

INVITATION FOR BID

IFB C4A1LEG18

FOR

LEGACY 4 TELECOMMUNICATIONS VOICE AND DATA SERVICES

CALNET LEGACY 4

CATEGORY 17 - TOLL-FREE CALLING

STATEMENT OF WORK

Addendum 6

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Disclaimer: The original PDF version and any subsequent addendums of the IFB released by the Procurement Official of this Bid remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/20/2020	<ul style="list-style-type: none">• Updated Catalog for accepted unsolicited items in tables 17.2.3.4.b, and 17.2.4.b, 17.2.5.1.b, 17.2.5.1.b. 17.2.5.1.d and 17.3.2.b• Updated Feature Names in Table 17.2.4.a.

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TECHNICAL REQUIREMENTS
CATEGORY 17 – TOLL-FREE CALLING
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SOW TECHNICAL REQUIREMENTS

CATEGORY 17 – TOLL-FREE CALLING

17.1 OVERVIEW

This IFB C4A1LEG18 Category 17 provides the State’s solicitation for best value solutions for toll-free domestic and international calling services. This IFB C4A1LEG18 also describes the SOW Technical Requirements necessary to support the CALNET Legacy 4 program requirements.

This IFB C4A1LEG18 will be awarded to Bidders that meet the award criteria as described in IFB C4A1LEG18 Part 1, Section 4, Bid Evaluation. The CALNET Legacy 4 Contract(s) that result from the award of this IFB C4A1LEG18 will be managed on a day-to-day basis by the CALNET Contract Management and Oversight (CALNET CMO).

17.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB C4A1LEG18, 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:”

Or,

Example C (for requirements contained in Technical Feature and/or Service Tables):

Table 17.x.x.a – Feature and/or Service Name					
Feature Name	Feature Description	Bidder’s CALNET Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
				Y	N

17.1.2 DESIGNATION OF REQUIREMENTS

All SOW Technical Requirements specified in this Section 17.1.2 are Mandatory and must be responded to as identified in IFB C4A1LEG18 Part 1, Section 3.3.2.1, *SOW Mandatory Business and SOW Technical Requirements*, 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, the Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET Legacy 4 services or features may require CALNET CMO approval.

Bidders have the option to offer unsolicited items in specific product tables allowing the Bidder to offer additional items that are not specified in the State’s Mandatory tables. Refer to IFB C4A1LEG18 Part 1, Section 3.3.2.2, *Unsolicited Offerings*, for additional instruction.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Category 17 Cost Worksheets. Items not listed in the Category 17 Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in the IFB C4A1LEG18 and are not included as billable in the Category 17 Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in the Category 17 Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Category 17 Cost Worksheets in the Bidder’s Final Proposal. Items submitted with no price will be considered as offered at no cost.

17.1.3 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 No

17.2 TOLL-FREE SERVICES

The Contractor shall provide statewide Toll-Free incoming (‘8xx’ and other FCC approved toll-free NPAs) calling services. Termination types shall include switched (business line), switched Wide Area Telephone Service Access Line (WATS WAL), and Dedicated Access Line (DAL), including analog and any other terminations that the Bidder’s organization provides. The terminating Toll-Free Services shall provide routing based on the originating location (telephone number), day, and time of day.

17.2.1 TOLL-FREE BASIC FEATURES

The Contractor’s Toll-Free Services shall include the basic routing features described below.

17.2.1.1 Point of Call Routing

Based on the calling party's ANI, this feature allows for calls made to a single '8xx' number to be routed to different terminating locations.

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

17.2.1.2 Day-of-Week Routing

Allows the Customers to route calls to different locations based on the day of the week.

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

17.2.1.3 Holiday Routing

Allows the Customer to designate different routing for specific holidays and key events.

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

17.2.1.4 Time-of-Day (TOD) Routing

Based on the time of day, this feature allows the Customer to route calls made to a single '8xx' number to different answering locations.

1. **International Time-of-Day (TOD) Routing** - Enables the Customer to route calls made to a single '8xx' number to different answering locations based on the time of day.
2. **International Time-of-Day (TOD) Routing** - Enables the Customer to route calls made to a single '8xx' number to different answering locations based on the time of day.
3. **International Dialed Number Identification Service (DNIS)** - Provides the 10-digit number dialed by the caller. Routes a call to a Customer specific termination, call center, or application based on the number dialed. Allows a Customer with multiple '8xx' numbers on the same trunk group to identify each call by the '8xx' number dialed and to treat each call accordingly. On each call, DNIS will out-pulse unique digits to route the calls in a trunk group to their proper destination.

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

17.2.1.5 Alternate Routing

Allows the Customer to pre-define alternate routing arrangements and activate via security code.

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

17.2.1.6 Percentage Distribution Routing

Routing based on a percentage of traffic to predefined locations.

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

17.2.1.7 Area Code Routing

Calls for a single toll-free number are routed based upon the caller's area code.

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

17.2.1.8 Area Code Selection

Calls for a single toll-free number can be blocked or received by originating area code for every area code in the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands.

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

17.2.1.9 Area Code / Exchange Routing

Calls for a single toll-free number are routed based upon the caller's area code and local exchange.

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

17.2.1.10 Area Code / Exchange Selection

Calls for a single toll-free number can be blocked or received by originating area code for every area code in the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands.

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

17.2.2 DIRECT ACCESS TERMINATION FEATURES

The Contractor's Toll-Free Services shall include the direct access termination features described below.

17.2.2.1 Network Call Redirect (NCR)

Sends calls to an alternate terminating trunk group when the first choice is busy. (The alternate route must terminate on the Customer's own access facility).

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

17.2.2.2 Dialed Number Identification Service (DNIS)

A number, typically 4-10 digits in length, that is sent by the service provider to the client switch that allows the Customer to determine how to route an inbound call.

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

17.2.2.3 Real-Time Automatic Number Identification (ANI)

Provides the caller's full 10-digit originating telephone number sent by the service provider to the client switch or end-user device.

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

17.2.3 TOLL-FREE NETWORK ACCESS TRANSPORT

The Contractor shall provide dedicated DS1, DS3 and ISDN Private Rate Interface (PRI) access transport service for use with the Toll-Free service deployed for CALNET Legacy 4. This service shall only be utilized in conjunction with the Contractor's Toll-Free service.

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

17.2.3.1 Dedicated DS1 Access Transport

Contractor shall provide dedicated DS1 access transport services in accordance with the North American standards, supporting up to 1.544 Mbps providing full duplex, four-wire, synchronous serial digital data transport. The DS1 services will be channelized (24 multiplexed DS0 channels each at 64Kbps) and will be B8ZS, which is the line coding that allows use of the entire bandwidth of a 1.544 facility, and Extended Super Frame (ESF), which uses a framing bit for non-intrusive signaling and control.

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

17.2.3.2 Dedicated DS3 Access Transport

The shall provide DS3 access transport services for speeds up to 45 Mbps on a single circuit or channelized into 28 DS1 channels or 672 DS0 channels.

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

17.2.3.3 ISDN PRI on DS1 Access Transport

The Contractor shall provide DS1 access transport service in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel.

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

17.2.3.4 Toll-Free Network Access Transport

The Contractor shall provide the Toll-Free Network Access Transport functionality described in Table 17.2.3.4.a.

Table 17.2.3.4.a – Toll-Free Network Access Transport						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Dedicated Access Transport DS1	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps	1LNV9	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps	Y	
2	Dedicated Access Transport DS3	Dedicated Transport at DS3 speed or equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.	1LN44	Dedicated Transport at DS3 speed or equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.	Y	
3	Primary Rate Interface (PRI) Transport on DS1	DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel	BHC	DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel	Y	

The Contractor may offer additional unsolicited Toll-Free Network Access Transport features in Table 17.2.3.4.b.

Table 17.2.3.4.b – Unsolicited Toll Free Network Access Transport			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
1	Split Access Flexible Egress Routing (SAFER) - Feature	SMOE1	SAFER automatically routes incoming calls to dedicated access trunk(s) at an alternate terminating AT&T Point of Presence (POP) in the event of terminating network congestion affecting the AT&T POP where the primary dedicated access trunk(s) are located.
2	Split Access Flexible Egress Routing (SAFER) - Mileage	1LGNX	SAFER automatically routes incoming calls to dedicated access trunk(s) at an alternate terminating AT&T Point of Presence (POP) in the event of terminating network congestion affecting the AT&T POP where the primary dedicated access trunk(s) are located.
3			
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17.2.4 TOLL-FREE DOMESTIC SERVICES

The Contractor shall offer the Toll-Free Domestic Service features detailed in Table 17.2.4.a.

Table 17.2.4.a – Toll-Free Domestic Service Features						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N	
1	Basic Coverage - California Dedicated Access	Allows a Customer to receive toll-free calls from anywhere in the State of California on a dedicated line.	TFCAD	Allows a Customer to receive toll-free calls from anywhere in the State of California on a dedicated line.	Y	
2	Basic Coverage - California Switched Access	Allows a Customer to receive toll-free calls from anywhere in the State of California on a switched line.	TFCAS	Allows a Customer to receive toll-free calls from anywhere in the State of California on a switched line.	Y	

Table 17.2.4.a – Toll-Free Domestic Service Features						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N	
3	Extended Call Coverage – U.S. Dedicated Access	Allows a Customer to receive toll-free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico on a dedicated line.	TFUSD	Allows a Customer to receive toll-free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico on a dedicated line.	Y	
4	Extended Call Coverage – U.S. Switched Access	Allows a Customer to receive toll-free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico on a switched line.	TFUSS	Allows a Customer to receive toll-free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico on a switched line.	Y	
5	Call Transfer	Allows the called party to transfer a call to another location or to give control of the call back to the caller to make additional call routing selections.	TFCALLT	Allows the called party to transfer a call to another location or to give control of the call back to the caller to make additional call routing selections.	Y	
6	Customized Agent Announcement	Provides a customized message to the called party before the caller is connected, alerting the called party with certain information about the caller (e.g. account number, ANI).	TFENR	Provides a customized message to the called party before the caller is connected, alerting the called party with certain information about the caller (e.g. account number, ANI).	Y	
7	Message Announcement	The caller hears a pre-recorded promotional or informational message prior to, during, or after the call is routed to the caller-selected destination.	TFANN	The caller hears a pre-recorded promotional or informational message prior to, during, or after the call is routed to the caller-selected destination.	Y	

Table 17.2.4.a – Toll-Free Domestic Service Features						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N	
8	Courtesy Response	Allows calls to be answered with a recorded message. Calls are answered in the toll-free network and do not terminate at a Customer location.	E85	Allows calls to be answered with a recorded message. Calls are answered in the toll-free network and do not terminate at a customer location.	Y	
9	Courtesy Transfer	Allows the agent to transfer a caller to another toll-free number or POTS line without remaining on the call. The toll-free number or POTS line can be in the same building or another location.	E8UC1	Allows the agent to transfer a caller to another toll-free number or POTS line without remaining on the call. The toll-free number or POTS line can be in the same building or another location.	Y	
10	Conference and Transfer	Allows an agent to consult with the target party prior to adding the caller to a three-way conference. Following the conference, the caller may remain connected to the agent or target party.	E8YPC	Allows an agent to consult with the target party prior to adding the caller to a three-way conference. Following the conference, the caller may remain connected to the agent or target party.	Y	
11	Consult and Transfer	Allows the agent to transfer a caller to another toll-free number or POTS line while remaining on the call until ringing is heard or the call is answered at which point the transferring agent is dropped.	E8YC1	Allows the agent to transfer a caller to another toll-free number or POTS line while remaining on the call until ringing is heard or the call is answered at which point the transferring agent is dropped.	Y	

The Contractor may offer additional unsolicited Toll-Free Domestic Service features in Table 17.2.4.b.

Table 17.2.4.b – Unsolicited Toll Free Domestic Service Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
1	Multi-Carrier Service	TFMCS	The ability to use both AT&T and another carrier for those applications that require multiple carriers.
2	Tailored Call Coverage	TFTCC	Allows a Customer to block incoming calls from specific origination areas. The blocked areas are defined by one of the following: Country State NPA NPA/NXX
3	Area Code Routing/Exchange Routing/Country Code Routing/Area Code Routing-Canada Only	TFROUT	Allows calls to be routed by area code/area code and exchange code/country code and Canadian area codes
4	Point to Call Routing	TFPOC	Allows calls to a single 8XX number to be routed based on the calling party's Automatic Number Identification (ANI) to different termination locations.
5	Day of Week Routing	TFDOW	This feature allows to a single 8XX number to be automatically routed to a different location(s) or termination(s) based on the day of week.
6	Holiday Routing	TFHOL	This feature allows the State to have special routing plans activated automatically on prearranged days of the year. It can be scheduled up to 13 months in advance and is stored in the AT&T network.
7	Time of Day Routing	TFTOD	This owner of the Toll Free number will be able to establish pre-define alternate routing arrangements and then activate them in case of emergency. The owner can activate these plans or can have AT&T activate them via a security code.
8	Alternate Routing/Select Routing	TFALT	This offering provides the owner of the each Toll Free number the ability to allocate calls to different locations or terminations on a percentage basis.

Table 17.2.4.b – Unsolicited Toll Free Domestic Service Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
9	Percentage Allocation Routing/Quick Call Allocator	TFQCA	This feature will allow an incoming call to be redirected to a pre-defined alternative answering location(s) when there is a Ring No Answer (RNA), a busy condition, or a failure at the primary location. An RNA condition is detected after 20 seconds (about three to four rings). There are three ADR options:
10	Network Call Redirect/Alternate Destination Routing (ADR)	TFADR	This feature diverts toll free calls, when all dedicated access trunks associated with a toll free number at a site are busy, to a pre-designated switched access routing arrangement serving the same site or to another trunk group or to a Courtesy Response announcement.
11	Call Overflow	TFOVF	This feature will allow multiple 800 numbers on the same trunk group to identify each call by 800 number and to treat each accordingly. On each call, DNIS will out pulse unique digits to route the calls in a trunk group to their proper destination.
12	Dialed Number Identification Services (DNIS)	TFDNIS	This feature will allow multiple 800 numbers on the same trunk group to identify each call by 800 number and to treat each accordingly. On each call, DNIS will out pulse unique digits to route the calls in a trunk group to their proper destination.
13	Dialed Number Identification Services (DNIS)	TFDNIS	This feature will allow multiple 800 numbers on the same trunk group to identify each call by 800 number and to treat each accordingly. On each call, DNIS will out pulse unique digits to route the calls in a trunk group to their proper destination.
14	Real Time Automatic Number Identification (ANI)	TFANI	This feature provides the caller's full 10-digit originating telephone number. ANI, an Integrated Services Digital Network (ISDN) based service, allows the identification of a caller's billed telephone number via the D channel of an ISDN Primary Rate Interface (PRI) access T1.5.

Table 17.2.4.b – Unsolicited Toll Free Domestic Service Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
15	NetPROTECT® Toll Fraud Protection Service PLUS	NETPR	NetPROTECT® – Plus is available to all AT&T customers who have their own premises equipment with dedicated LD access and provides a maximum liability threshold of \$2000 prior to AT&T notification, PLUS provides extra protection for AT&T Business Long Distance customers and detects possible remote toll fraud five to seven times faster than normal Fraud Prevention activities. To accomplish this, the customer must provide AT&T with all their billable telephone numbers, as well as three contacts, one of which must be available 24 hours a day, seven days a week. AT&T notification, for PLUS, is defined as a telephone call, by AT&T Security, to one of the three designated contacts to provide notice of suspected toll fraud. PLUS customers detecting remote toll fraud, prior to AT&T, can reduce their liability by 50%. The customer must notify AT&T Security and, within 90 days of the fraud incident, send written notification of the means of fraud detection and any changes made to the equipment to stop the remote toll fraud..
16	Fully Enhanced Fraud Protection – Net PROTECT ® Premium	NETPREM	NetPROTECT® – Premium provides \$0 liability prior to AT&T notification and for two hours after notification. Premium provides maximum protection for AT&T Business Long Distance customers and is the fastest AT&T NetPROTECT service for detection and notification of possible remote toll fraud. The customer must provide AT&T with all the information required for Plus service. AT&T notification, for Premium, is defined as a telephone call, by AT&T Security, to one of the three designated contacts to provide notice of suspected toll fraud.

Table 17.2.4.b – Unsolicited Toll Free Domestic Service Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
17	Call Prompter/Voice Prompter/Menu Routing	TFPRP	When a toll free number is dialed, the caller hears an announcement that asks them to make a selection by pressing digits, or if Voice Prompter is used, by pressing or speaking the digits. For example, For General Information, press or speak 1. Calls are automatically routed to the specific location. These can be designed for complex applications using a branched or layered sequence and or can be used as a security or screening device, prompting callers for account codes, ID codes etc. before connecting the call. Call Prompter can also be used to route calls by extension number, without using an attendant.
18	Toll Free Multimedia Calling Service	TFMS	This feature provides the ability to add, on a call by call basis, digital capabilities for the transmission of data, as well as voice transmission on dedicated access on a single toll free number.
19	Agent Routing/Next Available Agent Routing (NAAR)	E88DR	Next Available Agent Routing (NAAR) allows a Customer to specify a routing plan with a sequence of additional answering locations if the primary answering location is busy or otherwise unavailable.
20	Agent Routing/Next Available Agent Routing (NAAR)	E88DR	Next Available Agent Routing (NAAR) allows a Customer to specify a routing plan with a sequence of additional answering locations if the primary answering location is busy or otherwise unavailable.
21	Network Queuing	E8GNQ	Network Queuing will allow a call to be held in queue in the AT&T network until the termination becomes available.
22	Network Queue Announcements	TFNQA	Network Queuing Announcement will allow the Customer to place a call in a network queue and provide a customized or generic delay announcement until a termination is available to receive the call.

Table 17.2.4.b – Unsolicited Toll Free Domestic Service Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
23	ANT	E8MA1	Alternate Number Translation (ANT) is available on domestic calls to toll free numbers. ANT provides immediate alternate number translation whenever the normal translation process is unavailable to a dialed AT&T toll free number. The terminating number(s) must be provided to be used in alternate translation process from all originating calling areas.
24	Enhanced Courtesy Response	E85A1	Enhanced Announcements provide information not strictly related to call routing or call completion.
25	Basic Network Queuing Announcement	E87	Network Queuing Announcement places a call in a Network Queue and provides a customized or generic delay announcement until a termination at the Customer Premises is available to receive the call. Network Queuing must be used with the Next Available Agent Routing feature.
26	Enhanced Network Queuing Announcement	E87A1	Network Queuing Announcement places a call in a Network Queue and provides a customized or generic delay announcement or at any other point in the call until a termination at the Customer Premises is available to receive the call. Network Queuing must be used with the Next Available Agent Routing feature.
27	Generic Courtesy Response	ANEGA	Courtesy Response routes calls to a customized or generic terminating intercept announcement, based on routing parameters established using other Toll-Free Advanced Features.
28	Transfer Connect Courtesy Transfer per call	E8Y1AB	Courtesy Transfer enables Customer to transfer the caller to the Target Party without remaining on the call.
29	Transfer Connect Consult and Transfer per call	E8YD1	Consult and Transfer enables Customer to place the caller on hold, hear call progress tones (i.e., ringing or busy signal) and either transfer the caller to the Target Party without remaining on the call or terminate the redirection and return to the caller for further call handling.

Table 17.2.4.b – Unsolicited Toll Free Domestic Service Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
30	Transfer Connect Conference and Transfer per call	E8YPT	Conference and Transfer enables Customer to conference with the Target Party and the caller. Customer may consult with the Target Party prior to adding the caller to the three-way conference. Following the three-way conference, the caller may remain connected to Customer or to the Target Party. If the Target Party is busy or does not answer, Customer may return to the caller and may attempt another transfer.
31	Speed Dial Transfer Connect Dialing Option (1-10)	E8YA1	Speed Dial enables Customer to redirect calls without dialing the Target Party's complete telephone number using a unique 1 to 5-digit code. This capability is available for use on AT&T Transfer Connect-equipped Toll-Free Numbers.
32	Speed Dial Transfer Connect Dialing Option (11-500)	E8UC2	Speed Dial enables Customer to redirect calls without dialing the Target Party's complete telephone number using a unique 1 to 5-digit code. This capability is available for use on AT&T Transfer Connect-equipped Toll-Free Numbers.
33	Speed Dial Transfer Connect Dialing Option (501-1000)	E8UC3	Speed Dial enables Customer to redirect calls without dialing the Target Party's complete telephone number using a unique 1 to 5-digit code. This capability is available for use on AT&T Transfer Connect-equipped Toll-Free Numbers.
34	Speed Dial Transfer Connect Dialing Option (1001-2000)	E8UC4	Speed Dial enables Customer to redirect calls without dialing the Target Party's complete telephone number using a unique 1 to 5-digit code. This capability is available for use on AT&T Transfer Connect-equipped Toll-Free Numbers.
35	Install/Change Charge (Up to 50 Branches)	NRWR1	For installation or change of AT&T Toll-Free Advanced Features as a result of a service order placed by Customer.
36	Install/Change Charge (51-200 Branches)	NRWR2	For installation or change of AT&T Toll-Free Advanced Features as a result of a service order placed by Customer.
37	Install/Change Charge (201 or more Branches)	NRWR3	For installation or change of AT&T Toll-Free Advanced Features as a result of a service order placed by Customer.

Table 17.2.4.b – Unsolicited Toll Free Domestic Service Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
38	Expedited Installation or Change Charge used along with NRWR+	NRZEX	Customer's request to advance the Due Date of an order will be accepted by AT&T when the request can be accommodated without delaying orders of other Customers. An expedite charge may apply.
39	Install Charge Next Available Agent	NRWR4	Installation charge of ordered product
40	Change Charge Next Available Agent	NRWC6	Change Charge per product
41	Expedite Install or Change Next Available Agent	NRWE5	Customer's request to advance the Due Date of an order will be accepted by AT&T when the request can be accommodated without delaying orders of other Customers. An expedite charge may apply.
42	Expedite Install or Change Charge Network Queuing used along with applicable NRWR+	NRWE6	Customer's request to advance the Due Date of an order will be accepted by AT&T when the request can be accommodated without delaying orders of other Customers. An expedite charge may apply.
43	ADR Expedite Charge	NRWEX	Customer's request to advance the Due Date of an order will be accepted by AT&T when the request can be accommodated without delaying orders of other Customers. An expedite charge may apply.
44	ADR Change Charge	NRWAD	Change Charge per product
45	Subsequent Change Transfer Connect	NRWCB	Change Charge per product
46	Subsequent Change Charge Select Again	NRWCC	Change Charge per product
47	Speed Dial Change Charge Transfer Connect	NRWDC	Change Charge per product
48	Basic Announcement Tape Preparation Professional Voice Normal Interval	ANE	Preparation for recording a basic announcement
49	Enhanced Announcement Tape Preparation Professional Voice Normal Interval	ANEA1	Preparation for recording an enhanced announcement
50	Basic Expedited Tape Preparation Professional Voice	ANEP1	Customer's request to advance the Due Date of an order will be accepted by AT&T when the request can be accommodated without delaying orders of other Customers. An expedite charge may apply.

Table 17.2.4.b – Unsolicited Toll Free Domestic Service Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
51	Enhanced Expedited Tape Preparation Professional Voice	ANEA3	Customer's request to advance the Due Date of an order will be accepted by AT&T when the request can be accommodated without delaying orders of other Customers. An expedite charge may apply.
52	Basic Semi-Professional Tape Preparation	ANEP2	Preparation for recording a basic semi-professional announcement
53	Enhanced Semi-Professional Tape Preparation	ANEA4	Preparation for recording an enhanced semi-professional announcement
54	Basic Foreign Language Tape Preparation	ANEP3	Preparation for recording a foreign language announcement
55	Enhanced Foreign Language Tape Preparation	ANEA5	Preparation for recording an enhanced foreign language announcement
56	Routing Plan Option	E8RBR	The Routing Plan Option allows unlimited use of Routing Features.
57	Call by Call Option	E84CC	In the dynamic mode, Customer may initiate calls on a call-by-call basis via use of a feature code.
58	Time Manager	TM	Time Manager routes calls based on the time of day the call is made.
59	Day Manager	DM	Day Manager routes calls based on the day the call is made.
60	Area/Country Code Routing	AC	Area Code Routing routes calls based on the Area Code (NPA) of the originating number.
61	Quick Call Allocator	QC	Quick Call Allocator routes calls based on allocation percentages established by Customer.
62	Caller Recognition	NR	Caller Recognition Routing routes calls based on the 10 digit Automatic Number Identification (ANI) of the originating number. Caller Recognition Routing cannot be used in conjunction with calls for which AT&T does not receive ANI.
63	Select Routing	E8FAR	Select Routing enables Customer to establish and change up to six alternate routing plans (one active, five pending) per Toll-Free Number for future use.
64	Basic Call Prompter, Enroute, Speech Recognition Digital Prompter	E8U	Call Prompter routes calls based on digits furnished by the caller via touch-tone selection in response to a voice menu or announcement.

Table 17.2.4.b – Unsolicited Toll Free Domestic Service Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
65	Enhanced Call Prompter, Enroute, Speech Recognition Digital Prompter	E8UA1	Call Prompter routes calls based on digits furnished by the caller via touch-tone selection in response to a voice menu or announcement.
66	Alternate Destination Routing	SMOAR	ADR allows an incoming call to be redirected to a pre-defined alternate answering location(s) when there is a Ring No Answer and/or a busy condition at the primary location, or a failure of the AT&T Network.

17.2.5 INTERNATIONAL TOLL-FREE SERVICE

The Contractor shall provide an international toll-free service that allows for a Toll-Free call originating in another country to complete to a U.S. destination. It shall also allow outbound Toll-Free Services to overseas locations.

The Contractor's International Toll-Free service shall include the features detailed below.

1. **International Day-of-Week Routing** - Allows the Customer to route calls to different locations based on the day of the week. Day-of-Week Routing automatically routes calls to a Customer defined location or termination on selected days of the week.
2. **International Holiday Routing** - Enables the Customer to designate different routing for prearranged days of the year. It can be scheduled up to 13 months in advance and is stored in the network.
3. **International Time-of-Day (TOD) Routing** - Enables the Customer to route calls made to a single '8xx' number to different answering locations based on the time of day.
4. **International Time-of-Day (TOD) Routing** - Enables the Customer to route calls made to a single '8xx' number to different answering locations based on the time of day.
5. **International Alternate Routing** - Enables the Customer to pre-define alternate routing arrangements and then activate them when appropriate upon command by the Customer or by the Contractor via a security code. Alternate Routing will enable the Customer to establish and change up to six (6) alternate routing plans for each toll-free number. One (1) routing plan will be actively processing the calls while others are held in reserve.

6. **International Percentage Distribution Routing** - Enables the Customer to allocate calls to predefined locations or terminations on a percentage basis. The Customers can specify what percentage of traffic goes to each location, office, termination, or application. The Customers shall have the ability to adjust the percentages in a matter of minutes either by calling the Contractor or through the Contractor provided network management tool.
7. **International Dialed Number Identification Service (DNIS)** - Provides the 10-digit number dialed by the caller. Routes a call to a Customer specific termination, call center, or application based on the number dialed. Allows a Customer with multiple '8xx' numbers on the same trunk group to identify each call by the '8xx' number dialed and to treat each call accordingly. On each call, DNIS will out-pulse unique digits to route the calls in a trunk group to their proper destination.
8. **International Real-Time Automatic Number Identification (ANI)** - Provides the caller's full 10-digit originating telephone number.
9. **International Terminating Features** - Allows the Customer to terminate international toll-free calls on either dedicated or switched access.
10. **U.S. Based Services Waiver** - The provisions detailed in SOW Business Requirements Section L.2.4.4, *U.S. Based Services*, will not apply to the Contractor's International Long Distance Calling services.

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

17.2.5.1 International Toll-Free Geographic Requirements

Bidders shall offer the International Toll-Free Services – Switched Access detailed above in the countries listed in Table 17.2.5.1.a.

Table 17.2.5.1.a – International Toll-Free Services – Switched Access						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	International Toll-Free Calling – Switched Access - Brazil	International Toll-Free Calling – Switched Access - Brazil	ITSBRA	International Toll-Free Calling – Switched Access - Brazil	Y	
2	International Toll-Free Calling – Switched Access - Canada	International Toll-Free Calling – Switched Access - Canada	ITSCAN	International Toll-Free Calling – Switched Access - Canada	Y	
3	International Toll-Free Calling – Switched Access - China	International Toll-Free Calling – Switched Access - China	ITSCI	International Toll-Free Calling – Switched Access - China	Y	
4	International Toll-Free Calling – Switched Access - France	International Toll-Free Calling – Switched Access - France	ITSFRA	International Toll-Free Calling – Switched Access - France	Y	
5	International Toll-Free Calling – Switched Access - Germany	International Toll-Free Calling – Switched Access - Germany	ITSGER	International Toll-Free Calling – Switched Access - Germany	Y	
6	International Toll-Free Calling – Switched Access - Israel	International Toll-Free Calling – Switched Access - Israel	ITSISR	International Toll-Free Calling – Switched Access - Israel	Y	
7	International Toll-Free Calling – Switched Access - Italy	International Toll-Free Calling – Switched Access - Italy	ITSITA	International Toll-Free Calling – Switched Access - Italy	Y	
8	International Toll-Free Calling – Switched Access - Japan	International Toll-Free Calling – Switched Access - Japan	ITSJAP	International Toll-Free Calling – Switched Access - Japan	Y	
9	International Toll-Free Calling – Switched Access - Korea	International Toll-Free Calling – Switched Access - Korea	ITSKRS	International Toll-Free Calling – Switched Access - Korea	Y	

Table 17.2.5.1.a – International Toll-Free Services – Switched Access						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
10	International Toll-Free Calling – Switched Access - Mexico	International Toll-Free Calling – Switched Access - Mexico	ITSMEX	International Toll-Free Calling – Switched Access - Mexico	Y	
11	International Toll-Free Calling – Switched Access - Spain	International Toll-Free Calling – Switched Access - Spain	ITSSPA	International Toll-Free Calling – Switched Access - Spain	Y	
12	International Toll-Free Calling – Switched Access - Switzerland	International Toll-Free Calling – Switched Access - Switzerland	ITSSWI	International Toll-Free Calling – Switched Access - Switzerland	Y	
13	International Toll-Free Calling – Switched Access - United Kingdom	International Toll-Free Calling – Switched Access - United Kingdom	ITSUKM	International Toll-Free Calling – Switched Access - United Kingdom	Y	

Bidders may offer additional unsolicited International Toll-Free Services – Switched Access in Table 17.2.5.1.b.

Table 17.2.5.1.b Unsolicited International Toll-Free Countries					
	Country	Bidder Meets or Exceeds?		Bidder's Product ID	
		Y	N		
1	American Samoa	Y		ITSAMS	
2	Anguilla	Y		ITSAGU	
3	Antigua and Barbuda	Y		ITSANT	
4	Argentina	Y		ITSARG	
5	Aruba	Y		ITSARU	
6	Australia	Y		ITSAST	
7	Bahamas	Y		ITSBAH	
8	Bahrain	Y		ITSBHR	
9	Barbados	Y		ITSBAR	
10	Belgium	Y		ITSBLG	
11	Bermuda	Y		ITSBER	

Table 17.2.5.1.b Unsolicited International Toll-Free Countries				
	Country	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
12	Bolivia	Y		ITSBOL
13	British Virgin Islands	Y		ITSBRI
14	Cayman Islands	Y		ITSCAY
15	Chile	Y		ITSCHI
16	Colombia	Y		ITSCOL
17	Costa Rica	Y		ITSCOS
18	Cyprus	Y		ITSCYP
19	Czech Republic	Y		ITSCZE
20	Denmark	Y		ITSDEN
21	Dominica	Y		ITSDMC
22	Dominican Republic	Y		ITSDMR
23	Ecuador	Y		ITSECU
24	El Salvador	Y		ITSELS
25	Finland	Y		ITSFIN
26	Greece	Y		ITSGRE
27	Grenada	Y		ITSGND
28	Guatemala	Y		ITSGTM
29	Hong Kong	Y		ITSHKG
30	Hungary	Y		ITSHUN
31	Iceland	Y		ITSICE
32	India	Y		ITSIND
33	Indonesia	Y		ITSIDN
34	Ireland	Y		ITSIRE
35	Jamaica	Y		ITSJAM
36	Latvia	Y		ITSLAT
37	Luxembourg	Y		ITSLUX
38	Malaysia	Y		ITSMLY
39	Montserrat	Y		ITSMON
40	Netherlands	Y		ITSNET

Table 17.2.5.1.b Unsolicited International Toll-Free Countries				
	Country	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
41	Netherlands Antilles	Y		ITSNTA
42	New Zealand	Y		ITSNZD
43	Norway	Y		ITSNOR
44	Panama	Y		ITSPAN
45	Peru	Y		ITSPER
46	Philippines	Y		ITSPHI
47	Poland	Y		ITSPOL
48	Portugal	Y		ITSPOR
49	Saint Kitts and Nevis	Y		ITSSKN
50	Saint Lucia	Y		ITSSTL
51	Saint Vincent and The Grenadines	Y		ITSSVG
52	Singapore	Y		ITSSIN
53	South Africa	Y		ITSSOU
54	Sweden	Y		ITSSWE
55	Taiwan	Y		ITSTAI
56	Thailand	Y		ITSTHA
57	Trinidad and Tobago	Y		ITSTRI
58	Turkey	Y		ITSTRK
59	Turks and Caicos Islands	Y		ITSTKC
60	Uruguay	Y		ITSURU
61	Venezuela	Y		ITSVEN

Bidders shall offer the International Toll-Free Services – Dedicated Access detailed above in the countries listed in Table 17.2.5.1.c.

Table 17.2.5.1.c – International Toll-Free Services – Dedicated Access						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	International Toll-Free Services – Dedicated Access - Brazil	International Toll-Free Services – Dedicated Access - Brazil	ITDBRA	International Toll-Free Services – Dedicated Access - Brazil	Y	
2	International Toll-Free Services – Dedicated Access - Canada	International Toll-Free Services – Dedicated Access - Canada	ITDCAN	International Toll-Free Services – Dedicated Access - Canada	Y	
3	International Toll-Free Services – Dedicated Access - China	International Toll-Free Services – Dedicated Access - China	ITDCI	International Toll-Free Services – Dedicated Access - China	Y	
4	International Toll-Free Services – Dedicated Access - France	International Toll-Free Services – Dedicated Access - France	ITDFRA	International Toll-Free Services – Dedicated Access - France	Y	
5	International Toll-Free Services – Dedicated Access - Germany	International Toll-Free Services – Dedicated Access - Germany	ITDGER	International Toll-Free Services – Dedicated Access - Germany	Y	
6	International Toll-Free Services – Dedicated Access - Israel	International Toll-Free Services – Dedicated Access - Israel	ITDISR	International Toll-Free Services – Dedicated Access - Israel	Y	
7	International Toll-Free Services – Dedicated Access - Italy	International Toll-Free Services – Dedicated Access - Italy	ITDITA	International Toll-Free Services – Dedicated Access - Italy	Y	
8	International Toll-Free Services – Dedicated Access - Japan	International Toll-Free Services – Dedicated Access - Japan	ITDJAP	International Toll-Free Services – Dedicated Access - Japan	Y	
9	International Toll-Free Services – Dedicated Access - Korea	International Toll-Free Services – Dedicated Access - Korea	ITDKRS	International Toll-Free Services – Dedicated Access - Korea	Y	

Table 17.2.5.1.c – International Toll-Free Services – Dedicated Access						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
10	International Toll-Free Services – Dedicated Access - Mexico	International Toll-Free Services – Dedicated Access - Mexico	ITDMEX	International Toll-Free Services – Dedicated Access - Mexico	Y	
11	International Toll-Free Services – Dedicated Access - Spain	International Toll-Free Services – Dedicated Access - Spain	ITDSPA	International Toll-Free Services – Dedicated Access - Spain	Y	
12	International Toll-Free Services – Dedicated Access - Switzerland	International Toll-Free Services – Dedicated Access - Switzerland	ITDSWI	International Toll-Free Services – Dedicated Access - Switzerland	Y	
13	International Toll-Free Services – Dedicated Access - United Kingdom	International Toll-Free Services – Dedicated Access - United Kingdom	ITDUKM	International Toll-Free Services – Dedicated Access - United Kingdom	Y	

Bidders may offer additional unsolicited International Toll-Free Services – Dedicated Access in Table 17.2.5.1.d.

Table 17.2.5.1.d – Unsolicited International Toll Free Services – Dedicated Access				
	Country	Bidder meets or exceeds?		Bidder's Product Identifier
		Y	N	
1	American Samoa	Y		ITDAMS
2	Anguilla	Y		ITDAGU
3	Antigua and Barbuda	Y		ITDANT
4	Argentina	Y		ITDARG
5	Aruba	Y		ITDARU
6	Australia	Y		ITDAST
7	Bahamas	Y		ITDBAH
8	Bahrain	Y		ITDBHR
9	Barbados	Y		ITDBAR
10	Belgium	Y		ITDBLG
11	Bermuda	Y		ITDBER

Table 17.2.5.1.d – Unsolicited International Toll Free Services – Dedicated Access				
	Country	Bidder meets or exceeds?		Bidder's Product Identifier
		Y	N	
12	Bolivia	Y		ITDBOL
13	British Virgin Islands	Y		ITDBRI
14	Cayman Islands	Y		ITDCAY
15	Chile	Y		ITDCHI
16	Colombia	Y		ITDCOL
17	Costa Rica	Y		ITDCOS
18	Cyprus	Y		ITDCYP
19	Czech Republic	Y		ITDCZE
20	Denmark	Y		ITDDEN
21	Dominica	Y		ITDDMC
22	Dominican Republic	Y		ITDDMR
23	Ecuador	Y		ITDECU
24	El Salvador	Y		ITDELS
25	Finland	Y		ITDFIN
26	Greece	Y		ITDGRE
27	Grenada	Y		ITDGND
28	Guatemala	Y		ITDGTM
29	Hong Kong	Y		ITDHKG
30	Hungary	Y		ITDHUN
31	Iceland	Y		ITDICE
32	India	Y		ITDIND
33	Indonesia	Y		ITDIDN
34	Ireland	Y		ITDIRE
35	Jamaica	Y		ITDJAM
36	Latvia	Y		ITDLAT
37	Luxembourg	Y		ITDLUX
38	Malaysia	Y		ITDMLY
39	Montserrat	Y		ITDMON
40	Netherlands	Y		ITDNET
41	Netherlands Antilles	Y		ITDNTA
42	New Zealand	Y		ITDNZD
43	Norway	Y		ITDNOR
44	Panama	Y		ITDPAN
45	Peru	Y		ITDPER
46	Philippines	Y		ITDPHI

Table 17.2.5.1.d – Unsolicited International Toll Free Services – Dedicated Access				
	Country	Bidder meets or exceeds?		Bidder's Product Identifier
		Y	N	
47	Poland	Y		ITDPOL
48	Portugal	Y		ITDPOR
49	Saint Kitts and Nevis	Y		ITDSKN
50	Saint Lucia	Y		ITDSTL
51	Saint Vincent and The Grenadines	Y		ITDSVG
52	Singapore	Y		ITDSIN
53	South Africa	Y		ITDSOU
54	Sweden	Y		ITDSWE
55	Taiwan	Y		ITDTAI
56	Thailand	Y		ITDTHA
57	Trinidad and Tobago	Y		ITDTRI
58	Turkey	Y		ITDTRK
59	Turks and Caicos Islands	Y		ITDTKC
60	Uruguay	Y		ITDURU
61	Venezuela	Y		ITDVEN

Bidders may offer International Toll-Free features in Table 17.2.5.1.e.

Table 17.2.5.1.e Unsolicited International Toll-Free Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
1	Afghanistan	ADTAFG	International Toll Free Calls that originate and terminate on AT&T facilities
2	Albania	ADTALB	International Toll Free Calls that originate and terminate on AT&T facilities
3	American Samoa	ADTAMS	International Toll Free Calls that originate and terminate on AT&T facilities
4	Angola	ADTAGL	International Toll Free Calls that originate and terminate on AT&T facilities
5	Anguilla	ADTAGU	International Toll Free Calls that originate and terminate on AT&T facilities
6	Antigua and Barbuda	ADTANT	International Toll Free Calls that originate and terminate on AT&T facilities
7	Argentina	ADTARG	International Toll Free Calls that originate and terminate on AT&T facilities

Table 17.2.5.1.e Unsolicited International Toll-Free Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
8	Armenia	ADTARM	International Toll Free Calls that originate and terminate on AT&T facilities
9	Aruba	ADTARU	International Toll Free Calls that originate and terminate on AT&T facilities
10	Australia	ADTAST	International Toll Free Calls that originate and terminate on AT&T facilities
11	Austria	ADTAUS	International Toll Free Calls that originate and terminate on AT&T facilities
12	Bahamas	ADTBAH	International Toll Free Calls that originate and terminate on AT&T facilities
13	Bahrain	ADTBHR	International Toll Free Calls that originate and terminate on AT&T facilities
14	Bangladesh	ADTBAN	International Toll Free Calls that originate and terminate on AT&T facilities
15	Barbados	ADTBAR	International Toll Free Calls that originate and terminate on AT&T facilities
16	Belarus	ADTBLR	International Toll Free Calls that originate and terminate on AT&T facilities
17	Belgium	ADTBLG	International Toll Free Calls that originate and terminate on AT&T facilities
18	Belize	ADTBLZ	International Toll Free Calls that originate and terminate on AT&T facilities
19	Benin	ADTBEN	International Toll Free Calls that originate and terminate on AT&T facilities
20	Bermuda	ADTBER	International Toll Free Calls that originate and terminate on AT&T facilities
21	Bolivia	ADTBOL	International Toll Free Calls that originate and terminate on AT&T facilities
22	Bosnia-Herzegovina	ADTBNH	International Toll Free Calls that originate and terminate on AT&T facilities
23	Brazil	ADTBRA	International Toll Free Calls that originate and terminate on AT&T facilities
24	British Virgin Islands	ADTBRI	International Toll Free Calls that originate and terminate on AT&T facilities
25	Brunei	ADTBRU	International Toll Free Calls that originate and terminate on AT&T facilities
26	Bulgaria	ADTBUL	International Toll Free Calls that originate and terminate on AT&T facilities
27	Cambodia	ADTCAM	International Toll Free Calls that originate and terminate on AT&T facilities

Table 17.2.5.1.e Unsolicited International Toll-Free Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
28	Cape Verde Islands	ADTCVI	International Toll Free Calls that originate and terminate on AT&T facilities
29	Cayman Islands	ADTCAY	International Toll Free Calls that originate and terminate on AT&T facilities
30	Chile	ADTCHI	International Toll Free Calls that originate and terminate on AT&T facilities
31	China	ADTCAN	International Toll Free Calls that originate and terminate on AT&T facilities
32	Colombia	ADTCOL	International Toll Free Calls that originate and terminate on AT&T facilities
33	Cook Islands	ADTCOO	International Toll Free Calls that originate and terminate on AT&T facilities
34	Costa Rica	ADTCOS	International Toll Free Calls that originate and terminate on AT&T facilities
35	Croatia	ADTCRO	International Toll Free Calls that originate and terminate on AT&T facilities
36	Cyprus	ADTCYP	International Toll Free Calls that originate and terminate on AT&T facilities
37	Czech Republic	ADTCZE	International Toll Free Calls that originate and terminate on AT&T facilities
38	Denmark	ADTDEN	International Toll Free Calls that originate and terminate on AT&T facilities
39	Diego Garcia	ADTDIE	International Toll Free Calls that originate and terminate on AT&T facilities
40	Dominica	ADTDMC	International Toll Free Calls that originate and terminate on AT&T facilities
41	Dominican Republic	ADTDMR	International Toll Free Calls that originate and terminate on AT&T facilities
42	Ecuador	ADTECU	International Toll Free Calls that originate and terminate on AT&T facilities
43	Egypt	ADTEGY	International Toll Free Calls that originate and terminate on AT&T facilities
44	El Salvador	ADTELS	International Toll Free Calls that originate and terminate on AT&T facilities
45	Eritrea	ADTERI	International Toll Free Calls that originate and terminate on AT&T facilities
46	Estonia	ADTEST	International Toll Free Calls that originate and terminate on AT&T facilities
47	Ethiopia	ADTETH	International Toll Free Calls that originate and terminate on AT&T facilities

Table 17.2.5.1.e Unsolicited International Toll-Free Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
48	Fiji Islands	ADTFIJ	International Toll Free Calls that originate and terminate on AT&T facilities
49	Finland	ADTFIN	International Toll Free Calls that originate and terminate on AT&T facilities
50	France	ADTFRA	International Toll Free Calls that originate and terminate on AT&T facilities
51	French Antilles	ADTFRE	International Toll Free Calls that originate and terminate on AT&T facilities
52	French Guiana	ADTFRG	International Toll Free Calls that originate and terminate on AT&T facilities
53	Gabon Republic	ADTGAB	International Toll Free Calls that originate and terminate on AT&T facilities
54	Gambia	ADTGAM	International Toll Free Calls that originate and terminate on AT&T facilities
55	Georgia	ADTGEO	International Toll Free Calls that originate and terminate on AT&T facilities
56	Germany	ADTGER	International Toll Free Calls that originate and terminate on AT&T facilities
57	Ghana	ADTGHA	International Toll Free Calls that originate and terminate on AT&T facilities
58	Gibraltar	ADTGIB	International Toll Free Calls that originate and terminate on AT&T facilities
59	Greece	ADTGRE	International Toll Free Calls that originate and terminate on AT&T facilities
60	Grenada	ADTGND	International Toll Free Calls that originate and terminate on AT&T facilities
61	Guadeloupe	ADTGDL	International Toll Free Calls that originate and terminate on AT&T facilities
62	Guantanamo	ADTGNT	International Toll Free Calls that originate and terminate on AT&T facilities
63	Guatemala	ADTGTM	International Toll Free Calls that originate and terminate on AT&T facilities
64	Guyana	ADTGUY	International Toll Free Calls that originate and terminate on AT&T facilities
65	Haiti	ADTHAI	International Toll Free Calls that originate and terminate on AT&T facilities
66	Honduras	ADTHND	International Toll Free Calls that originate and terminate on AT&T facilities
67	Hong Kong	ADTHKG	International Toll Free Calls that originate and terminate on AT&T facilities

Table 17.2.5.1.e Unsolicited International Toll-Free Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
68	Hungary	ADTHUN	International Toll Free Calls that originate and terminate on AT&T facilities
69	Iceland	ADTICE	International Toll Free Calls that originate and terminate on AT&T facilities
70	India	ADTIND	International Toll Free Calls that originate and terminate on AT&T facilities
71	Indonesia	ADTIDN	International Toll Free Calls that originate and terminate on AT&T facilities
72	Iraq	ADTIRQ	International Toll Free Calls that originate and terminate on AT&T facilities
73	Ireland	ADTIRE	International Toll Free Calls that originate and terminate on AT&T facilities
74	Israel	ADTISR	International Toll Free Calls that originate and terminate on AT&T facilities
75	Italy (Including Vatican City)	ADTITA	International Toll Free Calls that originate and terminate on AT&T facilities
76	Ivory Coast	ADTIVO	International Toll Free Calls that originate and terminate on AT&T facilities
77	Jamaica	ADTJAM	International Toll Free Calls that originate and terminate on AT&T facilities
78	Japan	ADTJAP	International Toll Free Calls that originate and terminate on AT&T facilities
79	Jordan	ADTJOR	International Toll Free Calls that originate and terminate on AT&T facilities
80	Kazakhstan	ADTKAZ	International Toll Free Calls that originate and terminate on AT&T facilities
81	Kenya	ADTKEN	International Toll Free Calls that originate and terminate on AT&T facilities
82	Korea, South	ADTKRS	International Toll Free Calls that originate and terminate on AT&T facilities
83	Kuwait	ADTKUW	International Toll Free Calls that originate and terminate on AT&T facilities
84	Latvia	ADTLAT	International Toll Free Calls that originate and terminate on AT&T facilities
85	Lebanon	ADTLEB	International Toll Free Calls that originate and terminate on AT&T facilities
86	Liberia	ADTLBR	International Toll Free Calls that originate and terminate on AT&T facilities
87	Liechtenstein	ADTLIE	International Toll Free Calls that originate and terminate on AT&T facilities

Table 17.2.5.1.e Unsolicited International Toll-Free Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
88	Lithuania	ADTLIT	International Toll Free Calls that originate and terminate on AT&T facilities
89	Luxembourg	ADTLUX	International Toll Free Calls that originate and terminate on AT&T facilities
90	Macao	ADTMAC	International Toll Free Calls that originate and terminate on AT&T facilities
91	Macedonia	ADTMCD	International Toll Free Calls that originate and terminate on AT&T facilities
92	Malawi	ADTMLW	International Toll Free Calls that originate and terminate on AT&T facilities
93	Malaysia	ADTMLY	International Toll Free Calls that originate and terminate on AT&T facilities
94	Malta	ADTMLT	International Toll Free Calls that originate and terminate on AT&T facilities
95	Marshall Islands	ADTMAR	International Toll Free Calls that originate and terminate on AT&T facilities
96	Mauritius	ADTMAU	International Toll Free Calls that originate and terminate on AT&T facilities
97	Mexico	ADTMEX	International Toll Free Calls that originate and terminate on AT&T facilities
98	Micronesia	ADTMIC	International Toll Free Calls that originate and terminate on AT&T facilities
99	Monaco	ADTMNC	International Toll Free Calls that originate and terminate on AT&T facilities
100	Mongolia	ADTMNG	International Toll Free Calls that originate and terminate on AT&T facilities
101	Montserrat	ADTMON	International Toll Free Calls that originate and terminate on AT&T facilities
102	Morocco	ADTMOR	International Toll Free Calls that originate and terminate on AT&T facilities
103	Nepal	ADTNEP	International Toll Free Calls that originate and terminate on AT&T facilities
104	Netherlands	ADTNET	International Toll Free Calls that originate and terminate on AT&T facilities
105	Netherlands Antilles	ADTNTA	International Toll Free Calls that originate and terminate on AT&T facilities
106	New Zealand	ADTNZD	International Toll Free Calls that originate and terminate on AT&T facilities
107	Nicaragua	ADTNIC	International Toll Free Calls that originate and terminate on AT&T facilities

Table 17.2.5.1.e Unsolicited International Toll-Free Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
108	Nigeria	ADTNIG	International Toll Free Calls that originate and terminate on AT&T facilities
109	Norway	ADTNOR	International Toll Free Calls that originate and terminate on AT&T facilities
110	Pakistan	ADTPAK	International Toll Free Calls that originate and terminate on AT&T facilities
111	Palau	ADTPAL	International Toll Free Calls that originate and terminate on AT&T facilities
112	Panama	ADTPAN	International Toll Free Calls that originate and terminate on AT&T facilities
113	Papua New Guinea	ADTPAP	International Toll Free Calls that originate and terminate on AT&T facilities
114	Paraguay	ADTPAR	International Toll Free Calls that originate and terminate on AT&T facilities
115	Peru	ADTPER	International Toll Free Calls that originate and terminate on AT&T facilities
116	Philippines	ADTPHI	International Toll Free Calls that originate and terminate on AT&T facilities
117	Poland	ADTPOL	International Toll Free Calls that originate and terminate on AT&T facilities
118	Portugal	ADTPOR	International Toll Free Calls that originate and terminate on AT&T facilities
119	Qatar	ADTQAT	International Toll Free Calls that originate and terminate on AT&T facilities
120	Reunion Island	ADTRNI	International Toll Free Calls that originate and terminate on AT&T facilities
121	Romania	ADTROM	International Toll Free Calls that originate and terminate on AT&T facilities
122	Russia	ADTRUS	International Toll Free Calls that originate and terminate on AT&T facilities
123	Saint Kitts and Nevis	ADTSKN	International Toll Free Calls that originate and terminate on AT&T facilities
124	Saint Lucia	ADTSTL	International Toll Free Calls that originate and terminate on AT&T facilities
125	Saint Pierre & Miquelon	ADTSPM	International Toll Free Calls that originate and terminate on AT&T facilities
126	Saint Vincent and The Grenadines	ADTSVG	International Toll Free Calls that originate and terminate on AT&T facilities
127	San Marino	ADTSAN	International Toll Free Calls that originate and terminate on AT&T facilities

Table 17.2.5.1.e Unsolicited International Toll-Free Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
128	Saudi Arabia	ADTSAU	International Toll Free Calls that originate and terminate on AT&T facilities
129	Senegal	ADTSNG	International Toll Free Calls that originate and terminate on AT&T facilities
130	Serbia & Montenegro	ADTSBM	International Toll Free Calls that originate and terminate on AT&T facilities
131	Seychelles Islands	ADTSEY	International Toll Free Calls that originate and terminate on AT&T facilities
132	Sierra Leone	ADTSIE	International Toll Free Calls that originate and terminate on AT&T facilities
133	Singapore	ADTSIN	International Toll Free Calls that originate and terminate on AT&T facilities
134	Slovakia	ADTSVK	International Toll Free Calls that originate and terminate on AT&T facilities
135	Solomon Islands	ADTSOL	International Toll Free Calls that originate and terminate on AT&T facilities
136	South Africa	ADTSOU	International Toll Free Calls that originate and terminate on AT&T facilities
137	Spain	ADTSPA	International Toll Free Calls that originate and terminate on AT&T facilities
138	Sri Lanka	ADTSRI	International Toll Free Calls that originate and terminate on AT&T facilities
139	Sudan	ADTSUD	International Toll Free Calls that originate and terminate on AT&T facilities
140	Suriname	ADTSUR	International Toll Free Calls that originate and terminate on AT&T facilities
141	Sweden	ADTSWE	International Toll Free Calls that originate and terminate on AT&T facilities
142	Switzerland	ADTSWI	International Toll Free Calls that originate and terminate on AT&T facilities
143	Syria	ADTSYR	International Toll Free Calls that originate and terminate on AT&T facilities
144	Taiwan	ADTTAI	International Toll Free Calls that originate and terminate on AT&T facilities
145	Thailand	ADTTHA	International Toll Free Calls that originate and terminate on AT&T facilities
146	Trinidad and Tobago	ADTTRI	International Toll Free Calls that originate and terminate on AT&T facilities
147	Tunisia	ADTTUN	International Toll Free Calls that originate and terminate on AT&T facilities

Table 17.2.5.1.e Unsolicited International Toll-Free Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
148	Turkey	ADTTRK	International Toll Free Calls that originate and terminate on AT&T facilities
149	Turks and Caicos Islands	ADTTKC	International Toll Free Calls that originate and terminate on AT&T facilities
150	Uganda	ADTUGA	International Toll Free Calls that originate and terminate on AT&T facilities
151	Ukraine	ADTUKR	International Toll Free Calls that originate and terminate on AT&T facilities
152	United Arab Emirates	ADTUAE	International Toll Free Calls that originate and terminate on AT&T facilities
153	United Kingdom	ADTUKM	International Toll Free Calls that originate and terminate on AT&T facilities
154	Uruguay	ADTURU	International Toll Free Calls that originate and terminate on AT&T facilities
155	Uzbekistan	ADTUZB	International Toll Free Calls that originate and terminate on AT&T facilities
156	Venezuela	ADTVEN	International Toll Free Calls that originate and terminate on AT&T facilities
157	Viet Nam	ADTVTN	International Toll Free Calls that originate and terminate on AT&T facilities
158	Yemen	ADTYEM	International Toll Free Calls that originate and terminate on AT&T facilities
159	Zambia	ADTZAM	International Toll Free Calls that originate and terminate on AT&T facilities
160	Zimbabwe	ADTZIM	International Toll Free Calls that originate and terminate on AT&T facilities
161	Country of Origin Routing	ITFCOR	Specialized Routing based upon the country of origin of the Toll Free call
162	Area Code Routing—Canada Only	ITFCAN	Specialized Routing for calls originating in Canada
163	Universal International Freephone Numbering (UIFN) – Dedicated Access	UIFND	International Access to Toll Free number – Dedicated Access
164	Universal International Freephone Numbering (UIFN) – Switched Access	UIFNS	International Access to Toll Free number – Switched Access

17.3 OTHER SERVICES

17.3.1 HOURLY RATES FOR SERVICES

The hourly classifications of hours worked for services described in this Section 17.3.1 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.

When coordinated scheduling for projects between the State and the Contractor occurs, the State and the Contractor may mutually agree that hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday and any hours worked on Sunday or State of California holidays can be classified as Regular Hours in accordance with the State of California Department of Industrial Relations.

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

17.3.2 EXTENDED DEMARCATION WIRING SERVICES

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB C4A1LEG18 for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wiring and cable related activities required to extend the service demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

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

Extended Demarc wiring is limited to the following:

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

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 17.4.8.7, *Provisioning SLAs*, associated with that service.

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

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

Bidder shall provide a price in the Category 17 Cost Worksheets for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one (1) Demarc extension as described above. Bidder shall provide one (1) price for each media identified.

The Contractor shall install wiring according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this IFB C4A1LEG18 and as periodically updated by the CALNET CMO. Additionally, the Contractor shall install and maintain all wiring in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

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

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

The Contractor shall offer the Extended Demarcation Wiring Services detailed in Table 17.3.2.a.

Table 17.3.2.a – Extended Demarcation Wiring Services						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N	
1	Extended Demarcation – Copper four-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. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	EDCR0	The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48 or equivalent jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.	Y	
2	Extended Demarcation – Copper four-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. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	EDCO0	The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48 or equivalent jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.	Y	
3	Extended Demarcation – Copper four-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. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	EDCH0	The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48 or equivalent jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and Holiday hours.	Y	

Table 17.3.2.a – Extended Demarcation Wiring Services						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
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. 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.	EDC25R0	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e, three- (3) meter jumpers, one (1) 24-port 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 regular hours.	Y	
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. 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.	EDC25O0	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e , three (3) meter jumpers, one (1) 24-port 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.	Y	

Table 17.3.2.a – Extended Demarcation Wiring Services						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
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. 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.	EDC25H0	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e, three- (3) meter jumpers, one (1) 24-port 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.	Y	
7	Extended Demarcation – Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	EDOR0	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP 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. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.	Y	

Table 17.3.2.a – Extended Demarcation Wiring Services						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N	
8	Extended Demarcation – Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	EDOO0	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP 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. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.	Y	
9	Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	EDOH0	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP 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. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and Holiday hours.	Y	

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 17.3.2.b.

Table 17.3.2.b – Unsolicited Extended Demarcation Wiring Services			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description

SERVICES RELATED HOURLY SUPPORT

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractor's responsibilities. Work performed under this Section 0 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

In Cost Worksheet 0, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

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

The Contractor shall offer services related hourly support as detailed in Table 0.

Table 0 – Services Related Hourly Support						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N	
1	Field Service Repair Technician Regular Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	MVV	Field Service Technician – Regular Hours	Y	

Table 0 – Services Related Hourly Support						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N	
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 Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	MVVO	Field Service Technician – Overtime Hours	Y	
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 Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	MVVH	Field Service Technician – Sunday and Holiday Hours	Y	

17.4 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this Section 17.4 is to provide the Customers, the CALNET CMO and the Contractor with requirements that define and assist in the management of the SLAs. This Section 17.4 includes the SLA formats, general requirements, stop clock conditions and the Technical SLAs for the services identified in this Category solicitation.

17.4.1 SERVICE LEVEL AGREEMENT FORMAT

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

1. SLA Name – Each SLA Name must be unique;
2. Definition – Describes what performance metric will be measured;

3. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details shall include source of data and define the points of measurement within the system, application, or network;
4. Service(s) – All applicable 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 an invoice credit or refund when the 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 No

17.4.2 SOW TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Section 17.2, *Toll-Free Services*, defines the SOW 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 SOW 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 No

17.4.3 OUTAGE REPORTING

There are two (2) methods in which CALNET Legacy 4 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 (SOW Business Requirements Section L.10.4).

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 (SOW Business Requirements Section L.10.4) and monitor and report to the Customer until service is restored.

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

17.4.4 BIDDER'S RESPONSE TO SERVICE LEVEL AGREEMENTS

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. The 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 No

17.4.5 CONTRACTOR'S SLA MANAGEMENT PLAN

Within 90 calendar days of Contract Award, the Contractor shall provide the CALNET CMO with a detailed SLA Management Plan that describes how the Contractor will monitor and manage the SLAs defined in this IFB C4A1LEG18. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. The Contractor SLA Manager and supporting staff responsibilities;
2. The Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network. Process may differ per service type;
3. Creation and delivery of SLA Reports (SOW Business Requirements Section L.10.5). The Contractor shall include a sample report in accordance with LSA Reports (SOW Business Requirements Section L.10.5) for the following: SLA Service Performance Report (SOW Business Requirements Section L.10.5.1), SLA Provisioning Report (SOW Business Requirements Section L.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section L.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section L.10.5.4). The Contractor shall commit to a monthly due date the reports shall be provided to the CALNET CMO via the Private Oversight Website (SOW Business Requirements Section L.10.2);
4. SLA invoicing credit and refund process;
5. The Contractor's SLA problem resolution process for the Customer SLA management and SLA reporting issues. The Contractor shall provide a separate process for the Customers and the CALNET CMO; and,

6. The Contractor's SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for the Customer and the CALNET CMO.

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

17.4.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET Legacy 4 Technical SLAs (Section 17.4.8, *Technical Service Level Agreements*):

1. With the exception of Provisioning SLA (Section 17.4.8.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent (100%) of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET Legacy 4 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. Exceptions must be otherwise stated in the SLA. . If a Category is listed in the SLA, then all services under that Category 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 SLAs 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 17.4.8.7);
8. To the extent that the 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 the CALNET CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET Legacy 4 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by the CALNET CMO of any SLA remedy covered by this Contract shall not exclude or limit the CALNET CMO's or any of the 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 the Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;
13. The Customer Escalation Process (SOW Business Requirements Section L.3.4.2) and/or the CALNET CMO Escalation Process (SOW Business Requirements Section L.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 24x7x365 for CALNET Legacy 4 services.
15. SLAs apply 24x7x365 unless SLA specifies an exception;
16. The Contractor's invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section L.5.1, #13, *Billing and Invoicing Requirements*;
17. The Contractor shall provide a CALNET Legacy 4 SLA Manager responsible for CALNET Legacy 4 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address the CALNET CMO SLA oversight, report issues, and problem resolution concerns. The CALNET Legacy 4 SLA Manager shall also coordinate SLA support for the Customer SLA inquiries and issue resolution;
18. The Contractor shall provide the Customer and the CALNET CMO support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between the Contractor and third party service provider shall be passed through to the CALNET Legacy 4 Customer.

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

17.4.7 STOP CLOCK CONDITIONS

Only the following conditions shall be allowed to stop the duration for the Service Level Agreements. The Contractor shall document the durations using the Stop Clock Condition (SCC) listed in Table 17.4.7 which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section L.10.4) or Customer provisioning Service Request for each application of an SCC.

The Contractor shall not consider "cleared while testing" or "no trouble found" as an SCC.

Note: The Glossary (SOW Appendix A) defines term "End-User" as the "individual within an Entity that is receiving services and/or features provided under the Contract."

Table 17.4.7 – 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 requests 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 the Contractor's reasonable attempt to notify the End-User that the 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 the 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	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.

#	Stop Clock Condition (SCC)	SCC Definition
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: <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. The Customer provides incorrect site contact information which prevents access, provided that the Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information; or d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. 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.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays the Contractor's resolution of the problem. In such event, the Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of the Customer Provided Equipment (CPE) not provided by the Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from the Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as the Contractor can provide documentation in the trouble ticket substantiating the communication from the Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET Legacy 4 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.

#	Stop Clock Condition (SCC)	SCC Definition
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of the Contractor, not preventable by the Contractor, including, at a minimum, cable cuts not caused by the Contractor. The Contractor's Affiliates and/or Subcontractors shall be deemed to be under the control of the Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28, <i>Force Majeure</i> .

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

MASTER

17.4.8 TECHNICAL SERVICE LEVEL AGREEMENTS

17.4.8.1 Availability (M-S)

SLA Name: Availability																					
Definition: The percentage of time a CALNET Legacy 4 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 individual affected service (per Circuit ID or Service 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 based on 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.																					
Service(s):																					
Toll-Free Network Access Transport (Section 17.2.3)																					
Objective(s): The objective shall be based on the access type:																					
	<table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>DS1</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td>P</td> </tr> <tr> <td>DS3</td> <td>≥ 99.7%</td> <td>≥ 99.8%</td> <td>≥ 99.9%</td> <td>P</td> </tr> <tr> <td>ISDN PRI</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td>P</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	P	DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	P	ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	P
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)																	
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	P																	
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	P																	
ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	P																	
Rights and Remedies	Per Occurrence: End-User Escalation Process CALNET CMO Escalation Process																				
	Monthly Aggregated Measurements: First month the service fails to meet the committed SLA objective shall result in a fifteen percent (15%) rebate of the TMRC. The second consecutive month the service fails to meet the committed SLA objective shall result in a thirty (30%) rebate of TMRC. Each additional consecutive month the service fails to meet the committed SLA objective shall result in a fifty (50%) rebate of the TMRC.																				

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

17.4.8.2 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 three (3) or more DS1/PRI network access circuits or one (1) DS3 network access circuit.					
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 or Service 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 or Service ID) is restored, minus SCC. Any service reported by a Customer as not having been restored shall have the outage time adjusted to the actual restoration time.					
Service(s):					
Toll-Free Network Access Transport (17.2.3)					
Objective (s):					
The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	Toll-Free Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	B
Rights and Remedies	Per Occurrence: 100 percent (100%) of the TMRC and ten (10) Business Days of the ADUC 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 No

17.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)				
Definition: Service affecting failure of any part of the equipment in the toll-free provider's point of presence, other than access, that results in a CALNET Legacy 4 service failure.				
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer, or the 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 or Service ID) basis from information recorded from the network equipment/system or a Customer reported trouble ticket. Each End-User service (Circuit ID or Service 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):				
Toll-Free Network Access Transport (17.2.3)			Toll-Free Domestic Services (17.2.4)	
Objective(s):				
The objective restoral time shall be:				
				Bidder's Objective Commitment (B, S or P)
	Basic (B)	Standard (S)	Premier (P)	
Toll-Free Network Access Transport	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Toll-Free Domestic Services	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Rights and Remedies	Per Occurrence: 100 percent (100%) of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each CAT 2 fault.			
	Monthly Aggregated Measurements: N/A			

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

17.4.8.4 Catastrophic Outage 3 (CAT 3) (M-S)

SLA Name: Catastrophic Outage 3 (CAT 3)					
Definition: The total loss of all CALNET Legacy 4 Toll-Free Network Access Transport and all Toll-Free Domestic Service in a toll-free service provider's point of presence, 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 the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list for each End-User service (Circuit ID) 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 or Service ID) basis from information recorded from the network switches or trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines End-User service is restored. Any service reported by an End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.					
Service(s):					
Toll-Free Network Access Transport (17.2.3)		Toll-Free Domestic Services (17.2.4)			
Objective (s): The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
	Toll-Free Network Access Transport	≤ 30 minutes	N/A	≤ 15 minutes	P
	Toll-Free Domestic Services	≤ 30 minutes	N/A	≤ 15 minutes	P
Rights and Remedies	Per Occurrence: 100 percent (100%) of the TMRC and ten (10) Business Days of the ADUC for each End-User service (Circuit ID or Service 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 No

17.4.8.5 Excessive Outage (M-S)

SLA Name: Excessive Outage					
Definition: Any failure that prevents full functionality of the service 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 not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.					
Service(s):					
Toll-Free Network Access Transport (17.2.3)			Toll-Free Domestic Services (17.2.4)		
Objective (s): The Unavailable Time objective shall not exceed:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	Toll-Free Network Access Transport	16 hours	12 hours	8 hours	P
	Toll-Free Domestic Services	16 hours	12 hours	8 hours	P
Rights and Remedies	Per Occurrence: 100 percent (100%) of the TMRC and ten (10) Business Days of the ADUC per occurrence for each service (Circuit ID or Service ID) out of service greater than the committed objective level. Upon request from the Customer or the CALNET 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 No

17.4.8.6 Notification

SLA Name: Notification	
Definition: The Contractor notification to the CALNET CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, the Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET Legacy 4 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.	
Measurement Process: The Contractor shall adhere to the network Outage Response (SOW Business Requirements Section L.3.3, <i>Network Outage Response</i> and notify the CALNET CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or natural disaster, the Contractor shall notify the CALNET CMO and designated stakeholder when information is available for dissemination to the Customers.	
Service(s): All Services	
<p>Objective (s): Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify the CALNET CMO and designated stakeholders using a method defined in SOW Business Requirements Section L.3.3, <i>Network Outage Response</i>.</p> <p>At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in SOW Business Requirements Section L.3.3, <i>Network Outage Response</i>.</p> <p>The objective is the same for Basic, Standard and Premier commitments.</p>	
Rights and Remedies	Per Occurrence: Senior Management Escalation
	Monthly Aggregated Measurements: N/A

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

17.4.8.7 Provisioning (M-S)

SLA Name: Provisioning		
<p>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 the Customer and the Contractor documented on the Contractor’s order confirmation notification or Contracted Service Project Work SOW in accordance with SOW Business Requirements Section L.2.5.4 #6, <i>Provisioning and Implementation</i>. 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 SOW Business Requirements Section L.8, <i>Contracted Service Project Work</i>.</p> <p>Provisioning SLAs have two (2) objectives: Objective 1: Individual service installation; and, Objective 2: Successful Install Monthly Percentage by service type</p>		
<p>Measurement Process:</p> <p><u>Objective 1: Individual Service Installations:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor. This objective requires the Contractor to meet the due date for each individual service installation. This includes individual circuit/service/seat level installations for Coordinated and Managed Projects.</p> <p><u>Objective 2: Successful Install Monthly Percentage per Service Type:</u> The Contractor shall sum all individual installation per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.</p>		
Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Days	Coordinated/Managed Project
Dedicated DS1 Access Transport (17.2.3.1)	30	Coordinated/Managed Project
Dedicated DS3 Access Transport (17.2.3.2)	45	Coordinated/Managed Project
ISDN PRI on DS1 Access Transport (17.2.3.3)	30	Coordinated/Managed Project
Toll-Free Domestic Services (17.2.4)	10	Coordinated/Managed Project

Objective (s):

1. Objective 1: Individual Service Request: Service installed on or before the committed interval or negotiated due date.
2. Objective 2: Successful Install Monthly Percentage per service:

	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidder's Objective Commitment (S or P)
Toll-Free Domestic Services	N/A	≥ 90%	≥ 95%	P
Dedicated DS1 Access Transport	N/A	≥ 90%	≥ 95%	P
Dedicated DS3 Access Transport	N/A	≥ 90%	≥ 95%	P
ISDN PRI on DS1 Access Transport	N/A	≥ 90%	≥ 95%	P

Rights and Remedies	<p>Per Occurrence: Objective 1: Individual service installations: fifty percent (50%) of installation fee credited to the Customer for any missed committed objective.</p>
	<p>Monthly Aggregated Measurements: Objective 2: 100 percent (100%) of the installation fee credited to the Customer for all service installations (per invoice type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.</p>

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

17.4.8.8 Time-To-Repair (TTR) – Toll-Free Domestic (M-S)

SLA Name: Time to Repair (TTR) – Toll-Free Domestic				
Definition: Any failure that prevents full functionality of the service 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 or Service ID). The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a service that is not fully functional and remains 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.				
Service(s):				
Toll-Free Domestic Services (17.2.4)				
Objective(s):				
The Unavailable Time objective shall not exceed:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)
Toll-Free Domestic Services	10 hours	6 hours	N/A	S
Rights and Remedies	Per Occurrence: Four (4) Business Days of any applicable ADUC per occurrence for each service (Circuit ID or Service 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 No

17.4.8.9 Time to Repair (TTR) – Toll-Free Network Access Transport (M-S)

SLA Name: Time to Repair (TTR) - Toll-Free Network Access Transport											
Definition: Any failure that prevents full functionality of the service 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 or Service ID). The circuit or service shall be considered not fully functional during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If the Customer reports a service that is not fully functional and remains 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.											
Service(s):											
Toll-Free Network Access Transport (17.2.3)											
Objective (s): The Unavailable Time objective shall not exceed:											
<table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B or S)</th> </tr> </thead> <tbody> <tr> <td>Toll-Free Network Access Transport</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)	Bidder's Objective Commitment (B or S)	Toll-Free Network Access Transport	6 hours	4 hours	N/A	S
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)							
Toll-Free Network Access Transport	6 hours	4 hours	N/A	S							
Rights and Remedies	Per Occurrence: twenty-five percent (25%) of the TMRC, per occurrence, for each service (Circuit ID or Service 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 No

17.4.9 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 Section 17.4.8, *Technical Service Level Agreements*.

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

17.4.10 PROPOSED UNSOLICITED OFFERINGS

The Contractor shall provide SLAs as defined in Section 17.4, *Service Level Agreements*, for each unsolicited offering determined by the CALNET CMO not to be a feature of a service or a component of an unbundled service identified in the SOW 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 No

17.4.11 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 Section 17.4.8, *Technical Service Level Agreements*.

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

17.4.12 ACCEPTANCE OF SLA LANGUAGE FOR UNSOLICITED SERVICES

After award, the CALNET CMO will determine, for the purpose of applying SLAs, if a Bidder's unsolicited line item is a "service" or a feature of a Mandatory service. Upon determination by the CALNET CMO, the Contractor shall update the existing SLAs with the CALNET CMO approved modifications for the SLAs in Section 17.4.8, *Technical Service Level Agreements*. Changes may include addition of service names, addition of objectives if current objectives do not apply, and provisioning intervals.

The Contractor shall add the unsolicited services, as determined by the CALNET CMO, to the "Service(s)" component of the SLA. If an unsolicited item, or group of unsolicited items, is determined to be a "service" the Contractor will honor the objective commitment made for the Mandatory service. If an SLA requires additional objectives or provisioning intervals then the CALNET CMO and the Contractor shall negotiate the objective and/or interval. If the CALNET CMO and the Contractor cannot mutually agree to an objective or interval, then the item and or group of items under the service shall be considered a feature of the Mandatory service and therefore shall be included as such under the SLA's as defined in each Category.

All unsolicited service features shall be included as such under the SLAs as defined for each service in each SLA. If the CALNET CMO determines additional objectives or provisioning intervals are required for the unsolicited feature then the CALNET CMO and the Contractor shall negotiate the objective or provisioning interval.

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