements Section A.9.5.1), SLA Provisioning Report (IFB-A Business Requirements Section A.9.5.2), and SLA Catastrophic



Outage Reports (IFB-A Business Requirements Section A.9.5.3). The Contractor shall commit to a monthly due date that reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB-A Business Requirements Section A.9.2).

4. SLA invoicing credit and refund process
5. Contractor SLA problem resolution process for Customer SLA and SLA reporting issues. The Contractor shall provide a separate process for Customers and CALNET 3 CMO.
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include the SLA Manager contact information for SLA inquiries and issues resolution for Customer and CALNET 3 CMO.

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

1.6.6.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.6.6.8):

1. With the exception of Provisioning SLA (Section 1.6.6.8.10), 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);
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 Affiliates and/or Subcontractors under this Contract;
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 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 form for the Provisioning SLA (Section 1.6.6.8.10);
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 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 Contractor is required 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 Affiliates and/or Subcontractors under this Contract;
13. The Customer Escalation Process (IFB-A Business Requirements Section A.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-A Business Requirements Section A.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-A Business Requirements Section A.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 X No

1.6.6.7 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 1.6.6.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) for each application of a SCC. The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC unless cause is ultimately determined to have been the fault of a third party outside the control of the Contractor.



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 1.6.6.7.

Table 1.6.6.7 – Stop Clock Conditions (SCC)

#	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	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	OBSERVATION	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	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	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	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	FACILITIES	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.



#	Stop Clock Condition (SCC)	SCC Definition
7	ACCESS	<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">a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;b. Site contact refuses access to technician who displays proper identification;c. 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 reasonable steps to obtain the correct information; and,d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. <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	STAFF	<p>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.</p>
9	APPLICATION	<p>End-User software applications that interfere with repair of the trouble.</p>
10	CPE	<p>Repair/replacement of 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.</p>
11	NO RESPONSE	<p>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.</p>
12	MAINTENANCE	<p>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.</p>
13	THIRD PARTY	<p>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 Affiliates and/or Subcontractors shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.</p>
14	FORCE MAJEURE	<p>Force Majeure events, as defined in the terms and conditions of the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).</p>



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

1.6.6.8 Technical Service Level Agreements

The Contractor shall provide and manage the following Technical SLAs.

1.6.6.8.1 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:					
Analog (1.6.3.2.1)			Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)		
Frame Relay (1.6.3.2.4) (includes access)					
Objectives: The objective will be based on the access type:					
		Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
	Analog	≥ 98.9%	≥ 99.2%	≥ 99.5%	S
	DS0	≥ 98.9%	≥ 99.2%	≥ 99.5%	S
	DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	S
	DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	S
	OCX	≥ 98.7%	≥ 99.8%	≥ 99.9%	S
Rights and Remedies		Per Occurrence: End-User Escalation Process CALNET 3 CMO Escalation Process			
		Monthly Aggregated Measurements: First month to fail to meet the committed SLA objective shall result in a 15% rebate of the TMRC. Next consecutive month to fail to meet the committed SLA objective shall result in a 30% rebate of TMRC. Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.			



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

1.6.6.8.2 Met Appointments (M-S)

SLA Name: Met Appointments				
Definition: Service Availability will be determined on a percentage basis of met appointments (technician dispatches) verses missed appointments.				
Measurement Process: Monthly Average Percentage by Service type: The sum of all individual service appointments met in the measurement period divided by the sum of all individual appointments made in that measurement period equals the monthly average.				
Service(s):				
Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.2)				
Objectives:				
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
ISDN BRI	85.0%	90.0%	99.5%	S
Rights and Remedies	Per Occurrence: CALNET 3 CMO Escalation Process			
	Monthly Aggregated Measurements:			
	First month to fail to meet the committed SLA objective shall result in a 15% rebate of the TMRC and three (3) Business Days of the Average Daily Usage Cost (ADUC) (if applicable) for all missed appointments. Next consecutive month to fail to meet the committed SLA objective shall result in a 25% rebate of TMRC and five (5) Business Days of the ADUC (if applicable) for all missed appointments. Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC and ten (10) Business Days of the ADUC (if applicable) for all missed appointments.			

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



1.6.6.8.3 Catastrophic Outage 1 (CAT 1) (M-S)

SLA Name: Catastrophic Outage 1 (CAT 1)				
Definition: The total loss of service at a single address based on a common cause resulting in the failure of ten (10) or more circuits, any single OCx, or 100 or more voice lines or voice mail boxes.				
Measurement Process: 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 the 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.				
Service(s):				
Analog (1.6.3.2.1)	Central Office Trunk Service (1.6.2.5)			
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)	Frame Relay (1.6.3.2.4) (includes access)			
Business Access Lines (1.6.2.3)	Voice Mail Services (1.6.2.9)			
Central Office Exchange Services (1.6.2.4)				
Objectives:				
The objective restoral time shall be:				
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
Analog	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
ATM	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
Business Access Lines	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
C.O. Exchange Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
C.O. Trunk Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
Frame Relay	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
Voice Mail Services	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault.			
	Monthly Aggregated Measurements: N/A			

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



1.6.6.8.4 Catastrophic Outage 2 (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:
A total failure of a service type in a central office (or equivalent facility), or a backbone failure or failure of any part of the Equipment that supports the backbone that causes a service failure.

Measurement Process: 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 the 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.

Service(s):

Analog (1.6.3.2.1)	Frame Relay (1.6.3.2.4) (includes access)
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)	Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.2)
Business Access Lines (1.6.2.3)	IntraLATA Local Calling (1.6.2.6)
Central Office Exchange Services (1.6.2.4)	Voice Mail Services (1.6.2.9)
Central Office Trunk Service (1.6.2.5)	

Objectives:
The objective restoral time shall be:

	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or P)
Analog	≤ 30 minutes	N/A	≤ 15 minutes	P
ATM	≤ 30 minutes	N/A	≤ 15 minutes	P
Business Access Lines	≤ 30 minutes	N/A	≤ 15 minutes	P
Central Office Exchange	≤ 30 minutes	N/A	≤ 15 minutes	P
C.O. Trunk Service	≤ 30 minutes	N/A	≤ 15 minutes	P
Frame Relay	≤ 30 minutes	N/A	≤ 15 minutes	P
ISDN BRI	≤ 30 minutes	N/A	≤ 15 minutes	P
IntraLATA Local Calling	≤ 30 minutes	N/A	≤ 15 minutes	P
Voice Mail	≤ 30 minutes	N/A	≤ 15 minutes	P



Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC for each End-User service not meeting the committed per occurrence objective for a single CAT 2 fault.
	Monthly Aggregated Measurements: N/A

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



1.6.6.8.5 Catastrophic Outage 3 (M-S)

SLA Name: Catastrophic Outage 3 (CAT 3)					
Definition: The total loss of more than one (1) service type in central office, or the loss of any service type on a system wide basis.					
Measurement Process: 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 the 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.					
Service(s):					
Analog (1.6.3.2.1)		Frame Relay (1.6.3.2.4) (includes access)			
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)		Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.2)			
Business Access Lines (1.6.2.3)		IntraLATA Local Calling (1.6.2.6)			
Central Office Exchange Services (1.6.2.4)		Voice Mail (1.6.2.9)			
Central Office Trunk Service (1.6.2.5)					
Objectives: The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or P)
	Analog	≤ 30 minutes	N/A	≤ 15 minutes	P
	ATM	≤ 30 minutes	N/A	≤ 15 minutes	P
	Business Access Lines	≤ 30 minutes	N/A	≤ 15 minutes	P
	Central Office Exchange	≤ 30 minutes	N/A	≤ 15 minutes	P
	C.O. Trunk Service	≤ 30 minutes	N/A	≤ 15 minutes	P
	Frame Relay	≤ 30 minutes	N/A	≤ 15 minutes	P
	ISDN BRI	≤ 30 minutes	N/A	≤ 15 minutes	P
	IntraLATA Local Calling	≤ 30 minutes	N/A	≤ 15 minutes	P
	Voice Mail	≤ 30 minutes	N/A	≤ 15 minutes	P
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC for each service (Circuit ID) not meeting the committed objective for each Cat 3 fault.				
	Monthly Aggregated Measurements: N/A				



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

1.6.6.8.6 ACD Service Outage (M-S)

SLA Name: ACD Service Outage														
Definition: The total loss of ACD service at a single End-User location.														
Measurement Process: The Outage Duration begins when an application 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 application alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on an per-seat basis from information recorded from the system or Customer reported trouble ticket. Each seat is deemed out of service from the first notification until the Contractor determines the service is restored. Any service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.														
Service(s):														
Locally Based ACD (1.6.2.7)														
Objectives: The objective restoral time shall be:														
<table border="1" style="margin: auto; border-collapse: collapse;"><thead><tr style="background-color: #e1f5fe;"><th></th><th>Basic (B)</th><th>Standard (S)</th><th>Premier (P)</th><th>Bidders Objective Commitment (B, S or P)</th></tr></thead><tbody><tr><td>Locally Based ACD</td><td style="text-align: center;">6 hours</td><td style="text-align: center;">4 hours</td><td style="text-align: center;">2 hours</td><td style="text-align: center;">S</td></tr></tbody></table>						Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	Locally Based ACD	6 hours	4 hours	2 hours	S
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)										
Locally Based ACD	6 hours	4 hours	2 hours	S										
Rights and Remedies	Per Occurrence: 15 percent of the TMRC and three (3) Business Days of any applicable ADUC for each service not meeting the committed objective for each Call Center service outage.													
	Monthly Aggregated Measurements: N/A													

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



1.6.6.8.7 Excessive Outage (M-S)

SLA Name: Excessive Outage				
Definition: A service failure that remains unresolved for more than the committed objective level.				
Measurement Process: 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.				
Service(s):				
Analog (1.6.3.2.1)	Frame Relay (1.6.3.2.4) (includes access)			
ISDN BRI (1.6.3.2.2)	IntraLATA Local Calling Usage Services (1.6.2.6)			
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)	Voice Mail Services (1.6.2.9)			
Business Access Line (1.6.2.3)	Locally Based ACD (1.6.2.7)			
Central Office Exchange Services (1.6.2.4)				
Central Office Trunk Service (1.6.2.5)				
Objectives: The Unavailable Time objective shall not exceed:				
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
Analog	16 hours	12 hours	8 hours	S
ISDN BRI	16 hours	12 hours	8 hours	S
ATM	16 hours	12 hours	8 hours	S
Business Access Line	16 hours	12 hours	8 hours	S
C.O. Exchange Services	16 hours	12 hours	8 hours	S
C.O. Trunk Service	16 hours	12 hours	8 hours	S
Frame Relay	16 hours	12 hours	8 hours	S
IntraLATA Local Calling	16 hours	12 hours	8 hours	S
Voice Mail	16 hours	12 hours	8 hours	S
Locally Based ACD	16 hours	12 hours	8 hours	S
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten ten (10) Business Days of the ADUC for each service (Circuit ID) out of service for a period greater than the committed objective level. Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.			
	Monthly Aggregated Measurements: N/A			

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



1.6.6.8.8 Mean Time to Repair (M-S)

SLA Name: Mean Time to Repair					
Definition: The monthly average time a trouble ticket is open in the Contractor's trouble ticket system for a service type.					
Measurement Process: The service (Circuit ID) is unusable during the time the Customer reported trouble ticket is recorded as open in the Contractor's trouble ticket system, minus SCC. Any service (Circuit ID) reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. The mean shall be derived as the sum of the total trouble ticket duration hours per calendar month, per service type, divided by the number of tickets per calendar month, per service type.					
Service(s):					
Business Access Line (1.6.2.3)		IntraLATA Local Calling Usage Services (1.6.2.6)			
Central Office Exchange Services (1.6.2.4)		Voice Mail Services (1.6.2.9)			
Central Office Trunk Service (1.6.2.5)					
Objectives: The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
	Business Access Line	10 hours	6 hours	4 hours	S
	C.O. Exchange Services	10 hours	6 hours	4 hours	S
	C.O. Trunk Service	10 hours	6 hours	4 hours	S
	IntraLATA Local Calling	10 hours	6 hours	4 hours	S
	Voice Mail	10 hours	6 hours	4 hours	S
Rights and Remedies	Per Occurrence: N/A				
	Monthly Aggregated Measurements: 15 percent of the TMRC and two (2) Business Days of the ADUC per occurrence if the mean average fails to meet the committed monthly objective. Next consecutive month to fail to meet the committed SLA objective shall result in a 25 percent rebate of the TMRC and two (2) Business Days of the ADUC per occurrence. Additional consecutive months to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC and two (2) Business Days of the ADUC per occurrence.				

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



1.6.6.8.9 Notification

SLA Name: Notification	
Definition: The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, 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 requiring the nature of the outage may be limited.	
Measurement Process: The Contractor shall adhere to the Network Outage Response requirements (IFB-A Business Requirements Section A.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 threat of natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available for dissemination to Customers.	
Service(s): All services	
Objectives: 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-A Business Requirements Section A.3.3 (Network Outage Response). At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response). This objective is the same for Basic, Standard and Premier commitments.	
Rights and Remedies	Per Occurrence: Senior Management Escalation
	Monthly Aggregated Measurements: N/A

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



1.6.6.8.10 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 Scope of Work in accordance with Section A.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 Timeline per IFB-A Business Requirements Section A.6 (Contracted Service Project Work).

Provisioning SLAs have two (2) objectives:

Objective 1: Individual Service Request

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 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.

Service(Features must be installed in conjunction with the service except when listed below)	Committed Interval Calendar Days	Coordinated/Managed Project
Business Access Lines (1.6.2.3)	5	Contracted Service Project Work
Central Office Exchange Services (includes station cabling) (1.6.2.4)	5	Contracted Service Project Work
Central Office Trunk Service and Features (1.6.2.5)	20	Contracted Service Project Work
IntraLATA Local Calling (1.6.2.6)	5	Contracted Service Project Work
Locally Based ACD (1.6.2.7)	N/A	Contracted Service Project Work
Voice Mail Services (1.6.2.9) per box	10	Contracted Service Project Work
Analog (1.6.3.2.1)	10	Contracted Service Project Work
ISDN Basic Rate ISDN (BRI) (1.6.3.2.2)	20	Contracted Service Project Work
Frame Relay DS0 (1.6.3.2.4)	15	Contracted Service Project Work
Frame Relay DS1 (1.6.3.2.4)	15	Contracted Service Project Work
Frame Relay DS3 (1.6.3.2.4)	30	Contracted Service Project Work
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)	60	Contracted Service Project Work
Cable and Wiring Services (1.6.5.1)	N/A	Contracted Service Project Work
Expedite (all applicable services)	5	Contracted Service Project Work



Objectives:

Individual Service Request:

Service provisioned on or before the due date per install Service Request.

Monthly Average percent by Service Type:

	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (S or P)
Locally Based ACD	N/A	≥ 90%	≥ 95%	S
Analog	N/A	≥ 90%	≥ 95%	S
ATM	N/A	≥ 90%	≥ 95%	S
Business Access Lines	N/A	≥ 90%	≥ 95%	S
Central Office Exchange Services	N/A	≥ 90%	≥ 95%	S
Central Office Trunk Service	N/A	≥ 90%	≥ 95%	S
Frame Relay DS0	N/A	≥ 90%	≥ 95%	S
Frame Relay DS1	N/A	≥ 90%	≥ 95%	S
Frame Relay DS3	N/A	≥ 90%	≥ 95%	S
ISDN BRI	N/A	≥ 90%	≥ 95%	S
IntraLATA Local Calling	N/A	≥ 90%	≥ 95%	S
Cable and Wiring Services	N/A	≥ 90%	≥ 95%	S
Voice Mail	N/A	≥ 90%	≥ 95%	S
Expedite	N/A	≥ 90%	≥ 95%	S

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 X No



1.6.6.8.11 Time to Repair (TTR) (M-S)

SLA Name: Time to Repair (TTR)																													
Definition: A service outage that remains unresolved for more than the committed objective level.																													
Measurement Process: 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.																													
Services																													
Analog (1.6.3.2.1)	Frame Relay (1.6.3.2.4) (includes access)																												
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)	Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.1.1)																												
Objectives: The Unavailable Time objective shall not exceed:																													
<table border="1" style="margin: auto; border-collapse: collapse;"><thead><tr style="background-color: #e1f5fe;"><th></th><th>Basic (B)</th><th>Standard (S)</th><th>Premier (P)</th><th>Bidders Objective Commitment (B or S)</th></tr></thead><tbody><tr><td>Analog</td><td>6 hours</td><td>4 hours</td><td>N/A</td><td>S</td></tr><tr><td>ATM</td><td>6 hours</td><td>4 hours</td><td>N/A</td><td>S</td></tr><tr><td>Frame Relay</td><td>6 hours</td><td>4 hours</td><td>N/A</td><td>S</td></tr><tr><td>ISDN BRI</td><td>6 hours</td><td>4 hours</td><td>N/A</td><td>S</td></tr></tbody></table>						Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)	Analog	6 hours	4 hours	N/A	S	ATM	6 hours	4 hours	N/A	S	Frame Relay	6 hours	4 hours	N/A	S	ISDN BRI	6 hours	4 hours	N/A	S
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)																									
Analog	6 hours	4 hours	N/A	S																									
ATM	6 hours	4 hours	N/A	S																									
Frame Relay	6 hours	4 hours	N/A	S																									
ISDN BRI	6 hours	4 hours	N/A	S																									
Rights and Remedies	Per Occurrence: 25 percent of the TMRC and three (3) Business Days ADUC, when applicable, per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level.																												
	Monthly Aggregated Measurements: N/A																												

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



1.6.6.8.12 Time to Repair (TTR) – IntraLATA Local Calling (M-S)

SLA Name: Time to Repair (TTR) – IntraLATA Local Calling				
Definition: A service outage that remains unresolved for more than the committed objective level.				
Measurement Process: This SLA is based on trouble ticket Unavailable Time per service (Circuit ID). The service shall be considered unavailable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is 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.				
Services				
IntraLATA Local Calling (1.6.2.6)				
Objectives: The Unavailable Time objective shall not exceed:				
				Bidders Objective Commitment (B or S)
Local Toll Calling	Basic (B)	Standard (S)	Premier (P)	
1 to 25 End-Users	9 hours	7 hours	N/A	S
26 to 50 End-Users	9 hours	6 hours	N/A	S
Greater than 50 End-Users	8 hours	5 hours	N/A	S
Rights and Remedies	Per Occurrence: Three (3) Business Days ADUC for each service (Circuit ID) out of service for a period greater than the committed objective level.			
	Monthly Aggregated Measurements: N/A			

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

1.6.6.8.13 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 X No

1.6.6.8.14 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 0 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 X No

1.6.6.8.15 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 1.6.6.8.15.

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



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