

INVITATION FOR BID
IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 21 – STANDALONE VoIP
AT&T Corp.

Statement of Work

TECHNICAL REQUIREMENTS

September 14, 2020

Addendum BAFO

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STATE OF CALIFORNIA

California Department of Technology Statewide
Procurement

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AMENDMENT LOG

Amendment #	Date	Amendment Description
5	03/01/2021	Inserted Document Header Table 21.3.4.b modified language Updated available services
20	05/30/2024	Updated Headers Table 21.2.6.b – Added Service

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TECHNICAL REQUIREMENTS

Category 21 – STANDALONE VOICE OVER INTERNET PROTOCOL SERVICE

21.1 OVERVIEW

The California Department of Technology (CDT), Statewide Telecommunications Procurement (STP) is requesting proposals from responsive vendors to provide Standalone Voice over Internet Protocol (Standalone VoIP) services and features.

This Category 21 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Standalone VoIP services. This IFB also describes the CALNET technical requirements necessary to support the CALNET program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB C4DNCS19 Part 1, Bid Evaluation. The CALNET Data Network and Communications Services (DNCS) Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Contractor Management Organization (CALNET CMO).

21.1.1 Bidder Response Requirements

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

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

1. Example A (for responses that require confirmation that the Bidder understands and accepts the requirement):

“Bidder understands this requirement and shall meet or exceed it? Yes”

Or,

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

Bidder understands this requirement and shall meet or exceed it? Yes

Bidder's Description:

Or,

3. Example C (for responses contained in Technical Feature and/or Service Tables):

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1					Yes

21.1.2 Designation of Requirements

All Technical Requirements specified in this IFB are Mandatory and must be responded to as identified in IFB C4DNCS19 Part 1, SOW Mandatory Technical Requirements by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)".

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

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

21.1.3 Pacific Time Zone

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

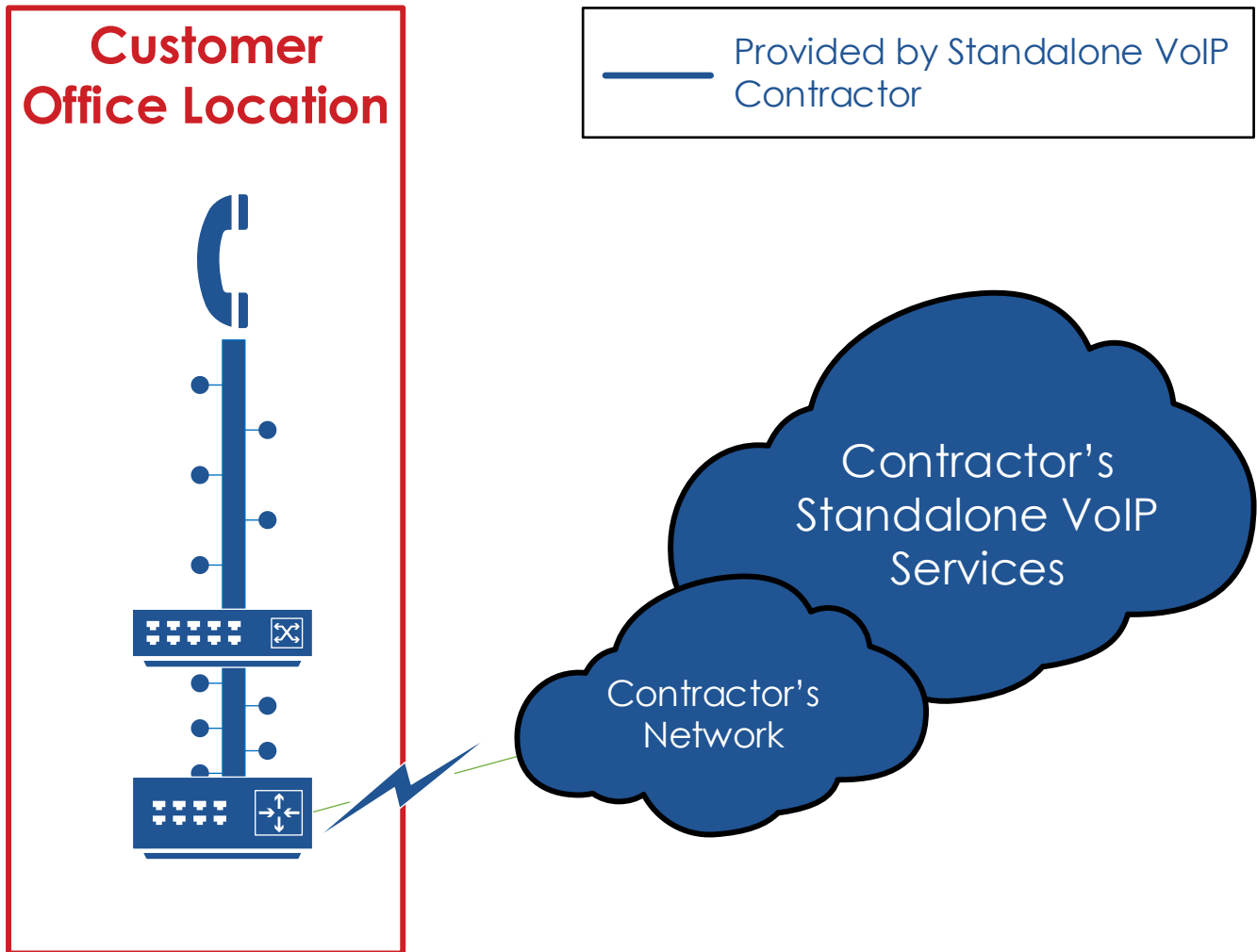
Bidder understands the requirements and shall meet or exceed them? Yes

21.2 VOICE OVER INTERNET PROTOCOL (VOIP)

21.2.1 Standalone VoIP Minimum Network Requirements

The Contractor shall provide a Voice over Internet Protocol (VoIP) network in Standalone configurations. The VoIP network in a Standalone configuration will include the Local Area Network (LAN) and Private Internet Protocol (IP) Wide Area Network (WAN).

Standalone VoIP Topography Example:



The VoIP network shall deliver business-class features that support standard business lines, Direct Inward Dial (DID) lines, gateway services to local Public Switched Telephone Networks (PSTNs), and least cost (monetary) routing.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.1.1 VoIP Response Requirements

The requirements in this section apply to, and shall support, Standalone VoIP services.

21.2.1.1.1 VoIP Network Designs and Diagrams

Bidders shall provide network designs and diagrams for the network and VoIP services listed under Section 21.2.1.

Bidders shall provide electronic drawings with their proposal. The electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format.

Network designs and diagrams must include physical and logical representations of all critical network elements, including geographic locations, and detail how the Contractor's network(s) for each Service type:

1. Redundancy – Having one or more circuits/systems deployed in case of failure of the main circuits/systems, and;
2. Diversity – Backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

The Contractor shall provide revisions upon CALNET CMO request.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.2 Emergency Services

The Contractor shall comply with Federal Communications Commission (FCC) emergency service requirements, including Enhanced 911 (E911), Kari's Law, and the Ray Baum's Act, to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.2.1 Enhanced 911 Database Updates

The Contractor shall be responsible for updating the E911 database when notified End-User equipment is moving to a new location with a different street address and Local Area Network.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.2.1.1 Dynamic Location Mapping

The Contractor shall provide Customers with a solution to map logical network attributes (e.g. port, subnet, VLAN, Wireless AP, etc.) to dispatchable locations. Dispatchable locations shall include the street address and additional information such as room number, floor number, or other information necessary to identify the location of the calling party.

The Bidder shall describe their Dynamic Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will allow a Customer to configure dispatchable locations. This description should include the level of detail that can be configured in terms of dispatchable locations and network attributes.
2. How the Bidder's solution will provide dispatchable location to the PSAP when an End-User dials 911.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidder's Description:

The AT&T Emergency Response Service (ERS) provides the necessary tools to Customer administrators to enable them to configure dispatchable locations. The Dynamic Location Mapping solution supports both Static and Dynamic endpoints, as described below.

The AT&T Emergency Routing Service (ERS) is a secure, web-based service that ensures that your organization's 911 calls are routed to the appropriate Public Safety Answering Point (PSAP) based on the caller's location.

The 911 call taker is automatically presented with a caller's address, enhanced location details, and company name. Using a SIP or PSTN connection, ERS delivers a 911 call from your organization to the right PSAP with the caller's detailed location information—such as the caller's name, the floor they are on, and their office location.

The solution supports both Static and Dynamic endpoints, as described below.

Static Assignment (Layer 3):

1. The enterprise administrator will provision the Emergency Response Locations (ERL) and associated endpoints including the network maps (IP Addresses/extensions/DIDs/Basic Service Set Identifiers – BSSIDs) into the Emergency Routing Service (ERS) via the ERS Provisioning Server using the ERS Portal or ERS API. The level of granularity depends on the customer's requirements.
2. ERS matches provisioned records against Master Street Address Guide (MSAG) ALI Database for validation. These records are then stored in the ERS National ALI Database.
3. When the user makes a 9-1-1 call, the call is routed from the customer network's to AT&T's VoIP service via the SIP VoIP protocol. AT&T forwards the 9-1-1 call to the ERS 9-1-1 Call Server.
4. The ERS 9-1-1 Call Server retrieves the location of the caller from the ERS National ALI Database and routes the call to the ERS 9-1-1 Call Routing Network.
5. The ERS 9-1-1 Call Routing Network directs the call to the appropriate selective router, which then delivers the call to the local PSAP including the caller's phone number.

6. The PSAP retrieves the user's location record from the ERS National ALI Database using a connection through the Regional ALI Database.

7. If a 9-1-1 call is received from an end point that is not provisioned in the ERS, the call will be routed to the ECRC (Emergency Call Response Center), where U.S.-based Association of Public-Safety Communications Officials(APCO)-trained dispatchers will confirm the caller's location and transfer the call to the appropriate PSAP.

Without the benefit of fixed network infrastructure, off-site users pose a unique challenge. The organization's phone system has no way of knowing where that caller is, as there are no subnets, switches or access points to reference. When a user moves off-premises and starts up their softphone, a customizable disclaimer appears and informs the user that they need to update their location. Once the user has entered their address in the Location Manager interface, if they need to place a 911 call, their self-provisioned location will be used to determine the appropriate PSAP for call routing and will be sent along with the call, via the ERS network, to the PSAP call taker.

HTTP-Enabled Location Delivery(HELD) variant for Dynamic endpoints:

1. The enterprise administrator will provision the Emergency Response Locations (ERL) and associated endpoints including the network maps (IP Addresses/extensions/DIDs/BSSIDs) into the Emergency Routing Service (ERS) via the ERS Provisioning Server using the ERS Portal or ERS API. The level of granularity depends on the customer's requirements.
2. ERS matches provisioned records against MSAG ALI Database for validation. These records are then stored in the ERS National ALI Database.
3. When the endpoint signs in or when it moves location, it will query the cloud-based Location Information Server (LIS) for their location already provisioned by the enterprise administrator. The endpoint will need to be authenticated in the LIS, and provide either its IP Address or BSSID in a HELD request.
4. The Location Information Server will match up HELD request information to the information provisioned by the enterprise administrator.
5. The Location Information is returned back to the endpoint in Presence Information Data Format Location Object(PIDF-LO) format.
6. When the endpoint dials 9-1-1, it will send a SIP invite with location information in the PIDF-LO to AT&T. This information can be the civic address or a reference identifier for the address (location by Value or Reference).
7. AT&T will then send a SIP invite with the same PIDF-LO information towards the ERS 9-1-1 Call Server.
8. The ERS 9-1-1 Call Server retrieves the location of the caller from the ERS National ALI Database and routes the call to the ERS 9-1-1 Call Routing Network.

9. The ERS 9-1-1 Call Routing Network directs the call to the appropriate selective router, which then delivers the call to the local PSAP including the caller's phone number.

10. The PSAP retrieves the user's location record from the ERS National ALI Database using a connection through the Regional ALI Database.

11. If a 9-1-1 call is received from an end point that is not provisioned in the ERS, the call will be routed to the ECRC (Emergency Call Response Center), where U.S.-based APCO-trained dispatchers will confirm the caller's location and transfer the call to the appropriate PSAP.

To route emergency calls to the proper Public Safety Answering Point (PSAP), the ERS (Emergency Routing Service) must be able to recognize the caller's identity and determine their location based on the data provisioned in the ERS and the information received at call-time. The ERS serves as a provisioning and validation hub to store and manage the validity of each caller's identification and location data, which is then used to route 911 calls to the proper PSAP. In the routed 911 call, the ERS includes the caller's validated identification and location details. These details can be, civic address, phone number, floor, cubicle/room, subnets and IP address. 911 operators rely on this ERS data to dispatch the closest emergency responders to the caller's exact location.

ERS provides enhanced 911 coverage for nomadic emergency callers through an application called the 911 Location Manager. It is installed on the caller's workstations and enables them to self-report their current location; the latest location is in turn automatically updated in the ERS. It eliminates the need to manually update the caller's location in the ERS when they move from one location to another. This application connects to the ERS and leverages its address validation and call routing capabilities to route calls from nomadic emergency callers accurately. Successful deployment and usage depend on two main players: the ERS portal user and the nomadic emergency caller. The portal user performs configuration through the ERS portal whereas the nomadic emergency caller responds to and provides required information to the application.

21.2.2.1.2 Remote End-User Location Mapping

The Contractor may provide mobility solutions as part of their Standalone VoIP service or as unsolicited items.

All mobility solutions provided by the Contractor shall automatically locate remote End-Users based on the most accurate location data available. Location data sources may include, but are not limited to, GPS, Wi-Fi, Bluetooth, and mobile networks.

In situations where location data is not available, the Contractor's solution shall require the End-User to immediately designate their physical location upon connecting to an unknown network.

The Bidder shall describe their Remote End-User Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will determine the most accurate location data available;
2. How the Bidder's solution will require the End-User to immediately designate their physical location; and,
3. Any other means used to pass the End-User's dispatchable location to the PSAP.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidder's Description:

The ERS works in conjunction with the 911 Location Manager application to offer remote employees that work outside the network boundaries, the capability to report their current location themselves as they move. It interacts with the corporate softphone installed on their workstation so that when they make a 9-1-1 call, their call is routed to the appropriate Public Safety Answering Point (PSAP) and emergency service personnel are able to retrieve details of their current location.

The application prompts the user for their physical location, or automatically determines the most accurate location data available, delivering the caller's location record to the appropriate PSAP, as described below.

1. When the users log in to their computer remotely, off premises, the 911 Location Manager prompts them for their location upon detecting changes in their network connectivity (IP/BSSID).

2. If the endpoint is on premises, Location Manager can be configured to match on-prem network and use network mappings already provided by the enterprise administrator, and not prompt for location.

3. ERS matches provisioned records against MSAG ALI Database for validation. These records are then stored in the ERS National ALI Database.

4. When the user makes a 9-1-1 call, the call is routed from the customer network to AT&T via the SIP VoIP and AT&T forwards the 9-1-1 call to the ERS 9-1-1 Call Server.

5.The ERS 9-1-1 Call Server retrieves the location of the caller from the ERS National ALI Database and routes the call to the ERS 9-1-1 Call Routing Network.

6.The ERS 9-1-1 Call Routing Network directs the call to the appropriate selective router, which then delivers the call to the local PSAP including the caller's phone number.

7.The PSAP retrieves the user's location record from the ERS National ALI Database using a connection through the Regional ALI Database.

8.If a 9-1-1 call is received from an end point that is not provisioned in the ERS, the call will be routed to the ECRC (Emergency Call Response Center), where U.S.-based APCO-trained dispatchers will confirm the caller's location and transfer the call to the appropriate PSAP.

To route emergency calls to the proper Public Safety Answering Point (PSAP), the ERS (Emergency Routing Service) must be able to recognize the caller's identity and determine their location based on the data provisioned in the ERS and the information received at call-time. The ERS serves as a provisioning and validation hub to store and manage the validity of each caller's identification and location data, which is then used to route 911 calls to the proper PSAP. In the routed 911 call, the ERS includes the caller's validated identification and location details. These details can be, civic address, phone number, floor, cubicle/room, subnets and IP address. 911 operators rely on this ERS data to dispatch the closest emergency responders to the caller's exact location.

ERS provides enhanced 911 coverage for nomadic emergency callers through an application called the 911 Location Manager. It is installed on the caller's workstations and enables them to self-report their current location; the latest location is in turn automatically updated in the ERS. It eliminates the need to manually update the caller's location in the ERS when they move from one location to another. This application connects to the ERS and leverages its address validation and call routing capabilities to route calls from nomadic emergency callers accurately. Successful deployment and usage depend on two main players: the ERS portal user and the nomadic emergency caller. The portal user performs configuration through the ERS portal whereas the nomadic emergency caller responds to and provides required information to the application.

21.2.3 Contractor Wi-Fi Hotspot Service Offerings

The Contractor shall not configure services utilizing state-funded (or leased) infrastructure or resources to provide Contractor branded Wi-Fi hotspots for a

fee/subscription to the general public. Use of any publicly funded power, facilities, or infrastructure in State leased or owned buildings to provide Contractor fee based Wi-Fi services is considered a gift of public funds.

The Contractor shall not provide Contractor branded Wi-Fi hotspot services for non-CALNET users by piggybacking onto CALNET Customer primary installations or by any other means that utilize publicly funded assets. This restriction includes but is not limited to installation of secondary equipment, circuits, or data channels both land based and wireless.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4 Public Switched Telephone Network Interoperability

The VoIP solution shall be interoperable with the Public Switched Telephone Network (PSTN).

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.1 Number Portability

The Contractor must comply with the Local Number Portability (LNP) regulations set forth by the Federal Communications Commission (FCC).

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.2 Network Based

1. The Standalone VoIP solution shall be network based with all call control components residing in the Contractor's network, including network gatekeepers and gateways.

Bidder understands the requirements and shall meet or exceed them? Yes

2. The Contractor shall not use State property for the deployment, collocation, or supplementation of the Contractor's network signaling and management, call control and setup, or access to other PSTN or VoIP network providers with the exception of equipment required to provide Site Survivability Network Failure as described in Section 21.2.6.1.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.3 Private VoIP Network (M)

The Contractor shall not allow voice traffic to route through the public internet. All voice traffic will traverse the Contractor's private VoIP network. If remote access is needed for mobility solutions, voice traffic may securely traverse the public internet to route back into the Contractor's private VoIP network.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.4 Open Architecture Based on Session Initiated Protocol

The Contractor's VoIP solution shall be non-proprietary and utilize open architecture based on Session Initiation Protocol (SIP) standards.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.5 Direct Redundancy and Addressing

The Standalone VoIP network shall include redundant, network-based directory or gatekeeper functionality to prevent call setup failure. The network shall partition call addressing in such a manner that failure of gatekeepers will not result in a VoIP network failure for all Customers.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.6 Technical Measurement Metrics

The VoIP network shall meet the technical measurement metrics listed below.

1. Mean Opinion Score ITU P.800 – 3.6 or above (or equivalent industry standard measurement)

Bidder understands the requirements and shall meet or exceed them? Yes

2. Dial Tone Delay – Not to exceed 300ms for any call

Bidder understands the requirements and shall meet or exceed them? Yes

3. Call Setup Time – Not to exceed three seconds for any call

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.7 Standards Conformance

Bidders shall confirm that the Contractor's CALNET Standalone VoIP services meet all applicable International Telecommunication Union (ITU-T) standards,

International Engineering Task Force (IETF) standards and Request for Comments (RFC's).

B Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.8 Voice Compression

The VoIP network shall include voice compression that will:

1. Pass all applicable ITU test vectors;

Bidder understands the requirements and shall meet or exceed them? Yes

2. Not degrade when all channels are active.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.9 Network Operations Center

The Contractor shall maintain a 24x7 Network Operations Center (NOC) that coordinates and manages all voice traffic.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall be responsible for the following:

1. Fault management (trouble identification, isolation and notification).

Bidder understands the requirements and shall meet or exceed them? Yes

2. Monitor network performance to identify capacity blockages and implement controls to optimize network health and performance.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.10 VoIP Security

The Contractor shall implement security measures that detect and prevent unauthorized access to the network Denial of Service (DoS), Telephony Denial of Service (TDoS) and Man-in-the-Middle (MITM) attacks.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall comply with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.10.1 Network Security

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

1. All core network equipment shall be in a hardened, secure facility.

Bidder understands the requirements and shall meet or exceed them? Yes

2. All unnecessary services disabled or removed.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Access control policies to deny suspicious traffic.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Administrators shall be required to log into a central server to access any other server on the network.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.10.2 Data Breach Reporting

If Contractor determines that a breach of data has occurred that may involve CALNET Customer data, the nature and scope of the breach (as it affects Customer data) shall be reported to both the Customer and the CALNET CMO within 24 hours of that determination.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.10.3 Client Authentication

1. The Contractor shall utilize the SIP Digest Authentication scheme to authenticate users.

Bidder understands the requirements and shall meet or exceed them? Yes

2. The Contractor shall set passwords on VoIP handsets before shipping.

Bidder understands the requirements and shall meet or exceed them? Yes

3. The Contractor shall disable Telnet to all VoIP handsets.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.11 Service Restoration

21.2.3.12.1 Telecommunications Service Priority Program

The Contractor shall comply with the Telecommunications Service Priority (TSP) program, an FCC mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP)

comply with all California Public Utilities Commission (CPUC) and FCC requirements.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5 Standalone VoIP Service

The Contractor shall provide Standalone VoIP service that will work independently of the Customer's LAN.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor's per-seat price shall include all network gatekeepers, gateways, call control components, and labor and materials to make the service operational on a vendor-provided LAN.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1 Standalone VoIP Minimum Requirements

The Standalone VoIP service shall include all equipment, hardware, software, training and ongoing administration, maintenance and upgrades in the per-seat pricing structure.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1.1 Standalone VoIP Equipment and Hardware

Unless otherwise noted in the detailed product listing below, the Contractor shall furnish and install all equipment, hardware, and cabling required to deliver the end-to-end service to the workstation handset.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1.2 Standalone VoIP Software

The Contractor shall provide all software and ongoing software patches or upgrades necessary to deliver the Standalone VoIP service to the workstation handset.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall provide all configuration and programming.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1.3 Standalone VoIP Administration

The Contractor shall perform all initial and ongoing administrative functions to deliver the VoIP service to the workstation handset.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall provide the Customer with the option to perform selected on-site administrative functions in lieu of the Contractor's obligation, at the sole discretion of the Customer.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1.4 Standalone VoIP Power over Ethernet

The Contractor shall supply all power to the handset through Power over Ethernet (PoE) switches.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1.5 Standalone VoIP Class of Service (CoS)

The Contractor shall configure the network with the appropriate Class of Service (CoS) required for the proper operation of the service.

Bidder understands the requirements and shall meet or exceed them? Yes

The CoS shall be included in the per seat price and shall not be charged separately.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1.6 Telecommunications Service Priority

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

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.2 Standalone VoIP Basic Feature Package

The Contractor shall provide a basic feature package for all handset configurations. The basic feature package shall include the call features described below.

1. 9XX Blocking – No calls to or from 9xx-xxx-xxxx will be processed.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Auto Attendant – A service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Call Forward (Busy Don't Answer) – Allows an End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls on a busy or ring-no-answer condition.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Call Forward (All Calls) – Allows the End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers.

Bidder understands the requirements and shall meet or exceed them? Yes

5. Call Hold – Allows the called party to put a caller on hold and retrieve them from the hold state.

Bidder understands the requirements and shall meet or exceed them? Yes

6. Call Notify - Enables an End-User to define criteria that causes certain incoming calls to initiate an e-mail notification.

Bidder understands the requirements and shall meet or exceed them? Yes

7. Call Transfer – Allows an End-User to transfer any call in progress to another telephone number without the assistance of an operator.

Bidder understands the requirements and shall meet or exceed them? Yes

8. Call Pickup – Allows an End-User to answer any calls directed to another station line within his or her own predefined call pickup group.

Bidder understands the requirements and shall meet or exceed them? Yes

9. Call Park – Allows a call to be parked at an End-User's number for retrieval by another End-User's line.

Bidder understands the requirements and shall meet or exceed them? Yes

10. Conference – Allows an End-User to establish a multiparty conference connection of a minimum of three conferees including themselves without attendant assistance.

Bidder understands the requirements and shall meet or exceed them? Yes

11. Call Waiting - When a second call is received while an End-User is engaged in a call, the End-User is informed via an audible tone.

Bidder understands the requirements and shall meet or exceed them? Yes

12. Caller ID – The calling party's telephone number is displayed on the terminal equipment.

Bidder understands the requirements and shall meet or exceed them? Yes

13. Conference Bridge – Allows callers from diverse locations/platforms to dial in to a specified telephone number to participate in a conference call.

Bidder understands the requirements and shall meet or exceed them? Yes

14. DID- Direct Inward Dial phone number including Single Line appearance.

Bidder understands the requirements and shall meet or exceed them? Yes

15. Directory Phone Display – Directory of Customer's VoIP End-Users via the phone display.

Bidder understands the requirements and shall meet or exceed them? Yes

16. Extension Dialing – All on-net numbers can be reached by dialing the fewest number of digits, taking into account size of deployment, number contention, and E911 emergency requirements.

Bidder understands the requirements and shall meet or exceed them? Yes

17. Group Pickup – Allows an incoming call to be picked up from any one of a predefined group of phones.

Bidder understands the requirements and shall meet or exceed them? Yes

18. Hunt Groups – Route inbound calls to a predetermined sequence of telephone numbers until it is answered.

Bidder understands the requirements and shall meet or exceed them? Yes

19. Message Waiting Indicator – Visual indication that a message is in queue for review.

Bidder understands the requirements and shall meet or exceed them? Yes

20. Multi-Line Appearance – Provide the ability for multiple line appearances on an End-User's phone.

Bidder understands the requirements and shall meet or exceed them? Yes

21. Redial – Allow an End-User to automatically originate a call to the last number dialed from the End-User's phone.

Bidder understands the requirements and shall meet or exceed them? Yes

22. Speed Dial – Allows abbreviated digit dialing capability on a per station basis.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidders shall identify any additional features available at no additional charge.

Bidder's Description:

The Standalone Voice Service is a network-based, hosted Interconnected Voice over Internet Protocol (VoIP) solution that combines VoIP services with traditional TDM communications features and functionality. This solution offers full PBX functionality with several features that are included and listed below;

Authentication
Blind Call Transfer
Call Capacity Management
Call Intercept Group
Call Intercept User
Call Line ID Blocking
Call Line ID Blocking per Call
Call Return
Call Trace
Call Transfer with 3rd Party Consultation
Call Transfer with 3-Way Consultation
Calling Line ID Delivery
Calling Number Delivery
Cancel Call Waiting
Charge Number Client Call Control
Configurable Calling Line ID
Configurable Extension Dialing
Configurable Feature Codes
Connected Line ID Presentation
Connected Line ID Restriction
Consultation Hold
Customer Ringback – Audio
Department Admin Layer
Direct Inward/Outward Dialing
Flash Call Hold
Forwarded Calling Plan
Group Resource Inventory Report
Hunt Groups

Incoming Calling Plan
LDAP Integration
Loudspeaker Paging
Outgoing Call Plan
Personalized Name and Greeting Recording
Printable Group Directory
SIP TCP
Third Party Voicemail Support
Transferred Calling Plan
Voice Portal
Voicemail
Web Portal Call Logs

21.2.5.3 Standalone VoIP Handsets

The Contractor shall provide the Standalone VoIP service in five specific handset configurations as described below.

21.2.5.3.1 Standard Standalone VoIP Handset Features

Standard Standalone VoIP handsets shall include the following features:

1. Single line.

Bidder understands the requirements and shall meet or exceed them? Yes

2. LCD Display.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Full Duplex Hands-Free Speakerphone.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Visual message waiting indicator.

Bidder understands the requirements and shall meet or exceed them? Yes

5. Ring volume control.

Bidder understands the requirements and shall meet or exceed them? Yes

6. Minimum of three programmable function keys or a soft key interface.

Bidder understands the requirements and shall meet or exceed them? Yes

7. Single Ethernet port.

Bidder understands the requirements and shall meet or exceed them? Yes

8. PoE.

Bidder understands the requirements and shall meet or exceed them? Yes

9. Lightweight Directory Access Protocol (LDAP) and/or Active Directory (AD) integration.

Bidder understands the requirements and shall meet or exceed them? Yes

10. Compliant with Section 508 of the Rehabilitation Act.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.3.2 Midrange Standalone VoIP Handset Features

Midrange Standalone VoIP handsets shall include the following features in addition to the standard Standalone VoIP handset features described in Section 21.2.5.3.1:

1. Minimum of three lines.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Intercom feature.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Two Ethernet Ports.

Bidder understands the requirements and shall meet or exceed them? Yes

4. End-User Configurable Contact Directory.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.3.3 Attendant Standalone VoIP Handsets Features

Attendant Standalone VoIP handsets shall include the following features in addition to the midrange Standalone VoIP handset features described in Section 21.2.5.3.2:

1. A minimum of six lines.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Expansion module capability.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.3.4 Standard Standalone VoIP Conference Room Speakerphone

Standard Standalone VoIP conference room speakerphones shall include the following features:

1. PoE.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Full Duplex.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Expansion microphone compatible.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Ethernet connection.

Bidder understands the requirements and shall meet or exceed them? Yes

5. LCD display.

Bidder understands the requirements and shall meet or exceed them? Yes

6. LDAP and/or AD integration.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.3.5 Executive Standalone VoIP Conference Room Speakerphone

All standalone VoIP conference room speakerphone features described in Section 21.2.5.3.4:

1. Integration with video conferencing systems.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Wideband audio.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Multi-unit connectivity.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Expansion microphone compatible.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.4 Standalone VoIP Services

21.2.5.4.1 Horizontal Wiring Option for Standalone VoIP

The Contractor shall provide the following two per-seat pricing options per handset Service Package.

1. Handset Service Package that includes new horizontal (station) cabling up to 300 feet in accordance with this section.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Handset Service Package that excludes new horizontal (station) cabling and utilizes the Customer's horizontal cabling. For implementations where the Customer elects to use existing cabling, the Contractor shall verify existing cabling in accordance with Section 21.2.5.5, Standalone VoIP Site Survey.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall furnish and install station wiring to support the Standalone VoIP for all Customer-occupied buildings. Station cabling includes wire/cable related activities and materials required to install horizontal station cabling from the Customer's distribution location or Horizontal Cross-connect (HC) to the Customer defined station location within drop tile ceilings and/or Customer furnished cable pathway and conduit.

Bidder understands the requirements and shall meet or exceed them? Yes

Station wiring shall include all necessary components as listed below:

1. Wire/cable.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Connectors.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Patch panels.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Wire/cable support structure required within drop tile ceilings.

Bidder understands the requirements and shall meet or exceed them? Yes

5. Labeling.

Bidder understands the requirements and shall meet or exceed them? Yes

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

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

Bidder understands the requirements and shall meet or exceed them? Yes

2. The wire/cable pathway is in asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall install wire/cable according to the industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Uniform Building Cabling/Wiring, current at the time of this solicitation and as periodically updated by CALNET Program.

Bidder understands the requirements and shall meet or exceed them? Yes

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

Bidder understands the requirements and shall meet or exceed them? Yes

Bidders shall provide the Standalone VoIP Handset Service Packages described in Table 21.2.5.4.a

Table 21.2.5.4.a – Standalone VoIP Handset Service Packages

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Standard Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Standard Standalone VoIP Handset where station cabling is provided by the Customer.		SV100	Yes
2	Standard Standalone VoIP Handset Service Package With Station Cabling	Service Package with Standard Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		SV101	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
3	Midrange Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package where station cabling is provided by the Customer.		SV102	Yes
4	Midrange Standalone VoIP Handset Service Package With Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		SV103	Yes
5	Attendant Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package where station cabling is provided by the Customer.		SV104	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
6	Attendant Standalone VoIP Handset Service Package With Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		SV105	Yes
7	Standalone VoIP Standard Conference Room Speakerphone Service Package without Station Cabling	Service Package with Standalone VoIP conference phone with no external speakers where station cabling is provided by the Contractor.		SV106	Yes
8	Standalone VoIP Standard Conference Room Speakerphone Service Package with Station Cabling	Service Package with Standalone VoIP conference phone with no external speakers where station cabling is provided by the Customer.		SV107	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
9	Standalone VoIP Executive Conference Room Speakerphone Service Package without Station Cabling	Service Package with Standalone VoIP conference phone with two external speakers where station cabling is provided by the Contractor.		SV108	Yes
10	Standalone VoIP Executive Conference Room Speakerphone Service Package with Station Cabling	Service Package with Standalone VoIP conference phone with two external speakers where station cabling is provided by the Customer.		SV109	Yes

The Bidder may offer additional unsolicited Standalone VoIP Handset Service Packages in Table 21.2.5.4.b.

Table 21.2.5.4.b – Unsolicited Standalone VoIP Handset Service Packages

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Standalone VoIP User Mobile Client	SV110	The AT&T Standalone VoIP Package allows the ability to add client software to Mobile Device. This is an add on feature and requires the purchase of a Standalone VoIP Seat Package.
2	Basic SIP Phone	SV111	10/100 BaseT / No AC Adapter. Only to be procured with an AT&T CALNET VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
3	Standard SIP Phone	SV112	GigE / No AC Adapter. Only to be procured with an AT&T CALNET VoIP Service.
4	Midrange SIP Phone	SV113	GigE, Color Display / No AC Adapter. Only to be procured with an AT&T CALNET VoIP Service.
5	Enhanced SIP Phone	SV114	GigE, Color Display / No AC Adapter. Only to be procured with an AT&T CALNET VoIP Service.
6	Executive SIP Phone	SV115	GigE, Color Display, Touchscreen, Bluetooth / No AC Adapter. Only to be procured with an AT&T CALNET VoIP Service.
7	Bluetooth Speaker	SV116	Only to be procured with an AT&T CALNET VoIP Service.
8	Bluetooth Speaker - AC Adapter	SV117	Only to be procured with an AT&T CALNET VoIP Service.
9	USB Bluetooth Adapter	SV118	Only to be procured with an AT&T CALNET VoIP Service.
10	Bluetooth cordless handset	SV119	Only to be procured with an AT&T CALNET VoIP Service.
11	SIP Phone AC Adapter	SV120	Only to be procured with an AT&T CALNET VoIP Service.
12	Wall Mount Kit	SV121	Only to be procured with an AT&T CALNET VoIP Service.
13	Expansion Module	SV122	Only to be procured with an AT&T CALNET VoIP Service.
14	IP DECT Base Station (4 Channel)	SV123	Indoor IP DECT Base Station. Only to be procured with an AT&T CALNET VoIP Service.
15	DECT Handset	SV124	IP DECT Base Station (4 Channel) must be procured. Only to be procured with an AT&T CALNET VoIP Service.
16	WiFi Device	SV125	Only to be procured with an AT&T CALNET VoIP Service.
17	2-line Desktop Phone	SV126	Dual 10/100 Ethernet ports. PoE only. Ships without power supply. Only to be procured with an AT&T CALNET VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
18	4-line Desktop Phone	SV127	Dual 10/100/1000 Ethernet ports. PoE only. Ships without power supply. Only to be procured with an AT&T CALNET VoIP Service.
19	6-line Desktop Phone	SV128	POE only. Ships without power supply. Gigabit Ethernet with HD Voice. Only to be procured with an AT&T CALNET VoIP Service.
20	12-line Desktop Phone	SV129	PoE only. Ships without power supply. Gigabit Ethernet with HD Voice. Only to be procured with an AT&T CALNET VoIP Service.
21	12-line Business Media Phone	SV130	POE only. Ships without power supply. With HD Voice. Only to be procured with an AT&T CALNET VoIP Service.
22	16-line Business Media Phone	SV131	POE only. Ships without power supply. With built-in Bluetooth and HD Voice. Only to be procured with an AT&T CALNET VoIP Service.
23	Expandable Conference Phone	SV132	AC pwr or 802.3af Power over Ethernet. Incl 100-240V power supply, 0.4A, 48V/19W; NA power plug; 25ft/7.6m Cat5 shielded Ethernet cable; Power Insert Cable. Expandable. Only to be procured with an AT&T CALNET VoIP Service.
24	Multimedia IP Conference phone	SV133	Incl. 7.6m/25ft Ethernet cable, 1.8m/6ft USB 2.0 cable and Setup Sheet. Ships without power kit. Has built-in Wi-Fi, Bluetooth and NFC. 802.af/at Power over Ethernet. Only to be procured with an AT&T CALNET VoIP Service.
25	Expansion Module (Paper directory)	SV134	Includes AUX cable and attachment hardware. Only to be procured with an AT&T CALNET VoIP Service.
26	Color Expansion Module	SV135	Includes AUX cable and attachment hardware. Only to be procured with an AT&T CALNET VoIP Service.
27	Microphone kit for Expandable Conference Device	SV136	Includes two EX mics and two 7ft/2.3m cables. Only to be procured with an AT&T CALNET VoIP Service.
28	Universal Power Supply 0.4A Single Pack	SV137	1-pack, 48V, 0.4A, NA power plug. To be used with 2-line or 4-line phone models only. Only to be procured with an AT&T CALNET VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
29	Universal Power Supply 0.4A Five Pack	SV138	5-pack, 48V, 0.4A, NA power plug. To be used with 2-line or 4-line phone models only. Only to be procured with an AT&T CALNET VoIP Service.
30	Universal Power Supply 0.52A Single Pack	SV139	1-pack, 48V, 0.52A. To be used with 6-line, 12-line, or 16-line phone models only. Only to be procured with an AT&T CALNET VoIP Service.
31	Multimedia Conference Phone Power Supply	SV140	Incl. 100-240V, 0.8A, 55V/36W, IEEE 802.3at compliant mid-span power injector for 10/100/1000 Mbps Ethernet. Ships with 2.7m/9ft power cord with NA plug and 2.1m/7ft Ethernet cable. Only to be procured with an AT&T CALNET VoIP Service.
32	Multimedia Conference Phone Expansion Microphone Kit	SV141	Incl. two expansion microphones and two 2.1m/7ft cables. Only to be procured with an AT&T CALNET VoIP Service.
33	Universal USB Headset	SV142	Only to be procured with an AT&T CALNET VoIP Service.
34	Universal UC Headset	SV143	Only to be procured with an AT&T CALNET VoIP Service.
35	Universal Bluetooth	SV144	Only to be procured with an AT&T CALNET VoIP Service.
36	Caller Paid Dial-in Reservation-less Service	CONF	Also known as "Meet-Me" service, participants dial a pre-established number and access code to join the conference call.
37	Toll Free Dial-in Reservation-less Service	CONTF	Also known as "Meet-Me" service, participants dial a pre-established toll-free number and access code to join the conference call.
38	Caller Paid Dial-in Reserved Service	TFCPRV	Host reserves a conference session in advance and receives a temporary dial-in number and access code. Participants dial the number and enter the access code to join the call.
39	Toll Free Dial-in Reserved Service	TFDIRV	Host reserves a conference session in advance and receives a temporary toll-free dial-in number and access code. Participants dial the toll-free number and enter the access code to join the call.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
40	Operator-Dialed Service	COPD	An operator sets up the conference call by placing calls to each of the participants.
41	Operator-Assisted Dial-in Service	COPADI	Participants dial in to the conference number and the operator screens the callers for information such as password, name or location.
42	Recording Service	CONREC	The capability to record to various media including CD, audiocassette or the Digitized Replay option below.
43	Digitized Replay	CDIGCP	A user can listen to a conference call at their convenience by dialing an access number/code. During replay the caller can control the session utilizing telephone keypad entries.
44	Transcription	CONTRAN	Contractor provided transcribing a conference call
45	Language Interpretation/ Translation	CONLANG	Real-time interpretation and translation services
46	Security List Screening	CONSEC	Host specifies a list of participants who may dial into the conference call. Conference Attendant screens callers against the list.
47	Participant List	CONLST	Conference Attendant captures up to three (3) caller attributes and distributes a list of conference participants to the host immediately following the call.
48	Event Conferencing Professional Moderator	CONMOD	Provides Pre-Event support, dialing out to Participants, professional introduction and closing, monitors and adjusts sound quality, manages Q&A and Voting & Polling, creates Subconferences for small group discussion. AT&T Event conferencing supports up to 4,000 audio participants.
49	Communication Line Specialist	CONCLS	Provides "behind-the-scenes" support to handle logistics of a conference call. AT&T Event conferencing supports up to 4,000 audio participants.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
50	Offline Specialist	CONOFFS	Available by dialing *0 and provides support services such as checking for noise online and dialing out to Participants. AT&T Event conferencing supports up to 4,000 audio participants.
51	Online Specialist	CONONS	Provides support during the Pre-Event, dialing out to Participants and monitors and adjusts sound quality. AT&T Event conferencing supports up to 4,000 audio participants.
52	Specialist Led Questions and Answer	CONQA	On-the-fly support during a conference call if a Professional Moderator was not reserved to perform these functions. AT&T Event conferencing supports up to 4,000 audio participants.
53	Specialist Led Voting and Polling	CONVP	On-the-fly support during a conference call if a Professional Moderator was not reserved to perform these functions. AT&T Event conferencing supports up to 4,000 audio participants.
54	Specialist Led Subconference	CONSUB	On-the-fly support during a conference call if a Professional Moderator was not reserved to perform these functions. AT&T Event conferencing supports up to 4,000 audio participants.
55	Participant Name Capture	CONPNC	On an Operator-assisted dial-in conference call, the Operator captures Participant names and creates a Participant list. AT&T Event conferencing supports up to 4,000 audio participants.
56	Participant Name Capture Plus	CONPNCP	Includes features of Participant Name Capture, plus allows Operator to capture up to two additional pieces of information for Participants. AT&T Event conferencing supports up to 4,000 audio participants.
57	Rebroadcasting	CONREB	Allows for a recording of a live or "staged" conference to be played over a live conference call at a later time. AT&T Event conferencing supports up to 4,000 audio participants.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
58	Reserved Ports Unused	CONRPU	Reserved Ports that were not used during the reserved conference event. AT&T Event conferencing supports up to 4,000 audio participants.
59	AT&T Web Conferencing - Cost Per Minute	ZOOM01	The AT&T Web Conferencing with Zoom cost per minute license option gives the customer the ability to host meetings. Users are billed on a per minute per user basis.
60	AT&T Web Conferencing Named Host-300	ZOOM02	Zoom Named Host license entitles the user to host unlimited number of web meetings monthly, including voice over computer usage. Each meeting can have up to 300 participants. PSTN audio conferencing charges associated with Zoom web meetings are additional.
61	AT&T Web Conferencing Named Host-500	ZOOM03	Zoom Named Host license entitles the user to host unlimited number of web meetings monthly, including voice over computer usage. Each meeting can have up to 500 participants. PSTN audio conferencing charges associated with Zoom web meetings are additional.
62	AT&T Web Conferencing Named Host-1000	ZOOM04	Zoom Named Host license entitles the user to host unlimited number of web meetings monthly, including voice over computer usage. Each meeting can have up to 1,000 participants. PSTN audio conferencing charges associated with Zoom web meetings are additional. If a customer requires more than 1,000 attendees an additional service will need to be utilized in conjunction with the Zoom meetings.
63	AT&T Webinar-100	ZOOM05	AT&T Zoom Webinar is ideal for panel discussions or broadcasting events, the webinar package supports up to 100 view-only attendees. A named host or cost per minute license is needed to support this service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
64	AT&T Webinar-500	ZOOM06	AT&T Zoom Webinar is ideal for panel discussions or broadcasting events, the webinar package supports up to 500 view-only attendees. A named host or cost per minute license is needed to support this service.
65	AT&T Webinar-1,000	ZOOM07	AT&T Zoom Webinar is ideal for panel discussions or broadcasting events, the webinar package supports up to 1,000 view-only attendees. A named host or cost per minute license is needed to support this service.
66	AT&T Webinar-3000	ZOOM12	AT&T Zoom Webinar is ideal for panel discussions or broadcasting events, the webinar package supports up to 3,000 view-only attendees. A named host or cost per minute license is needed to support this service.
67	AT&T Webinar-5,000	ZOOM08	AT&T Zoom Webinar is ideal for panel discussions or broadcasting events, the webinar package supports up to 5,000 view-only attendees. A named host or cost per minute license is needed to support this service.
68	AT&T Webinar-10,000	ZOOM09	AT&T Zoom Webinar is ideal for panel discussions or broadcasting events, the webinar package supports up to 10,000 view-only attendees. A named host or cost per minute license is needed to support this service.
69	AT&T Webinar-20000	ZOOM13	AT&T Zoom Webinar is ideal for panel discussions or broadcasting events, the webinar package supports up to 20,000 view-only attendees. A named host or cost per minute license is needed to support this service.
70	AT&T Webinar-50000	ZOOM14	AT&T Zoom Webinar is ideal for panel discussions or broadcasting events, the webinar package supports up to 50,000 view-only attendees. A named host or cost per minute license is needed to support this service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
71	AT&T Room License	ZOOM10	The AT&T Zoom Room is a software license that assists with setting up a new conference room. The license includes Zoom assistance in setting up the room, but the customer must procure their own hardware. A named host or cost per minute license is needed to support this service.
72	AT&T CRC ports each	ZOOM11	The AT&T Zoom Conference Room Connector extends your standards-based conference systems to the Zoom platform. A named host or cost per minute license is needed to support this service.
73	AT&T Zoom Enterprise 500	ZOOM24	AT&T Zoom Enterprise includes Meeting & Webinar. Named Host up to 500 Participants.
74	AT&T Zoom Enterprise 1000	ZOOM25	AT&T Zoom Enterprise includes Meeting & Webinar. Named Host up to 1,000 Participants
75	Web Conferencing Named Host – per seat	CBNUS	This model provides unlimited web conferencing for all named users. With this option, customers are charged a monthly fee for the meeting initiators, those initiators then have unlimited web conferencing when attending meetings. This will be a monthly recurring charge. There are no overage charges. Customer can increase or decrease the number of licenses as required.
76	Web Event Services	Multiple (See Below)	AT&T Web Event Services is a conferencing service backed by integrated event management and full-scale professional services to produce successful webinars. AT&T Web Event Services will allow users to reach and teach up to 1,500 attendees through first-class training sessions and other presentation-style events. Select from a full menu of professional planning, management and production services. Our web event specialists will help promote attendance and deliver an expert presentation.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
77	AT&T Connect Large Event Host Account Provisioning	SB1002	An AT&T Connect Large Event host account is provisioned for use. Fee covers the provisioning and administration of an AT&T Connect Large Events Host Account.
78	Provisioning AT&T EMS Standard (Core) Template	SB1006	Conduct an event using the power and flexibility of the AT&T Event Management System (EMS). The event will utilize a customized EMS Core template. AT&T offers two levels of customization of templates creating the opportunity to have an event meet detailed specifications.
79	AT&T EMS Template Changes	SB1007	Hourly rate for changing/updating AT&T EMS template or customizations to an existing template or published event. with AT&T EMS only
80	AT&T EMS Per Event Usage - Small Event	SB1003	Single event occurrence with Registration of 0 to 100
81	AT&T EMS Per Event Usage - Medium Event	SB1004	Single event occurrence with Registration of 101 to 500
82	AT&T EMS Per Event Usage - Large Event	SB1005	Single event occurrence with Registration of 501+
83	AT&T Connect Large Event per Web Minute Usage	SB1001	AT&T Connect Large Event per Web Minute Usage
84	AT&T Connect Large Event per minute Audio Usage	SB1023	AT&T Connect Large Event per minute Audio Usage
85	Gold Event Producer Package	SB1008	The Gold Level Event Producer package provides a comprehensive set of event services for events that need a full-service approach to managing the event from start to finish

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
86	Silver Event Producer Package	SB1009	The Silver Level Event Producer package provides a minimal set of event services for events where a full-service approach is not needed.
87	Event Producer - Hourly Services	SB1014	Event producer for ad hoc services. Hourly Fee, for use with AT&T EMS only, based on providing one hour of assistance - 0.5 hour minimum.
88	Event Dry-Run/Training Session	SB1016	Schedule a session and have an AT&T Group Event Producer provide training on the webinar technology or practice the presentation. A webinar training/dry run service is included in the AT&T Gold and Platinum level event producer packages. Additional or standalone 90-minute session for up to 8 speakers at once - hourly producer rates apply for exceeding time limitation
89	Event Producer with dedicated Speaker Bridge	SB1015	Provides speakers the freedom to speak and interject throughout the AT&T Connect event using speaker sub-conference service. A speaker sub-conference is created and bridged to the main webinar and speakers can mute and unmute their own lines, advance slides and pass control as if a standard webinar. There are no two-line restrictions for critical events. Speaker sub-conference includes the ability for speakers to have a green room and speak among themselves prior to the start of the webinar or debrief after the webinar. Speaker sub-conferences are an add-on service to the level I, II, and III event producer packages. Provides one hour of assistance inclusive of speaker bridge management - 0.5 hour minimum. Per minute telephone and web console charges are not included and charged separately

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
90	Archive Production Package	SB1010	Access a live webinar after it is over by having the webinar recording produced into a high-quality archive. The native AT&T Connect format is converted to a streaming format enabling access from a wider audience. Viewers can use simple playback controls to start, pause, stop or skip to anywhere in the archive. Based on 60--min archive, up to 1-hr editing, conversion to one streaming format, standard HTML player
91	Additional archive production services (for programs that exceed 60-minutes)	SB1011	Access a live webinar after it is over by having the webinar recording produced into a high-quality archive. The native AT&T Connect format is converted to a streaming format enabling access from a wider audience. Viewers can use simple playback controls to start, pause, stop or skip to anywhere in the archive. Per each additional 15-min over 60-min. Based on final archive length.
92	Additional archive formats	SB1012	For each additional format or same format with multiple encoding options.
93	Archive template development - simple	SB1013	Archive and on-demand programs can extend the value of the content well beyond the date of the live event. AT&T offers a variety of HTML players that can provide a professional image as well as options such as downloads and navigation.
94	AT&T multimedia hosting 100 MB / 1 GB	SB1017	Multimedia files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity. The multimedia account is created and prepared by AT&T for hosting of the webinar archives and multimedia files. One Month hosting, capacities: 100MB Storage or 1GB traffic

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
95	AT&T multimedia hosting 500 MB / 5GB	SB1018	<p>Multimedia files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity.</p> <p>The multimedia account is created and prepared by AT&T for hosting of the webinar archives and multimedia files. One Month hosting, capacities: 500MB Storage or 5GB traffic</p>
96	AT&T multimedia hosting 1 GB / 10GB	SB1019	<p>Multimedia files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity.</p> <p>The multimedia account is created and prepared by AT&T for hosting of the webinar archives and multimedia files. One Month hosting, capacities: 1GB Storage or 10GB traffic</p>
97	AT&T multimedia hosting 5 GB / 50GB	SB1020	<p>Multimedia files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity.</p> <p>The multimedia account is created and prepared by AT&T for hosting of the webinar archives and multimedia files. One Month hosting, capacities: 5GB Storage or 50GB traffic</p>
98	AT&T multimedia hosting 10 GB / 100 GB	SB1021	<p>Multimedia files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity.</p> <p>The multimedia account is created and prepared by AT&T for hosting of the webinar archives and multimedia files. One Month hosting, capacities: 10GB Storage or 100GB traffic</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
99	AT&T multimedia hosting 25 GB / 250 GB	SB1022	Multimedia files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity. The multimedia account is created and prepared by AT&T for hosting of the webinar archives and multimedia files. One Month hosting, capacities: 25GB Storage or 250GB traffic

21.2.5.5 Standalone VoIP Site Survey

The Contractor shall provide site survey, design, and implementation of Standalone VoIP services which shall be included in the nonrecurring per seat pricing structure.

The Contractor shall perform an assessment of the environment to identify all required components and tasks needed for implementation of this service.

The completed Standalone Site Survey shall identify the steps required to facilitate a successful implementation of the Standalone VoIP services. Upon completion of the survey, the Contractor shall provide the Customer with a copy of the Standalone VoIP completed Site Survey. The survey shall identify potential environmental deficiencies found at the location and the necessary steps to correct them so that the Customer can order and implement the Standalone VoIP services.

For implementations where the Customer elects to use existing station cabling, the Contractor shall certify existing station cabling and shall warrant and honor all repairs in accordance with the SLAs unless specifically noted as a non-useable item in the site survey.

The Customer may elect to correct any station cabling problems identified by the Contractor and request a retest. The Contractor shall provide an option for retesting the Customer's existing station cabling as described in the Standalone VoIP Customer Station Cabling Retest Section.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.6 Standalone VoIP Site Design

The Contractor shall complete site designs that include engineering and documentation of all components required for proper implementation of the Standalone VoIP services. These site designs will occur after a Customer has placed an order for Standalone VoIP services, but before implementation.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall provide diagram(s) to the Customer that detail the Standalone VoIP design for each location and shall include:

1. Customer Premise Equipment.

Bidder understands the requirements and shall meet or exceed them? Yes

2. VoIP transport bandwidth.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Number of simultaneous calls to meet a P.01 Grade of Service.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Proposed CODECs.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.7 Standalone VoIP Site Implementation

The Contractor shall install all onsite equipment at the Customer location implementing a Standalone VoIP service. The installation will commence after Customer approval following completion of the Site Survey, and network design phase.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall install all equipment, hardware, and cabling required to deliver the end-to-end service to the workstation handset.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall test the complete system including all phones and associated equipment. The Contractor shall provide written test results to assist the Customer in determination of the final acceptance.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.8 Standalone VoIP Account Codes

The Contractor's system shall allow the Customer to utilize Account Codes which enable the tracking of calls made outside of the location by prompting End-Users for an Account Code.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.9 Standalone VoIP Authorization Codes

The Contractor's system shall allow the Customer to utilize Authorization Codes. This feature provides the ability to enable a prompt for an Authorization Code when making calls outside of the location. When utilized, calls will not connect without a valid Authorization Code.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.6 Additional Standalone VoIP Services and Features

The Contractor shall provide the additional Standalone VoIP services and features described below.

21.2.6.1 Standalone VoIP Site Survivability Network Failure

The Contractor shall provide Standalone VoIP Site Survivability in the event of a network failure. The Contractor's Site Survivability options shall maintain station-to-station calling functionality for all handsets on premises. The Contractor's Site Survivability options shall be configured to allow the number of concurrent calls to outside lines specified by the Feature Descriptions in Table 21.2.5.a.

The Contractor shall include the backup circuit or wireless connection in their Site Survivability options.

Bidder understands the requirements and shall meet or exceed them? Yes

Failure of a Customer to select this option does not release the Contractor from its SLA obligations as described in the Availability SLAs Section.

Bidder understands the requirements and shall meet or exceed them? Yes

Site Survivability Network Failure is for backup purposes only. The Contractor shall only offer this service in conjunction with the Standalone VoIP Service. The

Contractor shall only utilize on premise connections to the PSTN in the event of a Standalone VoIP Service failure.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall only route traffic originating from the locally served Customer of record.

Bidder understands the requirements and shall meet or exceed them? Yes

The Standalone VoIP Site Survivability Network Failure solution shall provide alarm notification by electronic means to the CALNET Program whenever traffic routes through the site survivability option.

Bidder understands the requirements and shall meet or exceed them? Yes

This service is exempt from the provisions of Network Based Section.

Bidder shall describe the Site Survivability solution that will be used to satisfy this requirement.

Any additional Bidder proposed unsolicited site survivability solutions must conform to these requirements and will fall under the SLAs established in the Service Level Agreements Section.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidder's Description:

Site Survivability Option provides continuity of AT&T Standalone VoIP service in the event of a failure of a customer's connectivity to the AT&T network by routing calls over the Public Switched Telephone Network (PSTN), or other diverse network call path. This service is offered as an optional feature. This functionality is provided by an AT&T-managed device installed on the customer site between the managed router and the LAN switch. A site survivability diagram has been included with the response.

21.2.6.2 Standalone VoIP Customer Station Cabling Retest

If required, Contractor shall perform a Customer station cabling retest to validate corrective actions have been completed that allow for proper operation of the service.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.6.3 Standalone VoIP Block of 20 Additional Direct Inward Dialing Number Reservation

The Contractor shall provide an option to purchase an additional block of 20 DID numbers. This option will be used to reserve additional DID numbers for future requirements (20 per block). The charge shall only apply for the reservation of the block of numbers. This charge shall be terminated upon utilization of all 20 reserved DID numbers.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.6.4 Standalone VoIP Web Based Attendant Console

The Contractor shall provide a Standalone VoIP web-based Attendant Console that enables an End-User (e.g., receptionist) to monitor a configurable set of End-Users at the same location as the Attendant. The Attendant Console shall graphically display End-User's status (e.g., busy, idle, do not disturb), as well as detailed call information. The Attendant Console window shall allow the attendant to perform click-to-transfer or click-to-dial.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.6.5 Standalone VoIP Additional Line Appearance

The Contractor shall provide additional line appearances for multi-line telephones.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.6.6 Standalone VoIP Analog Support

The Contractor shall provide analog device support services.

The Contractor shall furnish, install and support all equipment for proper operation of the Customer analog device.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.6.7 Standalone VoIP Equipment Rack

The Contractor shall furnish and install one standard 19" 2-post equipment rack. Installation shall be in accordance with all applicable UBC, ANSI/TIA/EIA, CEA, IEC, BICSI, and ITU-T recommended standards current at the time of installation.

The equipment rack installation shall include all seismic bracing, raceway, ladder racking and grounding to insure proper functionality of the Standalone VoIP service

Rack may be floor or wall mounted. Rack height may vary up to 84 inches at the discretion of the Customer.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall offer the Standalone VoIP service features detailed in Table 21.2.6.a.

Table 21.2.6.a – Standalone VoIP Service Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Standalone VoIP Small Site Survivability Network Failure	Site Survivability option for a site with 100 Desktop Handsets and 15 concurrent calls to outside lines.	Backup connection subject to availability of facilities.	SV148	Yes
2	Standalone VoIP Medium Site Survivability Network Failure	Site Survivability option for a site with 500 Desktop Handsets and 75 concurrent calls to outside lines.	Backup connection subject to availability of facilities.	SV149	Yes
3	Standalone VoIP Large Site Survivability Network Failure	Site Survivability option for a site with 1000 Desktop Handsets and 150 concurrent calls to outside lines.	Backup connection subject to availability of facilities.	SV150	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
4	Standalone VoIP Customer Station Cabling Retest	Additional test beyond the initial cabling test as identified in the Standalone VoIP Customer Station Cabling Retest Section.		SCRT	Yes
5	Standalone VoIP block of 20 Additional Direct Inward Dialing Number Reservation	Block of 20 DID numbers held in reservation.		SV152	Yes
6	Standalone VoIP Web-Based Attendant Console	Enables an End-User (e.g., receptionist) to monitor a configurable set of End-Users.		SV153	Yes
7	Standalone VoIP Additional Line Appearance	Additional line appearances for multi-line handsets.		SV154	Yes
8	Standalone VoIP Analog Support	Analog device support.	Analog device support. Quantities are based on each analog device/port supported.	SV155	Yes
9	Standalone VoIP Equipment Rack	Standard 19" 2-post equipment rack and installation.		ERI	Yes

The Contractor may offer additional unsolicited Standalone VoIP features in Table 21.2.6.b.

Table 21.2.6.b – Unsolicited Standalone VoIP Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Standalone VoIP Business Trunk User	SV157	Standalone VoIP Bundle License only. SIP phone to be ordered separately. Only to be procured with an AT&T CALNET VoIP Service.
2	Standalone VoIP UM	SV158	Standalone VoIP UM License only. This option does not include a handset.
3	Standalone VoIP Business Trunk Group SIP trunking only	SV159	Enables ability to tie into another premise-based system, whether that be a call center application, PBX, or other system. SIP trunking only - no Standalone VoIP PBX Service. To be used in conjunction with Standalone VoIP Basic Trunk User. Only to be procured with an AT&T CALNET VoIP Service.
4	Standalone VoIP Basic Trunk User	SV160	To be used in conjunction with Standalone VoIP Business Trunk Group SIP trunking only. This serves as the ability to enable the users from the other system to have access to the VoIP solution. Only to be procured with an AT&T CALNET VoIP Service.
5	Standalone VoIP Encrypted Endpoint	SV161	Encrypted Endpoint encrypts the traffic from the VoIP Endpoint through the network. Only to be procured with an AT&T CALNET VoIP Service.
6	Standalone VoIP Emergency Routing Service (ERS)	SV162	Emergency Routing Service (ERS) service adds the ability to get more granular with the E911 details. May be ordered as an add on feature for CALNET approved VoIP services.
7	Standalone VoIP Call-Recording	SV163	Standalone VoIP Call-Recording enables the ability to record calls. Only to be procured with an AT&T CALNET VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
8	Standalone VoIP Executive Auto Attendant	SV164	Executive Auto Attendant that works with AT&T VoIP Services. Only to be procured with an AT&T CALNET VoIP Service.
9	Standalone VoIP Receptionist Enterprise	SV167	Standalone VoIP Reception Enterprise. Only to be procured with an AT&T CALNET VoIP Service.
10	Standalone VoIP Voicemail Transcription User	SV168	Standalone VoIP Voicemail Transcription User. This feature allows for the customer to add voicemail to text transcription to their AT&T VoIP Seat. This is an add on feature and requires the purchase of a Standalone or Converged VoIP Seat Package.
11	Online Fax - Standalone 300	OFS300	300 Faxed Pages sent and/or received. Plans are based on monthly usage; unused pages within a month are not carried over to the following month. Does not support international faxing.
12	Online Fax - Standalone 600	OFS600	600 Faxed Pages sent and/or received. Plans are based on monthly usage; unused pages within a month are not carried over to the following month. Does not support international faxing.
13	Online Fax - Standalone 1000	OFS1000	1000 Faxed Pages sent and/or received. Plans are based on monthly usage; unused pages within a month are not carried over to the following month. Does not support international faxing.
14	Online Fax - Multiline	OFM	Multiline Online Fax. Up to 8000 Faxed Pages sent and/or received. Able to support additional fax numbers within the same system. Plans are based on monthly usage; unused pages within a month are not carried over to the following month. Does not support international faxing.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
15	Online Fax - Encrypted 300	OFE300	300 Encrypted Faxed Pages sent and/or received. Plans are based on monthly usage; unused pages within a month are not carried over to the following month. Does not support international faxing.
16	Online Fax - Encrypted 600	OFE600	600 Encrypted Faxed Pages sent and/or received. Plans are based on monthly usage; unused pages within a month are not carried over to the following month. Does not support international faxing.
17	Online Fax - Encrypted 1000	OFE1000	1000 Encrypted Faxed Pages sent and/or received. Plans are based on monthly usage; unused pages within a month are not carried over to the following month. Does not support international faxing.
18	Session Border Controller 500Reg	SBC500	Session Border Controller (SBC) - Supports 100 SIP sessions, scalable to 1000 sessions. 500 Registrations. Dual Power Supply. Must procure software separately. Only to be procured with an AT&T CALNET VoIP Service.
19	Session Border Controller 1000Reg	SBC1000	Session Border Controller (SBC) - Supports 100 SIP sessions, scalable to 1000 sessions. 1000 Registrations. Dual Power Supply. Must procure software separately. Only to be procured with an AT&T CALNET VoIP Service.
20	SBC Software for 25 SBC Sessions	SBCS25	SBC Software for 25 SBC Sessions. Must be procured with Session Border Controller 500Reg or 1000Reg. Only to be procured with an AT&T CALNET VoIP Service.
21	SBC Software for 100 SBC Sessions	SBCS100	SBC Software for 100 SBC Sessions. Must be procured with Session Border Controller 500Reg or 1000Reg. Only to be procured with an AT&T CALNET VoIP Service.
22	SBC Software for 500 SBC Sessions	SBCS500	SBC Software for 500 SBC Sessions. Must be procured with Session Border Controller 500Reg or 1000Reg. Only to be procured with an AT&T CALNET VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
23	SBC Software for 100 SBC Registrations	SBCR100	SBC Software for 100 SBC Registrations. Must be procured with Session Border Controller 500Reg or 1000Reg. Only to be procured with an AT&T CALNET VoIP Service.
24	SBC Software for 300 SBC Registrations	SBCR300	SBC Software for 300 SBC Registrations. Must be procured with Session Border Controller 500Reg or 1000Reg. Only to be procured with an AT&T CALNET VoIP Service.
25	SBC Software for 500 SBC Registrations	SBCR500	SBC Software for 500 SBC Registrations. Must be procured with Session Border Controller 500Reg or 1000Reg. Only to be procured with an AT&T CALNET VoIP Service.
26	SBC Software for 1000 SBC Registrations	SBCR1K	SBC Software for 1000 SBC Registrations. Must be procured with Session Border Controller 1000Reg. Only to be procured with an AT&T CALNET VoIP Service.
27	SBC Extended Reports	SBCER	SBC Extended Reports. Only to be procured with an AT&T CALNET VoIP Service.
28	Enterprise SBC 10000Reg	ESBC10K	Enterprise SBC with dual AC power supply with 12 networking 1000Base-T GE copper interfaces. NEBS certified. Includes 1000 SIP Sessions & 10000 SIP Registrations. Only to be procured with an AT&T CALNET VoIP Service.
29	Enterprise SBC	ESBC	Enterprise SBC chassis with dual AC power supply with 12 networking 1000Base-T GE copper interfaces. NEBS certified. Must purchase Enterprise SBC Sessions and Registrations separately. Only to be procured with an AT&T CALNET VoIP Service.
30	Enterprise SBC Software for 250 SBC Sessions	ESBC250	Enterprise SBC Software for 250 SBC Sessions. Must be procured with Enterprise SBC. Only to be procured with an AT&T CALNET VoIP Service.
31	Enterprise SBC Software for 1000 SBC Sessions	ESBC1K	Enterprise SBC Software for 1000 SBC Sessions. Must be procured with Enterprise SBC. Only to be procured with an AT&T CALNET VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
32	Enterprise SBC Software for 2000 SBC Sessions	ESBC2K	Enterprise SBC Software for 2000 SBC Sessions. Must be procured with Enterprise SBC. Only to be procured with an AT&T CALNET VoIP Service.
33	Enterprise SBC Software for 5000 SBC Sessions	ESBC5K	Enterprise SBC Software for 5000 SBC Sessions. Must be procured with Enterprise SBC. Only to be procured with an AT&T CALNET VoIP Service.
34	Enterprise SBC Software for 10000 SBC Sessions	ESBC10S	Enterprise SBC Software for 10000 SBC Sessions. Must be procured with Enterprise SBC. Only to be procured with an AT&T CALNET VoIP Service.
35	Enterprise SBC Software for 1000 SIP Registrations	ESBC1KR	Enterprise SBC Software for 1000 SIP Registrations. Must be procured with Enterprise SBC. Only to be procured with an AT&T CALNET VoIP Service.
36	Enterprise SBC Software for 10000 SIP Registrations	ESBC10R	Enterprise SBC Software for 10000 SIP Registrations. Must be procured with Enterprise SBC. Only to be procured with an AT&T CALNET VoIP Service.
37	Enterprise SBC Software for 50000 SIP Registrations	ESBC50R	Enterprise SBC Software for 50000 SIP Registrations. Must be procured with Enterprise SBC. Only to be procured with an AT&T CALNET VoIP Service.
38	ATA 4 FXO Voice Interfaces, 2 PR GE	ATA01	Mediant 800 with 4 FXO Voice Interfaces, 2 PR GE. Only to be procured with an AT&T CALNET VoIP Service.
39	ATA 4 FXO and 4 FXS Voice Interfaces, 2 PR GE	ATA02	Mediant 800 with 4 FXO and 4 FXS Voice Interfaces, 2 PR GE. Only to be procured with an AT&T CALNET VoIP Service.
40	ATA 4 FXO and 8 FXS Voice Interfaces, 2 PR GE	ATA03	Mediant 800 with 4 FXO and 8 FXS Voice Interfaces, 2 PR GE. Only to be procured with an AT&T CALNET VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
41	ATA 1 E1/T1 and 4 FXS Voice Interfaces, 2 PR GE	ATA04	Mediant 800 with 1 E1/T1 and 4 FXS Voice Interfaces, 2 PR GE. Only to be procured with an AT&T CALNET VoIP Service.
42	ATA 2 E1/T1 and 4 FXS Voice Interfaces, 2 PR GE	ATA05	Mediant 800 with 2 E1/T1 and 4 FXS Voice Interfaces, 2 PR GE. Only to be procured with an AT&T CALNET VoIP Service.
43	ATA 1 E1/T1 Voice Interface, 2 PR GE/FE	ATA06	Mediant 800 with 1 E1/T1 Voice Interface, 2 PR GE/FE. Only to be procured with an AT&T CALNET VoIP Service.
44	Multi-Service Business Router (MSBR)	MSBR1	Multi-Service Business Router with 4 FXS + 4 FXO Voice Interfaces, 1000Base-T WAN, 10 SIP Session, 50 Registrations. Only to be procured with an AT&T CALNET VoIP Service.
45	MSBR 5 ESBC Sessions	MSBR2	MSBR 5 ESBC Sessions. Must be procured with Multi-Service Business Router (MSBR). Only to be procured with an AT&T CALNET VoIP Service.
46	MSBR 10 ESBC Sessions	MSBR3	MSBR 10 ESBC Sessions. Must be procured with Multi-Service Business Router (MSBR). Only to be procured with an AT&T CALNET VoIP Service.
47	MSBR 15 ESBC Sessions	MSBR4	MSBR 15 ESBC Sessions. Must be procured with Multi-Service Business Router (MSBR). Only to be procured with an AT&T CALNET VoIP Service.
48	MSBR 20 ESBC Sessions	MSBR5	MSBR 20 ESBC Sessions. Must be procured with Multi-Service Business Router (MSBR). Only to be procured with an AT&T CALNET VoIP Service.
49	MSBR 25 ESBC Sessions	MSBR6	MSBR 25 ESBC Sessions. Must be procured with Multi-Service Business Router (MSBR). Only to be procured with an AT&T CALNET VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
50	MSBR 30 ESBC Sessions	MSBR7	MSBR 30 ESBC Sessions. Must be procured with Multi-Service Business Router (MSBR). Only to be procured with an AT&T CALNET VoIP Service.
51	MSBR 50 ESBC Sessions	MSBR8	MSBR 50 ESBC Sessions. Must be procured with Multi-Service Business Router (MSBR). Only to be procured with an AT&T CALNET VoIP Service.
52	MSBR 50 Registrations	MSBR9	MSBR 50 Registrations. Must be procured with Multi-Service Business Router (MSBR). Only to be procured with an AT&T CALNET VoIP Service.
53	MSBR Replacement Power Supply	MSBRR	MSBR Replacement Power Supply with cable (2PK)
54	2 FXS Analog Gateway	AG01	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
55	4 FXS Analog Gateway	AG02	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
56	8 FXS Analog Gateway	AG03	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
57	24 FXS Analog Gateway	AG04	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
58	24-Port FXS with Long Cable	AG05	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
59	4 FXO Analog Gateway	AG06	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
60	8 FXO Analog Gateway	AG07	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
61	2 FXO and 2 FXS Analog Gateway	AG08	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
62	4 FXO and 4 FXS Analog Gateway	AG09	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
63	72 FXS Ports High density Analog Gateway	AG10	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
64	144 FXS Ports High density Analog Gateway	AG11	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
65	216 FXS Ports High density Analog Gateway	AG12	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
66	288 FXS Ports High density Analog Gateway	AG13	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
67	2 FXS Analog Gateway BR	AG14	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
68	4 FXS Analog Gateway BR	AG15	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
69	8 FXS Analog Gateway BR	AG16	Analog Gateway for additional connectivity. Only to be procured with an AT&T CALNET VoIP Service.
70	PowerWatch UPSaaS Silver	Multiple (See Below)	PowerWatch UPSaaS Silver Includes: UPS, Network Card, 2-Post & 4-Post Mounting Kits. Site Assessment, 7x24 Installation. 16kVA Modular/Scalable UPS installation also includes full electrical installation (materials & labor), and Remote Monitoring Service. Only to be procured with an AT&T CALNET VoIP Service.
71	1500VA UPS with 5-15P Plug	PWS01	5-15R (15A, 120V, Non-locking) required outlet for UPS

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
72	Battery Pack for 1500VA UPS	PWS02	
73	2000VA UPS with 5-20P Plug	PWS03	5-20R (20A, 120V, Non-locking) required outlet for UPS
74	Battery Pack for 2000VA UPS	PWS04	
75	3000VA UPS with L5-30P Plug	PWS05	L5-30R (30A, 120V, locking) required outlet for UPS
76	Battery Pack for 3000VA UPS	PWS06	
77	5000VA UPS with L6-30P Plug	PWS07	L6-30R (30A, 208V, Locking) required outlet for UPS
78	Battery Pack for 5000VA UPS	PWS08	
79	16kVA Modular/Scalable UPS	PWS09	100A, 208V, 4 Wire Hardwire (2ph+N+G) required outlet for UPS
80	Battery Frame for 16kVA UPS	PWS10	
81	Automatic Transfer Switch	PWS11	
82	PowerWatch UPSaaS Gold	Multiple (See Below)	PowerWatch UPSaaS Gold Includes: UPS, Network Card, 2-Post & 4-Post Mounting Kits. Site Assessment, 7x24 Installation. 16kVA Modular/Scalable UPS installation also includes full electrical installation (materials & labor), Remote Monitoring Service. Only to be procured with an AT&T CALNET VoIP Service.
83	1500VA UPS with 5-15P Plug	PWG01	5-15R (15A, 120V, Non-locking) required outlet for UPS

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
84	Battery Pack for 1500VA UPS	PWG02	
85	2000VA UPS with 5-20P Plug	PWG03	5-20R (20A, 120V, Non-locking) required outlet for UPS
86	Battery Pack for 2000VA UPS	PWG04	
87	3000VA UPS with L5-30P Plug	PWG05	L5-30R (30A, 120V, locking) required outlet for UPS
88	Battery Pack for 3000VA UPS	PWG06	
89	5000VA UPS with L6-30P Plug	PWG07	L6-30R (30A, 208V, Locking) required outlet for UPS
90	Battery Pack for 5000VA UPS	PWG08	
91	16kVA Modular/Scalable UPS	PWG09	100A, 208V, 4 Wire Hardwire (2ph+N+G) required outlet for UPS
92	Battery Frame for 16kVA UPS	PWG10	
93	Automatic Transfer Switch	PWG11	
94	PowerWatch UPSaaS Platinum	Multiple (See Below)	PowerWatch UPSaaS Platinum Includes: UPS, Network Card, 2-Post or Wallmount Rack, 2-Post & 4-Post Mounting Kits, Rackmout PDU. Site Assessment, Existing UPS Removal, Rack & PDU Installation, 7x24 Installation. 16kVA Modular/Scalable UPS installation also includes full electrical installation (materials & labor), Remote Monitoring Service. Only to be procured with an AT&T CALNET VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
95	1500VA UPS with 5-15P Plug	PWP01	5-15R (15A, 120V, Non-locking) required outlet for UPS
96	Battery Pack for 1500VA UPS	PWP02	
97	2000VA UPS with 5-20P Plug	PWP03	5-20R (20A, 120V, Non-locking) required outlet for UPS
98	Battery Pack for 2000VA UPS	PWP04	
99	3000VA UPS with L5-30P Plug	PWP05	L5-30R (30A, 120V, locking) required outlet for UPS
100	Battery Pack for 3000VA UPS	PWP06	
101	5000VA UPS with L6-30P Plug	PWP07	L6-30R (30A, 208V, Locking) required outlet for UPS
102	Battery Pack for 5000VA UPS	PWP08	
103	16kVA Modular/Scalable UPS	PWP09	100A, 208V, 4 Wire Hardwire (2ph+N+G) required outlet for UPS
104	Battery Frame for 16kVA UPS	PWP10	
105	Automatic Transfer Switch	PWP11	
106	Cat 6 Patch Cable 3ft	PC3F	Only to be procured with an AT&T CALNET VoIP Service.
107	Cat 6 Patch Cable 7ft	PC7F	Only to be procured with an AT&T CALNET VoIP Service.
108	Cat 6 Patch Cable 10ft	PC10F	Only to be procured with an AT&T CALNET VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
109	Cat 6 Patch Cable 15ft	PC15F	Only to be procured with an AT&T CALNET VoIP Service.
110	Cat 6 Patch Cable 25ft	PC25F	Only to be procured with an AT&T CALNET VoIP Service.
111	Cat 6 Patch Cable 50ft	PC50F	Only to be procured with an AT&T CALNET VoIP Service.
112	ADA Compliant Device (Requires Standalone or Converged VoIP Service)	Multiple (See Below)	
113	ADA Compliant Device Basic	ADA01	ADA Compliant Device Basic to utilize with a Standalone or Converged VoIP Service Package.
114	ADA Compliant Device Standard	ADA02	ADA Compliant Device Standard to utilize with a Standalone or Converged VoIP Service Package.
115	ADA Compliant Device Premium	ADA03	ADA Compliant Device Premium to utilize with a Standalone or Converged VoIP Service Package.

21.2.7 Standalone VoIP Calling Features and Functionality

21.2.7.1 Standalone VoIP On-Net Calling

The Contractor shall provide a Standalone VoIP service that provides unlimited on-net calling for both domestic and international calls at no additional charge. On-net calling is defined as calling from a Standalone VoIP Customer Site that uses the Contractor's VoIP network and terminates at another of the Contractor's Standalone VoIP sites. If the Contractor offers SIP Trunking, Converged VoIP, or Cloud-Hosted VoIP Services under another CALNET contract, Standalone VoIP calls terminating at such a site shall be considered on-net.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.7.2 Standalone VoIP Off-Net Calling

The Contactor shall provide off-net calling at no additional charge. The Standalone VoIP service will route call traffic off the VoIP network within the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico. This will be accomplished using network-based PSTN gateways.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.7.3 Standalone VoIP Off-Net Toll-Free Services

The Contractor shall provide off-net toll-free services that shall only be provided by the Standalone VoIP Contractor and not by a third party. This service shall only be utilized in conjunction with the awarded Contractor's Standalone VoIP service. The Standalone VoIP Off-Net Toll-Free service allows Customers to make and receive off-net toll-free calls from the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall provide toll-free services in accordance with Section 21.2.7.3.a (Standalone VoIP Off-Net Toll-Free Services).

Table 21.2.7.3.a – Standalone VoIP Off-Net Toll-Free Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Standalone VoIP Off-Net Toll-Free	Allows Customers to make and receive off-net toll-free calls from the United States, District of Columbia, U.S. Virgin Islands and Puerto Rico.		VIEEUS	Yes

The Contractor may offer additional unsolicited Standalone VoIP Off-Net Toll-Free features in Table 21.2.7.3.b.

Table 21.2.7.3.b – Unsolicited Standalone VoIP Off-Net Toll-Free Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	IPTF Advanced Features	Multiple (See feature IDs below)	
2	Call Transfer/Transf er Connect - Courtesy Transfer	E8UC1	Courtesy Transfer allows the agent to transfer a caller to another AT&T toll free number, RRN or a Plain Old Telephone Service (POTS) line, in the same building or another location, without remaining on the line.
3	Call Transfer/Transf er Connect-- Consult and Transfer	E8YC2	Consult and Transfer allow the agent to transfer a call similarly to the Courtesy Transfer option however, the transferring agent is able to remain on the call until ringing is heard or the call is answered. At that point, the transferring agent is dropped. If the transfer fails—for instance, if the target number is busy—the agent may return to the caller and try another transfer, take a message, etc.
4	Call Transfer/Transf er Connect-- Conference and Transfer	E8YPC	Conference & Transfer allows an agent to consult with the target party prior to adding the caller to a three-way conference. . Following the three-way conference, the caller may remain connected to the agent or the target party.
5	Message Announceme nt	E8U	The caller hears a pre-recorded promotional or informational message prior to, during, or after the call is routed to the caller-selected destination.
6	Network Queuing	E8GNQ	Network Queuing will allow a call to be held in queue in the AT&T network until the termination becomes available.
7	Network Queuing	TFNQA	Network Queuing will allow a call to be held in queue in the AT&T network until the termination becomes available.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
8	Percentage Allocation Routing/Quick Call Allocator	TFQCA	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. Routing must be to at least two terminations/ locations. Percentage must be expressed in complete numbers. The smallest allowed allocation is 1%.
9	Inbound Toll Free Calling Rate for Calling Plan D	VIREUS	Inbound Toll-Free calling for SIP Calling Plan D Customers. Inbound Intrastate-IntraLATA.

21.2.7.4 Standalone International Off-Net Calling

The Contractor shall provide Standalone VoIP International Off-Net Calling to the countries listed in Table 21.2.7.4.a. Peak Time is between 8:00 a.m. and 4:59 p.m., Monday through Friday based on the time at the CALNET caller's location. Off-Peak time is for all calls where Peak Time rates do not apply.

Bidder understands the requirements and shall meet or exceed them? Yes

All usage shall be billed in accordance with the SOW Business Requirements Section G.6.1 (Billing and Invoicing Requirements #11) except Mexico which shall be billed in 60 second increments with a 60 second minimum.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.7.4.1 International Mobile Termination Charges (IMTC)

The Contractor shall provide the ability to terminate international calls on wireless devices. The Contractor shall charge International Mobile Termination Charge (IMTC) as an additional per minute rate that is applied to international calls (direct dial business or credit card calls) originating in the U.S. and terminating in certain countries to either a wireless communications device or to a portable telephone number where a forwarding, tracking or other type of location service is used.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.7.4.2 U.S. Based Services Waiver

The provisions detailed in General Provisions – eVAQ, Section 92, (U.S. Based Services will not apply to the Contractor's International Long Distance Calling services.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall offer the Standalone VoIP Peak Time Off-Net International Long Distance Calling configurations detailed in Table 21.2.7.4.a.

Table 21.2.7.4.a – Standalone VoIP International Peak Time Off-Net Calling

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
1	Brazil	Yes	IPIP BZ
2	Canada	Yes	IIP CAN
3	China	Yes	IIP CH
4	France	Yes	IIP FR
5	Germany	Yes	IIP GER
6	Israel	Yes	IIP IS
7	Italy	Yes	IIP IT
8	Japan	Yes	IIP JP
9	Korea	Yes	IIP SK
10	Mexico	Yes	IIP MX
11	Spain	Yes	IIP SP
12	Switzerland	Yes	IIP SW
13	United Kingdom	Yes	IIP UK

The Bidder may offer Standalone VoIP Peak Time Off-Net International Long Distance Calling configurations to unsolicited countries in Table 21.2.7.4.b.

Table 21.2.7.4.b – Unsolicited Standalone VoIP Peak Time International Off-Net Calling

Line Item	Country	Product Identifier
1	IP Intl Off-Net Peak - Afghanistan	IPIPAFG
2	IP Intl Off-Net Peak - Albania	IIPALB
3	IP Intl Off-Net Peak - Algeria	IIPALG
4	IP Intl Off-Net Peak - American Samoa	IIPAMS
5	IP Intl Off-Net Peak - Andorra	IIPAND
6	IP Intl Off-Net Peak - Angola	IIPAGL
7	IP Intl Off-Net Peak - Anguilla	IIPAGU
8	IP Intl Off-Net Peak - Antarctica (Casey)	IIPANC
9	IP Intl Off-Net Peak - Antarctica (Scott)	IIPANS
10	IP Intl Off-Net Peak - Antigua and Barbuda	IIPANT
11	IP Intl Off-Net Peak - Argentina	IIPARG
12	IP Intl Off-Net Peak - Armenia	IIPARM
13	IP Intl Off-Net Peak - Aruba	IIPARU
14	IP Intl Off-Net Peak - Australia	IIPAST
15	IP Intl Off-Net Peak - Austria	IIPAUS
16	IP Intl Off-Net Peak - Azerbaijan	IIPAZE
17	IP Intl Off-Net Peak - Bahamas	IIPBAH
18	IP Intl Off-Net Peak - Bahrain	IIPBHR

Line Item	Country	Product Identifier
19	IP Intl Off-Net Peak - Bangladesh	IPIPBAN
20	IP Intl Off-Net Peak - Barbados	IIPBAR
21	IP Intl Off-Net Peak - Belarus	IIPBLR
22	IP Intl Off-Net Peak - Belgium	IIPBLG
23	IP Intl Off-Net Peak - Belize	IIPBLZ
24	IP Intl Off-Net Peak - Benin	IIPBEN
25	IP Intl Off-Net Peak - Bermuda	IIPBER
26	IP Intl Off-Net Peak - Bhutan	IIPBHU
27	IP Intl Off-Net Peak - Bolivia	IIPBLV
28	IP Intl Off-Net Peak - Bosnia and Herzegovina	IIPBOL
29	IP Intl Off-Net Peak - Botswana	IIPBOS
30	IP Intl Off-Net Peak - British Virgin Islands	IIPBVI
31	IP Intl Off-Net Peak - Brunei	IIPBRU
32	IP Intl Off-Net Peak - Bulgaria	IIPBUL
33	IP Intl Off-Net Peak - Burkina Faso	IIPBKF
34	IP Intl Off-Net Peak - Burundi	IIPBUR
35	IP Intl Off-Net Peak - Cambodia	IIPCAM
36	IP Intl Off-Net Peak - Cameroon	IIPCMR
37	IP Intl Off-Net Peak - Cape Verde	IIPCAP

Line Item	Country	Product Identifier
38	IP Intl Off-Net Peak - Cayman Islands	IIPPCAY
39	IP Intl Off-Net Peak - Central African Republic	IIPCEN
40	IP Intl Off-Net Peak - Chad	IIPCHA
41	IP Intl Off-Net Peak - Chile	IIPCHI
42	IP Intl Off-Net Peak - Christmas Island	IIPCHR
43	IP Intl Off-Net Peak - Cocos Island	IIPCOC
44	IP Intl Off-Net Peak - Colombia	IIPCOL
45	IP Intl Off-Net Peak - Comoros	IIPCOM
46	IP Intl Off-Net Peak - Congo Republic.	IIPCOZ
47	IP Intl Off-Net Peak - Cook Islands	IIPCOO
48	IP Intl Off-Net Peak - Costa Rica	IIPCOS
49	IP Intl Off-Net Peak - Croatia	IIPCRO
50	IP Intl Off-Net Peak - Cuba	IIPCUB
51	IP Intl Off-Net Peak - Cyprus	IIPCYP
52	IP Intl Off-Net Peak - Czech Republic	IIPCZE
53	IP Intl Off-Net Peak - Denmark	IIPDEN
54	IP Intl Off-Net Peak - Diego Garcia	IIPDIE
55	IP Intl Off-Net Peak - Djibouti	IIPDJI

Line Item	Country	Product Identifier
56	IP Intl Off-Net Peak - Dominica	IPIPDMC
57	IP Intl Off-Net Peak - Dominican Republic	IIPDMR
58	IP Intl Off-Net Peak - East Timor	IPIPEAS
59	IP Intl Off-Net Peak - Ecuador	IPIPECU
60	IP Intl Off-Net Peak - Egypt	IPIPEGY
61	IP Intl Off-Net Peak - El Salvador	IPELS
62	IP Intl Off-Net Peak - Equatorial Guinea	IPEQU
63	IP Intl Off-Net Peak - Eritrea	IIPERI
64	IP Intl Off-Net Peak - Estonia	IPEST
65	IP Intl Off-Net Peak - Ethiopia	IIPETH
66	IP Intl Off-Net Peak - Faroe Islands	IIPFAL
67	IP Intl Off-Net Peak - Falkland Islands	IIPFAE
68	IP Intl Off-Net Peak - Federated States of Micronesia	IIPMIC
69	IP Intl Off-Net Peak - Fiji	IIPFIN
70	IP Intl Off-Net Peak - French Polynesia	IIPFIJ
71	IP Intl Off-Net Peak - French Antilles (Martinique)	IIPFRE
72	IP Intl Off-Net Peak - French Guiana	IIPFRG

Line Item	Country	Product Identifier
73	IP Intl Off-Net Peak - French Polynesia	IPIPPF
74	IP Intl Off-Net Peak - Gabon	IPIPGAB
75	IP Intl Off-Net Peak - Gambia	IPIPGAM
76	IP Intl Off-Net Peak - Georgia	IPIPGEO
77	IP Intl Off-Net Peak - Ghana	IPIPGHA
78	IP Intl Off-Net Peak - Gibraltar	IPIPGIB
79	IP Intl Off-Net Peak - Greece	IPIPGRE
80	IP Intl Off-Net Peak - Greenland	IPIPGRL
81	IP Intl Off-Net Peak - Grenada	IPIPGND
82	IP Intl Off-Net Peak - Guadeloupe	IPIPGDL
83	IP Intl Off-Net Peak - Guantanamo	IPIPGNT
84	IP Intl Off-Net Peak - Guatemala	IPIPGTM
85	IP Intl Off-Net Peak - Guinea	IPIPGPR
86	IP Intl Off-Net Peak - Guinea-Bissau	IPIPGNB
87	IP Intl Off-Net Peak - Guyana	IPIPGUY
88	IP Intl Off-Net Peak - Haiti	IPIPHAI
89	IP Intl Off-Net Peak - Honduras	IPIPHND
90	IP Intl Off-Net Peak - Hong Kong	IPIPHKG
91	IP Intl Off-Net Peak - Hungary	IPIPHUN

Line Item	Country	Product Identifier
92	IP Intl Off-Net Peak - Iceland	IPIPICE
93	IP Intl Off-Net Peak - India	IPIPIN
94	IP Intl Off-Net Peak - Indonesia	IPIPIDN
95	IP Intl Off-Net Peak - Iran	IPIPIRN
96	IP Intl Off-Net Peak - Iraq	IPIPIRQ
97	IP Intl Off-Net Peak - Ireland	IPIPIRE
98	IP Intl Off-Net Peak - Ivory Coast	IPIPIVO
99	IP Intl Off-Net Peak - Jamaica	IPIPJAM
100	IP Intl Off-Net Peak - Jordan	IPIPJOR
101	IP Intl Off-Net Peak - Kazakhstan	IPIPKAZ
102	IP Intl Off-Net Peak - Kenya	IPIPKEN
103	IP Intl Off-Net Peak - Kiribati	IPIPKIR
104	IP Intl Off-Net Peak - Korea, Democratic Peoples Rep.	IPIPKRN
105	IP Intl Off-Net Peak - Kuwait	IPIPKUW
106	IP Intl Off-Net Peak - Kyrgyzstan	IPIPKYR
107	IP Intl Off-Net Peak - Laos	IPIPLAO
108	IP Intl Off-Net Peak - Latvia	IPIPLAT
109	IP Intl Off-Net Peak - Lebanon	IPIPLEB
110	IP Intl Off-Net Peak - Lesotho	IPIPLES
111	IP Intl Off-Net Peak - Liberia	IPIPLBR
112	IP Intl Off-Net Peak - Libya	IPIPLBY

Line Item	Country	Product Identifier
113	IP Intl Off-Net Peak - Liechtenstein	IPIPLIE
114	IP Intl Off-Net Peak - Lithuania	IPIPLIT
115	IP Intl Off-Net Peak - Luxembourg	IPIPLUX
116	IP Intl Off-Net Peak - Macao	IPIPMAc
117	IP Intl Off-Net Peak - Macedonia	IPIPmCD
118	IP Intl Off-Net Peak - Madagascar	IPIPmAD
119	IP Intl Off-Net Peak - Malawi	IPIPmLW
120	IP Intl Off-Net Peak - Malaysia	IPIPmLY
121	IP Intl Off-Net Peak - Maldives	IPIPmLD
122	IP Intl Off-Net Peak - Mali	IPIPmAL
123	IP Intl Off-Net Peak - Malta	IPIPmLT
124	IP Intl Off-Net Peak - Marshall Islands	IPIPmAR
125	IP Intl Off-Net Peak - Mauritania	IPIPmRT
126	IP Intl Off-Net Peak - Mauritius	IPIPmAU
127	IP Intl Off-Net Peak - Mayotte	IPIPmAY
128	IP Intl Off-Net Peak - Moldova	IPIPmOL
129	IP Intl Off-Net Peak - Monaco	IPIPmNC
130	IP Intl Off-Net Peak - Mongolia	IPIPmGP
131	IP Intl Off-Net Peak - Montenegro	IPIPmON

Line Item	Country	Product Identifier
132	IP Intl Off-Net Peak - Montserrat	IIPMST
133	IP Intl Off-Net Peak - Morocco	IIPMOR
134	IP Intl Off-Net Peak - Mozambique	IIPMOZ
135	IP Intl Off-Net Peak - Myanmar	IIPMYA
136	IP Intl Off-Net Peak - Namibia	IIPNAM
137	IP Intl Off-Net Peak - Nauru	IIPNAU
138	IP Intl Off-Net Peak - Nepal	IIPNEP
139	IP Intl Off-Net Peak - Netherlands	IIPNTA
140	IP Intl Off-Net Peak - New Caledonia	IIPNCD
141	IP Intl Off-Net Peak - New Zealand	IIPNZD
142	IP Intl Off-Net Peak - Nicaragua	IIPNIC
143	IP Intl Off-Net Peak - Niger	IIPNGR
144	IP Intl Off-Net Peak - Nigeria	IIPNIG
145	IP Intl Off-Net Peak - Niue	IIPNIU
146	IP Intl Off-Net Peak - Norfolk Island	IIPNFK
147	IP Intl Off-Net Peak - Norway	IIPNOR
148	IP Intl Off-Net Peak - Oman	IIPOMA
149	IP Intl Off-Net Peak - Pakistan	IIPPAK
150	IP Intl Off-Net Peak - Palau	IIPPAL

Line Item	Country	Product Identifier
151	IP Intl Off-Net Peak - Panama	IIPPAN
152	IP Intl Off-Net Peak - Papua New Guinea	IIPPAP
153	IP Intl Off-Net Peak - Paraguay	IIPPAR
154	IP Intl Off-Net Peak - Peru	IIPPER
155	IP Intl Off-Net Peak - Philippines	IIPPHI
156	IP Intl Off-Net Peak - Poland	IIPPOL
157	IP Intl Off-Net Peak - Portugal	IIPPOR
158	IP Intl Off-Net Peak - Qatar	IIPQAT
159	IP Intl Off-Net Peak - Reunion	IIPREU
160	IP Intl Off-Net Peak - Romania	IIPROM
161	IP Intl Off-Net Peak - Russia	IIPRUS
162	IP Intl Off-Net Peak - Rwanda	IIPRWA
163	IP Intl Off-Net Peak - Saint Helena	IIPSTH
164	IP Intl Off-Net Peak - Saint Kitts	IIPSTK
165	IP Intl Off-Net Peak - Saint Lucia	IIPSTL
166	IP Intl Off-Net Peak - Saint Pierre and Miquelon	IIPSTP
167	IP Intl Off-Net Peak - Saint Vincent and The Grenadines	IIPSTV
168	IP Intl Off-Net Peak - San Marino	IIPSAN
169	IP Intl Off-Net Peak - Sao Tome and Principe	IIPSAO

Line Item	Country	Product Identifier
170	IP Intl Off-Net Peak - Saudi Arabia	IIPSAU
171	IP Intl Off-Net Peak - Senegal	IIPSEN
172	IP Intl Off-Net Peak - Serbia	IIPSBBA
173	IP Intl Off-Net Peak - Seychelles	IIPSEY
174	IP Intl Off-Net Peak - Sierra Leone	IIPSIE
175	IP Intl Off-Net Peak - Singapore	IIPSIN
176	IP Intl Off-Net Peak - Slovakia	IIPSVK
177	IP Intl Off-Net Peak - Slovenia	IIPSVN
178	IP Intl Off-Net Peak - Solomon Islands	IIPSOL
179	IP Intl Off-Net Peak - Somalia	IIPSOM
180	IP Intl Off-Net Peak - South Africa	IIPSOU
181	IP Intl Off-Net Peak - Sri Lanka	IIPSRI
182	IP Intl Off-Net Peak - Sudan	IIPSUD
183	IP Intl Off-Net Peak - Suriname	IIPSUR
184	IP Intl Off-Net Peak - Swaziland	IIPSWA
185	IP Intl Off-Net Peak - Sweden	IIPSWE
186	IP Intl Off-Net Peak - Syria	IIPSYR
187	IP Intl Off-Net Peak - Taiwan	IPIPTAI
188	IP Intl Off-Net Peak - Tajikistan	IPIPTAJ
189	IP Intl Off-Net Peak - Tanzania	IPIPTAN

Line Item	Country	Product Identifier
190	IP Intl Off-Net Peak - Thailand	IPIPTHA
191	IP Intl Off-Net Peak - Togo	IPIPTOG
192	IP Intl Off-Net Peak - Tonga	IPIPTON
193	IP Intl Off-Net Peak - Trinidad and Tobago	IPIPTRI
194	IP Intl Off-Net Peak - Turkmenistan	IPIPTKM
195	IP Intl Off-Net Peak - Tunisia	IPIPTUN
196	IP Intl Off-Net Peak - Turkey	IPIPTRK
197	IP Intl Off-Net Peak - Turks and Caicos Islands	IPIPTKC
198	IP Intl Off-Net Peak - Tuvalu	IPIPTUV
199	IP Intl Off-Net Peak - Uganda	IPIPUGA
200	IP Intl Off-Net Peak - Ukraine	IPIPUKR
201	IP Intl Off-Net Peak - United Arab Emirates	IPIP UAE
202	IP Intl Off-Net Peak - Uruguay	IPIP URU
203	IP Intl Off-Net Peak - Uzbekistan	IPIPUZB
204	IP Intl Off-Net Peak - Vanuatu	IPIP VAN
205	IP Intl Off-Net Peak - Vatican City	IPIP VAT
206	IP Intl Off-Net Peak - Venezuela	IPIP VEN
207	IP Intl Off-Net Peak - Vietnam	IPIP VIE
208	IP Intl Off-Net Peak - Wallis and Fortuna Islands	IPIP WAL

Line Item	Country	Product Identifier
209	IP Intl Off-Net Peak - Western Samoa	IPIPWSM
210	IP Intl Off-Net Peak - Yemen	IPIPYEM
211	IP Intl Off-Net Peak - Zambia	IPIPZAM
212	IP Intl Off-Net Peak - Zimbabwe	IPIPZIM

The Contractor shall offer the Standalone VoIP Off-Peak Off-Net International Long Distance Calling configurations detailed in Table 21.2.7.4.c.

Table 21.2.7.4.c – Standalone VoIP International Off-Peak Off-Net Calling

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
1	Brazil	Yes	IPIOBZ
2	Canada	Yes	IPIOCAN
3	China	Yes	IPIOCH
4	France	Yes	IPIOFR
5	Germany	Yes	IPIOGER
6	Israel	Yes	IPIOIS
7	Italy	Yes	IPIOIT
8	Japan	Yes	IPIOJP
9	Korea	Yes	IPIOSK
10	Mexico	Yes	IPIOMX
11	Spain	Yes	IPIOSP
12	Switzerland	Yes	IPIOSW
13	United Kingdom	Yes	IPIOUK

The Bidder may offer Standalone VoIP Off-Peak Off-Net International Long Distance Calling configurations to unsolicited countries in Table 21.2.7.4.d.

Table 21.2.7.4.d – Unsolicited Standalone VoIP Off-Peak International Off-Net Calling

Line Item	Country	Product Identifier
1	IP Intl Off-Net Off Peak - Afghanistan	IPIOAFG
2	IP Intl Off-Net Off Peak - Albania	IPIOALB
3	IP Intl Off-Net Off Peak - Algeria	IPIOALG
4	IP Intl Off-Net Off Peak - American Samoa	IPIOAMS
5	IP Intl Off-Net Off Peak - Andorra	IPIOAND
6	IP Intl Off-Net Off Peak - Angola	IPIOAGL
7	IP Intl Off-Net Off Peak - Anguilla	IPIOAGU
8	IP Intl Off-Net Off Peak - Antarctica (Casey)	IPIOANC
9	IP Intl Off-Net Off Peak - Antarctica (Scott)	IPIOANS
10	IP Intl Off-Net Off Peak - Antigua and Barbuda	IPIOANT
11	IP Intl Off-Net Off Peak - Argentina	IPIOARG
12	IP Intl Off-Net Off Peak - Armenia	IPIOARM
13	IP Intl Off-Net Off Peak - Aruba	IPIOARU
14	IP Intl Off-Net Off Peak - Australia	IPIOAST
15	IP Intl Off-Net Off Peak - Austria	IPIOAUS
16	IP Intl Off-Net Off Peak - Azerbaijan	IPIOAZE
17	IP Intl Off-Net Off Peak - Bahamas	IPIOBAH

Line Item	Country	Product Identifier
18	IP Intl Off-Net Off Peak - Bahrain	IPIOBHR
19	IP Intl Off-Net Off Peak - Bangladesh	IPIOBAN
20	IP Intl Off-Net Off Peak - Barbados	IPIOBAR
21	IP Intl Off-Net Off Peak - Belarus	IPIOBLR
22	IP Intl Off-Net Off Peak - Belgium	IPIOBLG
23	IP Intl Off-Net Off Peak - Belize	IPIOBLZU
24	IP Intl Off-Net Off Peak - Benin	IPIOBEN
25	IP Intl Off-Net Off Peak - Bermuda	IPIOBER
26	IP Intl Off-Net Off Peak - Bhutan	IPIOBHU
27	IP Intl Off-Net Off Peak - Bolivia	IPIOBLV
28	IP Intl Off-Net Off Peak - Bosnia and Herzegovina	IPIOBOL
29	IP Intl Off-Net Off Peak - Botswana	IPIOBOS
30	IP Intl Off-Net Off Peak - British Virgin Islands	IPIOBVI
31	IP Intl Off-Net Off Peak - Brunei	IPIOBRU
32	IP Intl Off-Net Off Peak - Bulgaria	IPIOBUL
33	IP Intl Off-Net Off Peak - Burkina Faso	IPIOBKF
34	IP Intl Off-Net Off Peak - Burundi	IPIOBUR
35	IP Intl Off-Net Off Peak - Cambodia	IPIOCAM
36	IP Intl Off-Net Off Peak - Cameroon	IPIOCMR
37	IP Intl Off-Net Off Peak - Cape Verde	IPIOCAP
38	IP Intl Off-Net Off Peak - Cayman Islands	IPIOCAY

Line Item	Country	Product Identifier
39	IP Intl Off-Net Off Peak - Central African Republic	IPIOCEN
40	IP Intl Off-Net Off Peak - Chad	IPIOCHA
41	IP Intl Off-Net Off Peak - Chile	IPIOCHI
42	IIP Intl Off-Net Off Peak - Christmas Island	IPIOCHR
43	IP Intl Off-Net Off Peak - Cocos Island	IPIOCOC
44	IP Intl Off-Net Off Peak - Colombia	IPIOCOL
45	IP Intl Off-Net Off Peak - Comoros	IPIOCOM
46	IP Intl Off-Net Off Peak - Congo Republic.	IPIOCOZ
47	IP Intl Off-Net Off Peak - Cook Islands	IPIOCOO
48	IP Intl Off-Net Off Peak - Costa Rica	IPIOCOS
49	IP Intl Off-Net Off Peak - Croatia	IPIOCRO
50	IP Intl Off-Net Off Peak - Cuba	IPIOCUB
51	IP Intl Off-Net Off Peak - Cyprus	IPIOCYP
52	IP Intl Off-Net Off Peak - Czech Republic	IPIOCZE
53	IP Intl Off-Net Off Peak - Denmark	IPIODEN
54	IP Intl Off-Net Off Peak - Diego Garcia	IPIODIE
55	IP Intl Off-Net Off Peak - Djibouti	IPIODJI
56	IP Intl Off-Net Off Peak - Dominica	IPIODMC
57	IP Intl Off-Net Off Peak - Dominican Republic	IPIODMR
58	IP Intl Off-Net Off Peak - East Timor	IPIOEAS
59	IP Intl Off-Net Off Peak - Ecuador	IPIOECU
60	IP Intl Off-Net Off Peak - Egypt	IPIOEGY

Line Item	Country	Product Identifier
61	IP Intl Off-Net Off Peak - El Salvador	IPIOELS
62	IP Intl Off-Net Off Peak - Equatorial Guinea	IPIOEQU
63	IP Intl Off-Net Off Peak - Eritrea	IPIOERI
64	IP Intl Off-Net Off Peak - Estonia	IPIOEST
65	IP Intl Off-Net Off Peak - Ethiopia	IPIOETH
66	IP Intl Off-Net Off Peak - Faroe Islands	IPIOFAL
67	IP Intl Off-Net Off Peak - Falkland Islands	IPIOFAE
68	IP Intl Off-Net Off Peak - Federated States of Micronesia	IPIOMIC
69	IP Intl Off-Net Off Peak - Fiji	IPIOFIJ
70	IP Intl Off-Net Off Peak - French Polynesia	IPIOFP
71	IP Intl Off-Net Off Peak - French Antilles	IPIOFRE
72	IP Intl Off-Net Off Peak - French Guiana	IPIOFRG
73	IP Intl Off-Net Off Peak - French Polynesia	IPIOFP
74	IP Intl Off-Net Off Peak - Gabon	IPIOGAB
75	IP Intl Off-Net Off Peak - Gambia	IPIOGAM
76	IP Intl Off-Net Off Peak - Georgia	IPIOGEO
77	IP Intl Off-Net Off Peak - Ghana	IPIOGHA
78	IP Intl Off-Net Off Peak - Gibraltar	IPIOGIB
79	IP Intl Off-Net Off Peak - Greece	IPIOGRE
80	IP Intl Off-Net Off Peak - Greenland	IPIOGRL

Line Item	Country	Product Identifier
81	IP Intl Off-Net Off Peak - Grenada	IPIOGND
82	IP Intl Off-Net Off Peak - Guadeloupe	IPIOGDL
83	IP Intl Off-Net Off Peak - Guantanamo	IPIOGNT
84	IP Intl Off-Net Off Peak - Guatemala	IPIOGTM
85	IP Intl Off-Net Off Peak - Guinea	IPIOGPR
86	IP Intl Off-Net Off Peak - Guinea-Bissau	IPIOGNB
87	IP Intl Off-Net Off Peak - Guyana	IPIOGUY
88	IP Intl Off-Net Off Peak - Haiti	IPIOHAI
89	IP Intl Off-Net Off Peak - Honduras	IPIOHND
90	IP Intl Off-Net Off Peak - Hong Kong	IPIOHKG
91	IP Intl Off-Net Off Peak - Hungary	IPIOHUN
92	IP Intl Off-Net Off Peak - Iceland	IPIOICE
93	IP Intl Off-Net Off Peak - India	IPIOIN
94	IP Intl Off-Net Off Peak - Indonesia	IPIOIDN
95	IP Intl Off-Net Off Peak - Iran	IPIOIRN
96	IP Intl Off-Net Off Peak - Iraq	IPIOIRQ
97	IP Intl Off-Net Off Peak - Ireland	IPIOIRE
98	IP Intl Off-Net Off Peak - Ivory Coast	IPIOIVO
99	IP Intl Off-Net Off Peak - Jamaica	IPIOJAM
100	IP Intl Off-Net Off Peak - Jordan	IPIOJOR
101	IP Intl Off-Net Off Peak - Kazakhstan	IPIOKAZ
102	IP Intl Off-Net Off Peak - Kenya	IPIOKEN

Line Item	Country	Product Identifier
103	IP Intl Off-Net Off Peak - Kiribati	IPIOKIR
104	IP Intl Off-Net Off Peak - Korea, Democratic Peoples Rep.	IPIOKRN
105	IP Intl Off-Net Off Peak - Kuwait	IPIOKUW
106	IP Intl Off-Net Off Peak - Kyrgyzstan	IPIOKYR
107	IP Intl Off-Net Off Peak - Laos	IPIOLAO
108	IP Intl Off-Net Off Peak - Latvia	IPIOLAT
109	IP Intl Off-Net Off Peak - Lebanon	IPIOLEB
110	IP Intl Off-Net Off Peak - Lesotho	IPIOLES
111	IP Intl Off-Net Off Peak - Liberia	IPIOLBR
112	IP Intl Off-Net Off Peak - Libya	IPIOLBY
113	IP Intl Off-Net Off Peak - Liechtenstein	IPIOLIE
114	IP Intl Off-Net Off Peak - Lithuania	IPIOLIT
115	IP Intl Off-Net Off Peak - Luxembourg	IPIOLUX
116	IP Intl Off-Net Off Peak - Macao	IPIOMAC
117	IP Intl Off-Net Off Peak - Macedonia	IPIOMCD
118	IP Intl Off-Net Off Peak - Madagascar	IPIOMAD
119	IP Intl Off-Net Off Peak - Malawi	IPIOMLW
120	IP Intl Off-Net Off Peak - Malaysia	IPIOMLY
121	IP Intl Off-Net Off Peak - Maldives	IPIOMLD
122	IP Intl Off-Net Off Peak - Mali	IPIOMAL
123	IP Intl Off-Net Off Peak - Malta	IPIOMLT

Line Item	Country	Product Identifier
124	IP Intl Off-Net Off Peak - Marshall Islands	IPIOMAR
125	IP Intl Off-Net Off Peak - Mauritania	IPIOMRT
126	IIP Intl Off-Net Off Peak - Mauritius	IPIOMAU
127	IP Intl Off-Net Off Peak - Mayotte	IPIOMAY
128	IP Intl Off-Net Off Peak - Moldova	IPIOMOL
129	IP Intl Off-Net Off Peak - Monaco	IPIOMNC
130	IP Intl Off-Net Off Peak - Mongolia	IPIOMGP
131	IP Intl Off-Net Off Peak - Montenegro	IPIOMON
132	IP Intl Off-Net Off Peak - Montserrat	IPIOMST
133	IP Intl Off-Net Off Peak - Morocco	IPIOMOR
134	IP Intl Off-Net Off Peak - Mozambique	IPIOMOZ
135	IP Intl Off-Net Off Peak - Myanmar	IPIOMYA
136	IP Intl Off-Net Off Peak - Namibia	IPIONAM
137	IP Intl Off-Net Off Peak - Nauru	IPIONAU
138	IP Intl Off-Net Off Peak - Nepal	IPIONEP
139	IP Intl Off-Net Off Peak - Netherlands	IPIONTA
140	IP Intl Off-Net Off Peak - New Caledonia	IPIONCD
141	IP Intl Off-Net Off Peak - New Zealand	IPIONZD
142	IP Intl Off-Net Off Peak - Nicaragua	IPIONIC
143	IP Intl Off-Net Off Peak - Niger	IPIONGR

Line Item	Country	Product Identifier
144	IP Intl Off-Net Off Peak - Nigeria	IPIONIG
145	IP Intl Off-Net Off Peak - Niue	IPIONIU
146	IP Intl Off-Net Off Peak - Norfolk Island	IPIONFK
147	IP Intl Off-Net Off Peak - Norway	IPIONOR
148	IP Intl Off-Net Off Peak - Oman	IPIOOMA
149	IP Intl Off-Net Off Peak - Pakistan	IPIOPAK
150	IP Intl Off-Net Off Peak - Palau	IPIOPAL
151	IP Intl Off-Net Off Peak - Panama	IPIOPAN
152	IP Intl Off-Net Off Peak - Papua New Guinea	IPIOPAP
153	IP Intl Off-Net Off Peak - Paraguay	IPIOPAR
154	IP Intl Off-Net Off Peak - Peru	IPIOPER
155	IP Intl Off-Net Off Peak - Philippines	IPIOPHI
156	IP Intl Off-Net Off Peak - Poland	IPIOPOL
157	IP Intl Off-Net Off Peak - Portugal	IPIOPOR
158	IP Intl Off-Net Off Peak - Qatar	IPIOQAT
159	IP Intl Off-Net Off Peak - Reunion	IPIOREU
160	IP Intl Off-Net Off Peak - Romania	IPIOROM
161	IP Intl Off-Net Off Peak - Russia	IPIORUS
162	IP Intl Off-Net Off Peak - Rwanda	IPIORWA
163	IP Intl Off-Net Off Peak - Saint Helena	IPIOSTH
164	IP Intl Off-Net Off Peak - Saint Kitts	IPIOSTK

Line Item	Country	Product Identifier
165	IP Intl Off-Net Off Peak - Saint Lucia	IPIOSTL
166	IP Intl Off-Net Off Peak - Saint Pierre and Miquelon	IPIOSTP
167	IP Intl Off-Net Off Peak - Saint Vincent and The Grenadines	IPIOSTV
168	IP Intl Off-Net Off Peak - San Marino	IPIOSAN
169	IP Intl Off-Net Off Peak - Sao Tome and Principe	IPIOSAO
170	IP Intl Off-Net Off Peak - Saudi Arabia	IPIOSAU
171	IP Intl Off-Net Off Peak - Senegal	IPIOSEN
172	IP Intl Off-Net Off Peak - Serbia	IPIOSBA
173	IP Intl Off-Net Off Peak - Seychelles	IPIOSEY
174	IP Intl Off-Net Off Peak - Sierra Leone	IPIOSIE
175	IP Intl Off-Net Off Peak - Singapore	IPIOSIN
176	IP Intl Off-Net Off Peak - Slovakia	IPIOSVK
177	IP Intl Off-Net Off Peak - Slovenia	IPIOSVN
178	IP Intl Off-Net Off Peak - Solomon Islands	IPIOSOL
179	IP Intl Off-Net Off Peak - Somalia	IPIOSOM
180	IP Intl Off-Net Off Peak - South Africa	IPIOSOU
181	IP Intl Off-Net Off Peak - Sri Lanka	IPIOSRI
182	IP Intl Off-Net Off Peak - Sudan	IPIOSUD
183	IP Intl Off-Net Off Peak - Suriname	IPIOSUR
184	IP Intl Off-Net Off Peak - Swaziland	IPIOSWA

Line Item	Country	Product Identifier
185	IP Intl Off-Net Off Peak - Sweden	IPIOSWE
186	IP Intl Off-Net Off Peak - Syria	IPIOSYR
187	IP Intl Off-Net Off Peak - Taiwan	IPIOTAI
188	IP Intl Off-Net Off Peak - Tajikistan	IPIOTAJ
189	IP Intl Off-Net Off Peak - Tanzania	IPIOTAN
190	IP Intl Off-Net Off Peak - Thailand	IPIOTHA
191	IP Intl Off-Net Off Peak - Togo	IPIOTOG
192	IP Intl Off-Net Off Peak - Tonga	IPIOTON
193	IP Intl Off-Net Off Peak - Trinidad and Tobago	IPIOTRI
194	IP Intl Off-Net Off Peak - Turkmenistan	IPIOTKM
195	IP Intl Off-Net Off Peak - Tunisia	IPIOTUN
196	IP Intl Off-Net Off Peak - Turkey	IPIOTRK
197	IP Intl Off-Net Off Peak - Turks and Caicos Islands	IPIOTKC
198	IP Intl Off-Net Off Peak - Tuvalu	IPIOTUV
199	IP Intl Off-Net Off Peak - Uganda	IPIOUGA
200	IP Intl Off-Net Off Peak - Ukraine	IPIOUKR
201	IP Intl Off-Net Off Peak - United Arab Emirates	IPIOUAE
202	IP Intl Off-Net Off Peak - Uruguay	IPIOURU
203	IP Intl Off-Net Off Peak - Uzbekistan	IPIOUZB
204	IP Intl Off-Net Off Peak - Vanuatu	IPIOVAN
205	IP Intl Off-Net Off Peak - Vatican City	IPIOVAT

Line Item	Country	Product Identifier
206	IP Intl Off-Net Off Peak - Venezuela	IPIOVEN
207	IP Intl Off-Net Off Peak - Vietnam	IPIOVIE
208	IP Intl Off-Net Off Peak - Wallis and Fortuna Islands	IPIOWAL
209	IP Intl Off-Net Off Peak - Western Samoa	IPIOWSM
210	IP Intl Off-Net Off Peak - Yemen	IPIOYEM
211	IP Intl Off-Net Off Peak - Zambia	IPIOZAM
212	IP Intl Off-Net Off Peak - Zimbabwe	IPIOZIM

The Contractor shall offer the Standalone VoIP IMTC Off-Net International Long Distance Calling configurations detailed in Table 21.2.7.4.e.

Table 21.2.7.4.e – Standalone VoIP International IMTC Off-Net Calling

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
1	Brazil	Yes	IPIMBZ
2	Canada	Yes	IPIMCAN
3	China	Yes	IPIMCH
4	France	Yes	IPIMFR
5	Germany	Yes	IPIMGER
6	Israel	Yes	IPIMIS
7	Italy	Yes	IPIMIT
8	Japan	Yes	IPIMJP
9	Korea	Yes	IPIMSK
10	Mexico	Yes	IPIMMX
11	Spain	Yes	IPIMSP

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
12	Switzerland	Yes	IPIMSW
13	United Kingdom	Yes	IPIMUK

The Bidder may offer Standalone VoIP IMTC Off-Net International Long Distance Calling configurations to unsolicited countries in Table 21.2.7.4.f.

Table 21.2.7.4.f – Unsolicited Standalone VoIP IMTC International Off-Net Calling

Line Item	Country	Product Identifier
1	Intl Mobile Term - Afghanistan	IPIMAFG
2	Intl Mobile Term - Albania	IPIMALB
3	Intl Mobile Term - Algeria	IPIMALG
4	Intl Mobile Term - American Samoa	IPIMAMS
5	Intl Mobile Term - Andorra	IPIMAND
6	Intl Mobile Term - Angola	IPIMAGL
7	Intl Mobile Term - Anguilla	IPIMAGU
8	Intl Mobile Term - Antigua and Barbuda	IPIMANT
9	Intl Mobile Term - Argentina	IPIMARG
10	Intl Mobile Term - Armenia	IPIMARM
11	Intl Mobile Term - Aruba	IPIMARU
12	Intl Mobile Term - Australia	IPIMAST
13	Intl Mobile Term - Austria	IPIMAUS
14	Intl Mobile Term - Azerbaijan	IPIMAZE
15	Intl Mobile Term - Bahamas	IPIMBAH
16	Intl Mobile Term - Bahrain	IPIMBHR
17	Intl Mobile Term - Bangladesh	IPIMBAN
18	Intl Mobile Term - Barbados	IPIMBAR
19	Intl Mobile Term - Belarus	IPIMBLR
20	Intl Mobile Term - Belgium	IPIMBLG
21	Intl Mobile Term - Belize	IPIMBLZ
22	Intl Mobile Term - Benin	IPIMBEN
23	Intl Mobile Term - Bermuda	IPIMBER
24	Intl Mobile Term - Bolivia	IPIMBLV
25	Intl Mobile Term - Bosnia and Herzegovina	IPIMBOL

Line Item	Country	Product Identifier
26	Intl Mobile Term - Botswana	IPIMBOS
27	Intl Mobile Term - British Virgin Islands	IPIMBVI
28	Intl Mobile Term - Brunei	IPIMBRU
29	Intl Mobile Term - Bulgaria	IPIMBUL
30	Intl Mobile Term - Burkina Faso	IPIMBKF
31	Intl Mobile Term - Cambodia	IPIMCAM
32	Intl Mobile Term - Cameroon	IPIMCMR
33	Intl Mobile Term - Cape Verde	IPIMCAP
34	Intl Mobile Term - Cayman Islands	IPIMCAY
35	Intl Mobile Term - Chile	IPIMCHI
36	Intl Mobile Term - Christmas Island	IPIMCHR
37	Intl Mobile Term - Cocos Island	IPIMCOC
38	Intl Mobile Term - Colombia	IPIMCOL
39	Intl Mobile Term - Comoros	IPIMCOM
40	Intl Mobile Term - Congo Republic	IPIMCOZ
41	Intl Mobile Term - Congo (Zaire), Democratic Rep.	IPIMCON
42	Intl Mobile Term - Costa Rica	IPIMCOS
43	Intl Mobile Term - Croatia	IPIMCRO
44	Intl Mobile Term - Cyprus	IPIMCYP
45	Intl Mobile Term - Czech Republic	IPIMCZE
46	Intl Mobile Term - Denmark	IPIMDEN
47	Intl Mobile Term - Djibouti	IPIMDJI
48	Intl Mobile Term - Dominica	IPIMDMC
49	Intl Mobile Term - Dominican Republic	IPIMDMR
50	Intl Mobile Term - East Timor	IPIMEAS
51	Intl Mobile Term - Ecuador	IPIMECU
52	Intl Mobile Term - Egypt	IPIMEGY
53	Intl Mobile Term - El Salvador	IPIMELS
54	Intl Mobile Term - Equatorial Guinea	IPIMEQU
55	Intl Mobile Term - Eritrea	IPIMERI

Line Item	Country	Product Identifier
56	Intl Mobile Term - Estonia	IPIMEST
57	Intl Mobile Term - Ethiopia	IPIMETH
58	Intl Mobile Term - Fiji	IPIMFIJ
59	Intl Mobile Term - Finland	IPIMFIN
60	Intl Mobile Term - French Antilles	IPIMFRE
61	Intl Mobile Term - French Guiana	IPIMFRG
62	Intl Mobile Term - French Polynesia	IPIMFP
63	Intl Mobile Term - Gabon	IPIMGAB
64	Intl Mobile Term - Gambia	IPIMGAM
65	Intl Mobile Term - Georgia	IPIMGEO
66	Intl Mobile Term - Ghana	IPIMGHA
67	Intl Mobile Term - Gibraltar	IPIMGIB
68	Intl Mobile Term - Greece	IPIMGRE
69	Intl Mobile Term - Greenland	IPIMGRL
70	Intl Mobile Term - Grenada	IPIMGND
71	Intl Mobile Term - Guadeloupe	IPIMGDL
72	Intl Mobile Term - Guatemala	IPIMGTM
73	Intl Mobile Term - Guinea	IPIMGPR
74	Intl Mobile Term - Haiti	IPIMHAI
75	Intl Mobile Term - Honduras	IPIMHND
76	Intl Mobile Term - Hong Kong	IPIMHKG
77	Intl Mobile Term - Hungary	IPIMHUN
78	Intl Mobile Term - Iceland	IPIMICE
79	Intl Mobile Term - India	IPIMIN
80	Intl Mobile Term - Indonesia	IPIMIDN
81	Intl Mobile Term - Iran	IPIMIRN
82	Intl Mobile Term - Iraq	IPIMIRQ
83	Intl Mobile Term - Ireland	IPIMIRE
84	Intl Mobile Term - Ivory Coast	IPIMIVO
85	Intl Mobile Term - Jamaica	IPIMJAM
86	Intl Mobile Term - Jordan	IPIMJOR
87	Intl Mobile Term - Kazakhstan	IPIMKAZ
88	Intl Mobile Term - Kenya	IPIMKEN
89	Intl Mobile Term - Kuwait	IPIMKUW
90	Intl Mobile Term - Kyrgyzstan	IPIMKYR
91	Intl Mobile Term - Laos	IPIMLAO

Line Item	Country	Product Identifier
92	Intl Mobile Term - Latvia	IPIMLAT
93	Intl Mobile Term - Lebanon	IPIMLEB
94	Intl Mobile Term - Lesotho	IPIMLES
95	Intl Mobile Term - Liberia	IPIMLBR
96	Intl Mobile Term - Libya	IPIMLBY
97	Intl Mobile Term - Liechtenstein	IPIMLIE
98	Intl Mobile Term - Lithuania	IPIMLIT
99	Intl Mobile Term - Luxembourg	IPIMLUX
100	Intl Mobile Term - Macao	IPIMMAC
101	Intl Mobile Term - Macedonia	IPIMMCD
102	Intl Mobile Term - Madagascar	IPIMMAD
103	Intl Mobile Term - Malawi	IPIMMLW
104	Intl Mobile Term - Malaysia	IPIMMLY
105	Intl Mobile Term - Mali	IPIMMAL
106	Intl Mobile Term - Malta	IPIMMLT
107	Intl Mobile Term - Mauritania	IPIMMRT
108	Intl Mobile Term - Mauritius	IPIMMAU
109	Intl Mobile Term - Mayotte	IPIMMAY
110	Intl Mobile Term - Moldova	IPIMMOL
111	Intl Mobile Term - Monaco	IPIMMNC
112	Intl Mobile Term - Mongolia	IPIMMGP
113	Intl Mobile Term - Montenegro	IPIMMON
114	Intl Mobile Term - Montserrat	IPIMMST
115	Intl Mobile Term - Morocco	IPIMMOR
116	Intl Mobile Term - Mozambique	IPIMMOZ
117	Intl Mobile Term - Myanmar	IPIMMYA
118	Intl Mobile Term - Namibia	IPIMNAM
119	Intl Mobile Term - Nepal	IPIMNEP
120	Intl Mobile Term - Netherlands	IPIMNTA
121	Intl Mobile Term - New Zealand	IPIMNZD
122	Intl Mobile Term - Nicaragua	IPIMNIC
123	Intl Mobile Term - Nigeria	IPIMNIG
124	Intl Mobile Term - Norway	IPIMNOR
125	Intl Mobile Term - Oman	IPIMOMA

Line Item	Country	Product Identifier
126	Intl Mobile Term - Pakistan	IPIMPAK
127	Intl Mobile Term - Panama	IPIMPAN
128	Intl Mobile Term - Paraguay	IPIMPAR
129	Intl Mobile Term - Peru	IPIMPER
130	Intl Mobile Term - Philippines	IPIMPHI
131	Intl Mobile Term - Poland	IPIMPOL
132	Intl Mobile Term - Portugal	IPIMPOR
133	Intl Mobile Term - Qatar	IPIMQAT
134	Intl Mobile Term - Reunion	IPIMREU
135	Intl Mobile Term - Romania	IPIMROM
136	Intl Mobile Term - Russia	IPIMRUS
137	Intl Mobile Term - Rwanda	IPIMRWA
138	Intl Mobile Term - Saint Kitts	IPIMSTK
139	Intl Mobile Term - Saint Lucia	IPIMSTL
140	Intl Mobile Term - Saint Pierre and Miquelon	IPIMSTP
141	Intl Mobile Term - Saint Vincent and The Grenadines	IPIMSTV
142	Intl Mobile Term - Saudi Arabia	IPIMSAU
143	Intl Mobile Term - Senegal	IPIMSEN
144	Intl Mobile Term - Serbia	IPIMSBA
145	Intl Mobile Term - Sierra Leone	IPIMSIE
146	Intl Mobile Term - Singapore	IPIMSIN
147	Intl Mobile Term - Slovakia	IPIMSVK
148	Intl Mobile Term - Slovenia	IPIMSVN
149	Intl Mobile Term - Somalia	IPIMSOM
150	Intl Mobile Term - South Africa	IPIMSOU
151	Intl Mobile Term - Sri Lanka	IPIMSRI
152	Intl Mobile Term - Sudan	IPIMSUD
153	Intl Mobile Term - Suriname	IPIMSUR
154	Intl Mobile Term - Swaziland	IPIMSWA
155	Intl Mobile Term - Sweden	IPIMSWE
156	Intl Mobile Term - Syria	IPIMSYR
157	Intl Mobile Term - Taiwan	IPIMTAI
158	Intl Mobile Term - Tanzania	IPIMTAN
159	Intl Mobile Term - Thailand	IPIMTHA
160	Intl Mobile Term - Tonga	IPIMTON
161	Intl Mobile Term - Trinidad and Tobago	IPIMTRI

Line Item	Country	Product Identifier
162	Intl Mobile Term - Tunisia	IPIMTUN
163	Intl Mobile Term - Turkey	IPIMTRK
164	Intl Mobile Term - Turks and Caicos Islands	IPIMTKC
165	Intl Mobile Term - Uganda	IPIMUGA
166	Intl Mobile Term - Ukraine	IPIMUKR
167	Intl Mobile Term - United Arab Emirates	IPIMUAE
168	Intl Mobile Term - Uruguay	IPIMURU
169	Intl Mobile Term - Uzbekistan	IPIMUZB
170	Intl Mobile Term - Vatican City	IPIMVAT
171	Intl Mobile Term - Venezuela	IPIMVEN
172	Intl Mobile Term - Vietnam	IPIMVIE
173	Intl Mobile Term - Western Samoa	IPIMWSM
174	Intl Mobile Term - Yemen	IPIMYEM
175	Intl Mobile Term - Zambia	IPIMZAM
176	Intl Mobile Term - Zimbabwe	IPIMZIM

21.2.8 Standalone VoIP Voice Mail Services

The Contractor shall provide Standalone VoIP Voice Mail services that are interoperable with the Standalone VoIP service. The Standalone Voice Mail service shall allow callers to leave a message for End-Users to retrieve later.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall provide the Standalone VoIP Voice Mail services and features listed below.

1. A variety of message lengths with a minimum message length of at least two minutes.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Message review, including skip back or ahead.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Message saving and erasing.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Erased message retrieval before call is ended.

Bidder understands the requirements and shall meet or exceed them? Yes

5. Message forwarding to another voice mailbox in the system with the ability to append additional comments.

Bidder understands the requirements and shall meet or exceed them? Yes

6. Password protection.

Bidder understands the requirements and shall meet or exceed them? Yes

7. Personalized greetings (both permanent and temporary).

Bidder understands the requirements and shall meet or exceed them? Yes

8. Message waiting indicator signal received at workstation within one minute.

Bidder understands the requirements and shall meet or exceed them? Yes

9. Remote access capability from any telephone location on or off net.

Bidder understands the requirements and shall meet or exceed them? Yes

10. Creation of Group Distribution Lists - Allow an administrator to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients.

Bidder understands the requirements and shall meet or exceed them? Yes

11. Web based End-User administration software.

Bidder understands the requirements and shall meet or exceed them? Yes

12. Ability to integrate with Unified Messaging applications with no hardware modification.

Bidder understands the requirements and shall meet or exceed them? Yes

Contractor shall offer the Standalone VoIP Voice Mail services and features detailed in Table 21.2.8.a.

Table 21.2.8.a – Standalone VoIP Voice Mail Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Standalone VoIP Voice Mail	Standalone VoIP Voice Mail Service with the minimum feature requirements.	Requires Standalone VoIP Handset Package.	SVVM	Yes

The Contractor may offer additional unsolicited Standalone VoIP Voice Mail features in Table 21.2.8.b.

Table 21.2.8.b – Unsolicited Standalone VoIP Voice Mail Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

21.2.9 Standalone VoIP and Voice Mail Geographic Requirements

21.2.9.1 Standalone VoIP and Voice Mail Specific Service Areas

The Contractor shall provide Standalone VoIP and VoIP Voice Mail services in the cities specified below. Serving area is defined as within the city limits for the following locations:

1. Sacramento;
2. Oakland;
3. San Francisco;
4. Los Angeles;
5. San Diego; and,
6. San Jose.

Bidder understands the requirements and shall meet or exceed them? Yes.

21.2.9.2 Additional Commercially Available Areas

The Contractor shall provide Standalone VoIP and VoIP Voice Mail services where services are commercially available.

Bidder understands the requirements and shall meet or exceed them? Yes.

Bidder may identify additional locations where their Standalone VoIP and VoIP Voice Mail Services are currently commercially available in Table 21.2.9.2.

If Bidder is unable to identify all service areas within Table 21.2.9.2, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

Bidder understands the requirements and shall meet or exceed them? Yes

Table 21.2.9.2 – Additional Bidder’s Standalone VoIP and VoIP Voice Mail Services Commercially Available Areas

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
1	Agoura Hills	Yes	Yes
2	Alameda	Yes	Yes
3	Albany	Yes	Yes
4	Alhambra	Yes	Yes
5	Aliso Viejo	Yes	Yes
6	American Canyon	Yes	Yes
7	Anaheim	Yes	Yes
8	Anderson	Yes	Yes
9	Antioch	Yes	Yes
10	Arcadia	Yes	Yes
11	Arcata	Yes	Yes
12	Arroyo Grande	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
13	Arvin	Yes	Yes
14	Atascadero	Yes	Yes
15	Atherton	Yes	Yes
16	Atwater	Yes	Yes
17	Auburn	Yes	Yes
18	Avalon	Yes	Yes
19	Avenal	Yes	Yes
20	Bakersfield	Yes	Yes
21	Baldwin Park	Yes	Yes
22	Bell	Yes	Yes
23	Bellflower	Yes	Yes
24	Belmont	Yes	Yes
25	Belvedere	Yes	Yes
26	Benicia	Yes	Yes
27	Berkeley	Yes	Yes
28	Beverly Hills	Yes	Yes
29	Biggs	Yes	Yes
30	Blue Lake	Yes	Yes
31	Brawley	Yes	Yes
32	Brea	Yes	Yes
33	Brentwood	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
34	Brisbane	Yes	Yes
35	Buena Park	Yes	Yes
36	Burbank	Yes	Yes
37	Burlingame	Yes	Yes
38	Calabasas	Yes	Yes
39	Calexico	Yes	Yes
40	Calipatria	Yes	Yes
41	Calistoga	Yes	Yes
42	Camarillo	Yes	Yes
43	Campbell	Yes	Yes
44	Capitola	Yes	Yes
45	Carlsbad	Yes	Yes
46	Carmel-By-The-Sea	Yes	Yes
47	Carson	Yes	Yes
48	Ceres	Yes	Yes
49	Chico	Yes	Yes
50	Chino	Yes	Yes
51	Chowchilla	Yes	Yes
52	Chula Vista	Yes	Yes
53	Citrus Heights	Yes	Yes
54	Claremont	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
55	Clayton	Yes	Yes
56	Clearlake	Yes	Yes
57	Cloverdale	Yes	Yes
58	Coalinga	Yes	Yes
59	Colma	Yes	Yes
60	Colton	Yes	Yes
61	Commerce	Yes	Yes
62	Compton	Yes	Yes
63	Concord	Yes	Yes
64	Corning	Yes	Yes
65	Corona	Yes	Yes
66	Coronado	Yes	Yes
67	Corte Madera	Yes	Yes
68	Costa Mesa	Yes	Yes
69	Cotati	Yes	Yes
70	Cudahy	Yes	Yes
71	Culver City	Yes	Yes
72	Cupertino	Yes	Yes
73	Cypress	Yes	Yes
74	Daly City	Yes	Yes
75	Dana Point	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
76	Danville	Yes	Yes
77	Davis	Yes	Yes
78	Del Mar	Yes	Yes
79	Del Rey Oaks	Yes	Yes
80	Delano	Yes	Yes
81	Diamond Bar	Yes	Yes
82	Dinuba	Yes	Yes
83	Dixon	Yes	Yes
84	Downey	Yes	Yes
85	Dublin	Yes	Yes
86	Dunsmuir	Yes	Yes
87	East Palo Alto	Yes	Yes
88	El Cajon	Yes	Yes
89	El Centro	Yes	Yes
90	El Cerrito	Yes	Yes
91	El Monte	Yes	Yes
92	El Paso De Robles	Yes	Yes
93	El Segundo	Yes	Yes
94	Elk Grove	Yes	Yes
95	Emeryville	Yes	Yes
96	Encinitas	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
97	Escalon	Yes	Yes
98	Escondido	Yes	Yes
99	Eureka	Yes	Yes
100	Fairfax	Yes	Yes
101	Fairfield	Yes	Yes
102	Farmersville	Yes	Yes
103	Fillmore	Yes	Yes
104	Firebaugh	Yes	Yes
105	Folsom	Yes	Yes
106	Fontana	Yes	Yes
107	Fort Bragg	Yes	Yes
108	Fortuna	Yes	Yes
109	Foster City	Yes	Yes
110	Fountain Valley	Yes	Yes
111	Fremont	Yes	Yes
112	Fresno	Yes	Yes
113	Fullerton	Yes	Yes
114	Galt	Yes	Yes
115	Garden Grove	Yes	Yes
116	Gardena	Yes	Yes
117	Gilroy	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
118	Glendale	Yes	Yes
119	Glendora	Yes	Yes
120	Gonzales	Yes	Yes
121	Grand Terrace	Yes	Yes
122	Grass Valley	Yes	Yes
123	Greenfield	Yes	Yes
124	Gridley	Yes	Yes
125	Grover Beach	Yes	Yes
126	Gustine	Yes	Yes
127	Half Moon Bay	Yes	Yes
128	Hanford	Yes	Yes
129	Hawthorne	Yes	Yes
130	Hayward	Yes	Yes
131	Healdsburg	Yes	Yes
132	Hercules	Yes	Yes
133	Hermosa Beach	Yes	Yes
134	Hidden Hills	Yes	Yes
135	Highland	Yes	Yes
136	Hillsborough	Yes	Yes
137	Hollister	Yes	Yes
138	Holtville	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
139	Hughson	Yes	Yes
140	Huntington Beach	Yes	Yes
141	Huntington Park	Yes	Yes
142	Huron	Yes	Yes
143	Imperial	Yes	Yes
144	Imperial Beach	Yes	Yes
145	Inglewood	Yes	Yes
146	Ione	Yes	Yes
147	Irvine	Yes	Yes
148	Jackson	Yes	Yes
149	King City	Yes	Yes
150	Kingsburg	Yes	Yes
151	La Canada Flintridge	Yes	Yes
152	La Habra	Yes	Yes
153	La Mesa	Yes	Yes
154	La Mirada	Yes	Yes
155	La Puente	Yes	Yes
156	Lafayette	Yes	Yes
157	Laguna Beach	Yes	Yes
158	Laguna Hills	Yes	Yes
159	Laguna Niguel	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
160	Laguna Woods	Yes	Yes
161	Lake Elsinore	Yes	Yes
162	Lake Forest	Yes	Yes
163	Lakeport	Yes	Yes
164	Lakewood	Yes	Yes
165	Lancaster	Yes	Yes
166	Larkspur	Yes	Yes
167	Lemon Grove	Yes	Yes
168	Lemoore	Yes	Yes
169	Lincoln	Yes	Yes
170	Live Oak	Yes	Yes
171	Livermore	Yes	Yes
172	Livingston	Yes	Yes
173	Lodi	Yes	Yes
174	Lomita	Yes	Yes
175	Long Beach	Yes	Yes
176	Loomis	Yes	Yes
177	Los Alamitos	Yes	Yes
178	Los Altos	Yes	Yes
179	Los Altos Hills	Yes	Yes
180	Los Angeles	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
181	Los Banos	Yes	Yes
182	Los Gatos	Yes	Yes
183	Loyalton	Yes	Yes
184	Lynwood	Yes	Yes
185	Madera	Yes	Yes
186	Manhattan Beach	Yes	Yes
187	Marina	Yes	Yes
188	Martinez	Yes	Yes
189	Marysville	Yes	Yes
190	Maywood	Yes	Yes
191	Mendota	Yes	Yes
192	Menlo Park	Yes	Yes
193	Merced	Yes	Yes
194	Mill Valley	Yes	Yes
195	Millbrae	Yes	Yes
196	Milpitas	Yes	Yes
197	Mission Viejo	Yes	Yes
198	Modesto	Yes	Yes
199	Monrovia	Yes	Yes
200	Montague	Yes	Yes
201	Montclair	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
202	Montebello	Yes	Yes
203	Monterey	Yes	Yes
204	Monterey Park	Yes	Yes
205	Moorpark	Yes	Yes
206	Moraga	Yes	Yes
207	Morgan Hill	Yes	Yes
208	Morro Bay	Yes	Yes
209	Mount Shasta	Yes	Yes
210	Mountain View	Yes	Yes
211	Napa	Yes	Yes
212	National City	Yes	Yes
213	Nevada City	Yes	Yes
214	Newark	Yes	Yes
215	Newman	Yes	Yes
216	Newport Beach	Yes	Yes
217	Norco	Yes	Yes
218	Norwalk	Yes	Yes
219	Novato	Yes	Yes
220	Oakdale	Yes	Yes
221	Oakland	Yes	Yes
222	Oakley	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
223	Oceanside	Yes	Yes
224	Ojai	Yes	Yes
225	Ontario	Yes	Yes
226	Orange	Yes	Yes
227	Orange Cove	Yes	Yes
228	Orinda	Yes	Yes
229	Orland	Yes	Yes
230	Oroville	Yes	Yes
231	Oxnard	Yes	Yes
232	Pacific Grove	Yes	Yes
233	Pacifica	Yes	Yes
234	Palmdale	Yes	Yes
235	Palo Alto	Yes	Yes
236	Paradise	Yes	Yes
237	Paramount	Yes	Yes
238	Parlier	Yes	Yes
239	Pasadena	Yes	Yes
240	Petaluma	Yes	Yes
241	Pico Rivera	Yes	Yes
242	Piedmont	Yes	Yes
243	Pinole	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
244	Pismo Beach	Yes	Yes
245	Pittsburg	Yes	Yes
246	Placentia	Yes	Yes
247	Placerville	Yes	Yes
248	Pleasant Hill	Yes	Yes
249	Pleasanton	Yes	Yes
250	Plymouth	Yes	Yes
251	Point Arena	Yes	Yes
252	Pomona	Yes	Yes
253	Port Hueneme	Yes	Yes
254	Porterville	Yes	Yes
255	Portola	Yes	Yes
256	Portola Valley	Yes	Yes
257	Poway	Yes	Yes
258	Rancho Cordova	Yes	Yes
259	Rancho Cucamonga	Yes	Yes
260	Rancho Santa Margarita	Yes	Yes
261	Red Bluff	Yes	Yes
262	Redding	Yes	Yes
263	Redondo Beach	Yes	Yes
264	Redwood City	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
265	Rialto	Yes	Yes
266	Richmond	Yes	Yes
267	Rio Dell	Yes	Yes
268	Ripon	Yes	Yes
269	Riverbank	Yes	Yes
270	Riverside	Yes	Yes
271	Rocklin	Yes	Yes
272	Rohnert Park	Yes	Yes
273	Rolling Hills	Yes	Yes
274	Rosemead	Yes	Yes
275	Roseville	Yes	Yes
276	Ross	Yes	Yes
277	Sacramento	Yes	Yes
278	Salinas	Yes	Yes
279	San Anselmo	Yes	Yes
280	San Bernardino	Yes	Yes
281	San Bruno	Yes	Yes
282	San Buenaventura	Yes	Yes
283	San Carlos	Yes	Yes
284	San Clemente	Yes	Yes
285	San Diego	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
286	San Fernando	Yes	Yes
287	San Francisco	Yes	Yes
288	San Gabriel	Yes	Yes
289	San Jose	Yes	Yes
290	San Juan Bautista	Yes	Yes
291	San Juan Capistrano	Yes	Yes
292	San Leandro	Yes	Yes
293	San Luis Obispo	Yes	Yes
294	San Marcos	Yes	Yes
295	San Marino	Yes	Yes
296	San Mateo	Yes	Yes
297	San Pablo	Yes	Yes
298	San Rafael	Yes	Yes
299	San Ramon	Yes	Yes
300	Sand City	Yes	Yes
301	Santa Ana	Yes	Yes
302	Santa Clara	Yes	Yes
303	Santa Clarita	Yes	Yes
304	Santa Cruz	Yes	Yes
305	Santa Fe Springs	Yes	Yes
306	Santa Maria	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
307	Santa Monica	Yes	Yes
308	Santa Rosa	Yes	Yes
309	Santee	Yes	Yes
310	Saratoga	Yes	Yes
311	Sausalito	Yes	Yes
312	Scotts Valley	Yes	Yes
313	Seaside	Yes	Yes
314	Sebastopol	Yes	Yes
315	Selma	Yes	Yes
316	Shafter	Yes	Yes
317	Shasta Lake	Yes	Yes
318	Simi Valley	Yes	Yes
319	Solana Beach	Yes	Yes
320	Soledad	Yes	Yes
321	Sonoma	Yes	Yes
322	Sonora	Yes	Yes
323	South El Monte	Yes	Yes
324	South Gate	Yes	Yes
325	South Lake Tahoe	Yes	Yes
326	South Pasadena	Yes	Yes
327	South San Francisco	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
328	Stanton	Yes	Yes
329	Stockton	Yes	Yes
330	Suisun City	Yes	Yes
331	Sunnyvale	Yes	Yes
332	Sutter Creek	Yes	Yes
333	Tehachapi	Yes	Yes
334	Tehama	Yes	Yes
335	Temple City	Yes	Yes
336	Thousand Oaks	Yes	Yes
337	Tiburon	Yes	Yes
338	Torrance	Yes	Yes
339	Tracy	Yes	Yes
340	Trinidad	Yes	Yes
341	Truckee	Yes	Yes
342	Tulare	Yes	Yes
343	Turlock	Yes	Yes
344	Tustin	Yes	Yes
345	Ukiah	Yes	Yes
346	Union City	Yes	Yes
347	Upland	Yes	Yes
348	Vacaville	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
349	Vallejo	Yes	Yes
350	Vernon	Yes	Yes
351	Villa Park	Yes	Yes
352	Visalia	Yes	Yes
353	Vista	Yes	Yes
354	Walnut Creek	Yes	Yes
355	Wasco	Yes	Yes
356	Waterford	Yes	Yes
357	Watsonville	Yes	Yes
358	Weed	Yes	Yes
359	West Covina	Yes	Yes
360	West Hollywood	Yes	Yes
361	West Los Angeles	Yes	Yes
362	West Sacramento	Yes	Yes
363	Westlake Village	Yes	Yes
364	Westminster	Yes	Yes
365	Westmorland	Yes	Yes
366	Wheatland	Yes	Yes
367	Whittier	Yes	Yes
368	Willits	Yes	Yes
369	Willows	Yes	Yes

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
370	Windsor	Yes	Yes
371	Winters	Yes	Yes
372	Woodlake	Yes	Yes
373	Woodland	Yes	Yes
374	Woodside	Yes	Yes
375	Yorba Linda	Yes	Yes
376	Yountville	Yes	Yes
377	Yreka	Yes	Yes
378	Yuba City	Yes	Yes

21.3 OTHER SERVICES

21.3.1 Hourly Rates for Services

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

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

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 requirements and shall meet or exceed them? Yes

21.3.2 Services Related Infrastructure (SRI)

The Contractor shall offer infrastructure service as defined below.

21.3.2.1 Extended Demarcation Wiring Services

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

Bidder understands the requirements and shall meet or exceed them? Yes

Extended Demarc wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Demarc wiring shall also include associated trouble shooting, testing and labeling. Extended Demarc wiring is limited to the following:

1. Installation of cabling for extending services from the MPOE location to the Customer's point of utilization;
2. Installation of cross-connects or rearrangement of existing jumpers;
3. Identification and testing of existing cabling beyond the MPOE to the Customer's Equipment location; and,
4. Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

Bidder understands the requirements and shall meet or exceed them? Yes

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

1. The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site;
2. The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff; or,
3. Upon written release provided by either the Customer or by the CALNET Program.

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

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

Bidder understands the requirements and shall meet or exceed them? Yes

Bidder shall provide the Extended Demarcation Wiring Services described in Table 21.3.2.1

Table 21.3.2.1 – Extended Demarcation Wiring Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Extended Demarcation -Copper – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	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.	EDCR	Yes
2	Extended Demarcation -Copper – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	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	EDCO	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			pathways. The labor rate is for work performed during overtime hours.		
3	Extended Demarcation -Copper – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	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.	EDCH	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
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 patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 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.	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.	EDC25R	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
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 patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 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.	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.	EDC25O	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
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 patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 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.	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.	EDC25H	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
7	Extended Demarcation - Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	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.	EDOR	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
8	Extended Demarcation - Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	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.	EDOO	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
9	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	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.	EDOH	Yes

21.3.2.2 Unsolicited Services Related Infrastructure

Bidder may offer additional unsolicited Services Related Infrastructure in Table 21.3.2.2.

Table 21.3.2.2 – Unsolicited Services Related Infrastructure

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations

21.3.3 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 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.

Bidder understands the requirements and shall meet or exceed them? Yes

In Cost Worksheet 21.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten hours per dispatch/occurrence.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall offer emergency restoration services as detailed in Table 21.3.3

Table 21.3.3 – Services Related Hourly Support

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
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 DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		MVV	Yes
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 DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		MVVO	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
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 DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		MVVH	Yes

21.3.4 Migration Professional Services

The Contractor shall provide Professional Services that support the migration of Customer telephone services. This service is limited to efforts related to the migration from one CALNET service to another CALNET service. Some examples are assistance with Customer telephone data, number porting, site surveys, site audits, inventory, and record management.

The Contractor shall offer the Migration Professional Services detailed in Table 21.3.4.a

Table 21.3.4.a – Migration Professional Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions, and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Migration Technical Services Support I - Standard Regular Hours	Technical Services Support I for Central Office Exchange Migration only – Regular Hours		MTS01	Yes
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours		MTS02	Yes
3	Migration Technical Services Support I – Sunday and Holiday Hours	Technical Services Support I for Central Office Exchange Migration only – Sunday and Holiday Hours		MTS03	Yes
4	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only – Regular Hours		MTS04	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions, and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
5	Migration Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours		MTS05	Yes
6	Migration Technical Services Support II – Sunday and Holiday Hours	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours		MTS06	Yes
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours		MTS07	Yes
8	Migration Network Engineer – Overtime Hours	Network Engineer for Central Office Exchange Migration only – Overtime Hours		MTS08	Yes
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours		MTS09	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions, and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
10	Migration Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours		MTS10	Yes
11	Migration Professional Services Principal Architect I – Regular Hours	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours		MTS11	Yes
12	Migration Professional Services - Principal Architect II – Regular Hours	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours		MTS12	Yes

Bidder may offer additional unsolicited Migration Professional Services in Table 21.3.4.b

Table 21.3.4.b – Unsolicited Migration Professional Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	VoIP Additional Day On Site Training	MTS13	On Site Training -Additional Day (Added to Initial Day, up to 14 Consecutive). Must be purchased with AT&T VoIP Services.
2	InCommon/Shibboleth Single-Sign On	MTS14	InCommon/Shibboleth single-sign on, per identity provider, one time charge. Must be purchased with AT&T VoIP Services.
3	Single Sign-On (SSO)	MTS15	Single Sign-On (SSO), One-Time. Must be purchased with AT&T VoIP Services.
4	MACD Assistance	MTS16	Moves, Adds, and Changes (MAC) Service, Users/Endpoint, Per Instance. Must be purchased with AT&T VoIP Services.
5	Additional templates or user profiles	MTS17	additional templates or user profiles, One-Time. Must be purchased with AT&T VoIP Services.
6	Dial Plan Customization	MTS18	Dial Plan Customization. Must be purchased with AT&T VoIP Services.
7	Auto Attendant Setup	MTS19	Auto Attendant, Per Branch, One time. Must be purchased with AT&T VoIP Services.
8	Executive Auto Attendant Setup	MTS20	Executive Auto Attendant, Per Branch, One time. Must be purchased with AT&T VoIP Services.
9	SIP trunk turn-up Assistance	MTS22	SIP trunk turn-up, Per Destination, One time. Must be purchased with AT&T VoIP Services.
10	LDAP directory access Assistance	MTS23	LDAP directory access, One-Time. Must be purchased with AT&T VoIP Services.
11	KSU Emulation Setup	MTS25	KSU emulation, Up to 6 lines servicing up to 16 endpoints, Per Instance, One Time. Must be purchased with AT&T VoIP Services.
12	Post-Install On Site Customer Care	MTS26	Labor, Post-Install Customer Care, on-site, up to 3 days. Must be purchased with AT&T VoIP Services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
13	Remote CPE Installation Support	MTS27	Labor, Remote CPE Installation Support, On Demand. Must be purchased with AT&T VoIP Services.
14	Remote Cutover Support	MTS28	Labor, Remote Cutover Support, On Demand . Must be purchased with AT&T VoIP Services.
15	Basic eSBC Configuration and Routing Setup	MTS29	Basic eSBC Configuration and Routing Setup, One-Time. Must be purchased with AT&T VoIP Services.
16	Basic FXS Gateway Configuration	MTS30	Basic FXS Gateway Configuration, One-Time. Must be purchased with AT&T VoIP Services.
17	Advanced Gateway Configuration	MTS31	Advanced Gateway Configuration, FXO/PRI/Dial Plan Customization, One Time. Must be purchased with AT&T VoIP Services.
18	Advanced eSBC Configuration	MTS32	Advanced eSBC Configuration, FXO/PRI/Dial Plan Customization, One-Time. Must be purchased with AT&T VoIP Services.
19	Mini Database Workshop	MTS33	Mini Database Workshop, One Time. Must be purchased with AT&T VoIP Services.
20	Hunt Group Setup	MTS34	Hunt Group, One-Time. Must be purchased with AT&T VoIP Services.
21	Paging Group Setup	MTS35	Paging Group, One-Time. Must be purchased with AT&T VoIP Services.
22	Pickup Group Setup	MTS36	Pickup Group, One-Time. Must be purchased with AT&T VoIP Services.
23	Instant Group Call Setup	MTS37	Instant Group Call, One-Time. Must be purchased with AT&T VoIP Services.
24	Music-On-Hold Setup	MTS38	Music-On-Hold, One-Time. Must be purchased with AT&T VoIP Services.
25	Meet-Me Conferencing service Setup	MTS39	Meet-Me Conferencing service, One-Time. Must be purchased with AT&T VoIP Services.
26	Overhead Paging Setup	MTS40	Overhead Paging, One-Time. Must be purchased with AT&T VoIP Services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
27	Custom Routing Setup	MTS41	Custom Routing, One-Time. Must be purchased with AT&T VoIP Services.
28	Short digit dialing (Voice VPN) Setup	MTS42	Short digit dialing (Voice VPN), One-Time. Must be purchased with AT&T VoIP Services.
29	Flexible Seating / Hoteling Feature Setup	MTS43	Flexible Seating / Hoteling Feature, One-Time. Must be purchased with AT&T VoIP Services.
30	Executive/Admin Feature Setup	MTS44	Executive/Admin Feature, One-Time. Must be purchased with AT&T VoIP Services.
31	Emergency Routing Service (ERS) Integration	MTS45	Emergency Routing Service (ERS) Integration, One-Time. May be ordered as an add on feature for CALNET approved VoIP services.
32	Call Recording Enterprise/Group On-Boarding	MTS46	Call Recording Enterprise/Group On-Boarding, One-Time. Must be purchased with AT&T VoIP Services.
33	Call-Recording User Setup	MTS47	Call-Recording User, One-Time. Must be purchased with AT&T VoIP Services.
34	Group Service Setup	MTS48	Group Service, One-Time. Must be purchased with AT&T VoIP Services.
35	Service Activation, User/Trunk/Endpoint	MTS49	Service Activation, User/Trunk/Endpoint, Per Instance, One time. Must be purchased with AT&T VoIP Services.

21.4 SERVICE LEVEL AGREEMENTS (SLA)

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

21.4.1 Service Level Agreement Format

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

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

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

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.2 Technical Requirements versus SLA Objectives

Sections 21.2 (Voice over Internet Protocol), and 21.3 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.3 Methods of Outage Reporting: Customer or Contractor

There are two methods in which CALNET 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 G.10.4, Trouble Ticket Reporting Tool (TTRT)).

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 G.10.4) and monitor and report to Customer until service is restored.

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.4 Bidder Response to Service Level Agreements

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

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.5 Contractor SLA Management Plan

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

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include

source of data and define the points of measurement within the system, application, or network;

3. Creation and delivery of SLA Reports (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G.10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET Program; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET Program.

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 21.4.8):

1. With the exception of the Provisioning SLA (Section 21.4.8.9), the total SLA rights and remedies for any given month shall not exceed the sum of 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 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 SLAs and remedies for services provided by Subcontractors and/or Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or

Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA; and,

5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.

Bidder understands the requirements and shall meet or exceed them? Yes

6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives.

Bidder understands the requirements and shall meet or exceed them? Yes

7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA.

Bidder understands the requirements and shall meet or exceed them? Yes

8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), The State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET Program for possible inclusion via amendments;
9. The Contractor shall apply CALNET DNCS SLAs and remedies to services provided in all areas the Contractor provides service and/or open to competition (as defined by the CPUC). Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET DNCS Customer;
10. The election by CALNET Program of any SLA remedy covered by this Contract shall not exclude or limit CALNET Program or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance,

restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;

13. The Customer Escalation Process and/or the CALNET CMO Escalation Process 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 24x7 for CALNET services;

Bidder understands the requirements and shall meet or exceed them? Yes

15. SLAs apply 24x7 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section G.6;

Bidder understands the requirements and shall meet or exceed them? Yes

17. The Contractor shall provide a CALNET DNCS SLA Manager responsible for CALNET DNCS SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET DNCS SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET Program support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET DNCS Customer.

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.7 Trouble Ticket Stop Clock Conditions

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 21.4.7.a, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service Request for each application of an SCC.

Bidder understands the requirements and shall meet or exceed them? Yes

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

Bidder understands the requirements and shall meet or exceed them? Yes

Contractor observation timeframes, not requested by End-User, after incident resolution shall not be included in Outage Duration reporting.

Bidder understands the requirements and shall meet or exceed them? Yes

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 21.4.7.a – Stop Clock Conditions

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

Line Item	Stop Clock Condition (SCC)	SCC Definition
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	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.
7	ACCESS	<p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <ul style="list-style-type: none"> a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes 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.

Line Item	Stop Clock Condition (SCC)	SCC Definition
		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 Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET DNCS 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.

Line Item	Stop Clock Condition (SCC)	SCC Definition
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the eVAQ General Provisions - Telecommunications, Section 28 (Force Majeure).
15	CUSTOMER ENVIRONMENTAL	An outage directly caused by customer premise environmental conditions, which are outside the control and responsibility of the Contractor. This includes a non-secured location, excessive heat or lack of cooling. If determined later that the environmental conditions were not the cause of the service outage, or a result of the Contractor modifying Contractor provided equipment without Customer's approval, the Customer Environmental SCC will not apply.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall provide and manage the following Technical SLAs.

21.4.8 Technical Service Level Agreements (SLA)

21.4.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET DNCS 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.

Services:

- Standalone VoIP Handset Service Packages
- Standalone VoIP Voice Mail
- Audio Conferencing
- Web Conferencing
- AT&T Online Fax Service
- AT&T Managed SBC Service
- AT&T IP Toll Free Service

Objectives:

The objective will be based on the access type identified in the table below:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≥ 98.9%	≥ 99.2%	≥ 99.5%	S
Standalone VoIP Voice Mail	≥ 98.9%	≥ 99.2%	≥ 99.5%	S
Audio Conferencing		≥ 99.2%		S
Web Conferencing		≥ 99.2%		S
AT&T Online Fax Service		≥ 99.2%		S
AT&T Managed SBC Service		≥ 99.2%		S
AT&T IP Toll Free Service		≥ 99.2%		S

Rights and Remedies:

1. Per Occurrence:
 - N/A
2. Monthly Aggregated Measurements:
 - First month service fails to meet the committed SLA objective shall result in a 15% credit or refund of the TMRC and two Business Days of the ADUC, when usage applies.
 - The second consecutive month to fail to meet the committed SLA objective shall result in a 30% credit or refund of TMRC and two Business Days of the ADUC, when usage applies.
 - Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC and two Business Days of the ADUC, when usage applies.

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.2 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 one or more of the following:

- Failure of two or more service types, or
- Failure of ten access circuits, or
- Failure of 50 or more End-User VoIP service package or VoIP voice mail service (seat).

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.

Services:

- Standalone VoIP
- Standalone VoIP Voice Mail
- Audio Conferencing
- Web Conferencing
- AT&T Online Fax Service
- AT&T Managed SBC Service
- AT&T IP Toll Free Service

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
Standalone VoIP Voice Mail	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
Audio Conferencing		≤ 2 hours		S
Web Conferencing		≤ 2 hours		S
AT&T Online Fax Service		≤ 2 hours		S
AT&T Managed SBC Service		≤ 2 hours		S
AT&T IP Toll Free Service		≤ 2 hours		S

Rights and Remedies:

1. Per Occurrence:
 - 100% credit or refund of the TMRC and ten Business Days ADUC for each End-User service not meeting the committed objective for each CAT 1 fault.
2. Monthly Aggregated Measurements:
 - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

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

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

Any service affecting failure in the Contractor's (or Subcontractor's or Affiliate's) edge network equipment.

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 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.

Services:

- Standalone VoIP Handset Service Packages
- Standalone VoIP Voice Mail
- Audio Conferencing
- Web Conferencing
- AT&T Online Fax Service
- AT&T Managed SBC Service
- AT&T IP Toll Free Service

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P
Standalone VoIP Voice Mail	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P
Audio Conferencing		≤ 30 Minutes		S
Web Conferencing		≤ 30 Minutes		S
AT&T Online Fax Service		≤ 30 Minutes		S
AT&T Managed SBC Service		≤ 30 Minutes		S
AT&T IP Toll Free Service		≤ 30 Minutes		S

Rights and Remedies:

1. Per Occurrence:

- 100% credit or refund of the TMRC and ten Business Days ADUC for each End-User service not meeting the committed per occurrence objective for a single CAT 2 fault.

2. Monthly Aggregated Measurements:

- N/A

Bidder understands the requirements and shall meet or exceed them? Yes

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of more than one CALNET DNCS service type in a central office, or the loss of any service type on a system wide basis.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or 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 or Service 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 equipment/system 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 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.

Services:

- Standalone VoIP Handset Service Packages
- Standalone VoIP Voice Mail
- Audio Conferencing
- Web Conferencing
- AT&T Online Fax Service
- AT&T Managed SBC Service
- AT&T IP Toll Free Service

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Standalone VoIP Handset Service Packages	≤ 30 Minutes	N/A	≤ 15 Minutes	P
Standalone VoIP Voice Mail	≤ 30 Minutes	N/A	≤ 15 Minutes	P
Audio Conferencing			≤ 15 Minutes	P
Web Conferencing			≤ 15 Minutes	P

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
AT&T Online Fax Service			≤ 15 Minutes	P
AT&T Managed SBC Service			≤ 15 Minutes	P
AT&T IP Toll Free Service			≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:
 - 100% credit or refund of the TMRC and ten Business Days ADUC for each service (Circuit ID or Service ID) not meeting the committed objective for each Cat 3 fault.
2. Monthly Aggregated Measurements:
 - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.5 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.

Services:

Standalone VoIP Handset Service Packages
Standalone VoIP Voice Mail
Audio Conferencing
Web Conferencing
AT&T Online Fax Service
AT&T Managed SBC Service
AT&T IP Toll Free Service

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	16 Hours	12 Hours	8 Hours	S
Standalone VoIP Voice Mail	16 Hours	12 Hours	8 Hours	S
Audio Conferencing		12 Hours		S
Web Conferencing		12 Hours		S
AT&T Online Fax Service		12 Hours		S
AT&T Managed SBC Service		12 Hours		S
AT&T IP Toll Free Service		12 Hours		S

Rights and Remedies:

1. Per Occurrence:
 - 100% credit or refund of the TMRC and ten Business Days ADUC for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.
 - Upon request from the Customer or the CALNET Program, the Contractor shall provide a briefing on the excessive outage restoration.

2. Monthly Aggregated Measurements:

- N/A

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.6 Jitter (M-S)

SLA Name: Jitter

Definition:

Variations in transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.

An Outage is defined as an unscheduled period in which the managed service interrupted and unavailable for use by Customer for 60 continuous seconds or more than 60 cumulative seconds within a 15-minute period measured by the Contractor.

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a jitter issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses.

This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Services:

Standalone VoIP Handset Service Packages

Objectives:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Standalone VoIP Handset Service Packages	≤ 30ms	N/A	≤ 15ms	P

Rights and Remedies:

1. Per Occurrence:

- First month the service fails to meet the committed SLA objective shall result in a 25% credit or refund of TMRC and two Business Days of the ADUC per occurrence for the reported service.
- Second month service fails to meet the committed SLA objectives shall result in a 35% credit or refund of TMRC and two Business Days of ADUC.
- Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC and two Business Days of the ADUC.

2. Monthly Aggregated Measurements:

- N/A

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.7 Notification

SLA Name: Notification

Definition:

The Contractor notification to the CALNET Program and designated stakeholders in the event of a CAT 2 or CAT 3 failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET DNCS End-Users or has the potential to impact services in a general or statewide area. The State understands initial information requiring the nature of the outage may be limited.

Measurement Process:

The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section G.3.3, Network Outage Response) and notify the CALNET Program and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service.

Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

Services:

All Services

Objectives:

Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify the CALNET Program and designated stakeholders using a method defined in SOW Business Requirements, Network Outage Response.

At 60-minute intervals, updates shall be given on the above-mentioned failures via the method defined in SOW Business Requirements, Network Outage Response.

This objective is the same for Basic, Standard and Premier Commitments.

Rights and Remedies:

1. Per Occurrence:
 - Senior Management Escalation
2. Monthly Aggregated Measurements:
 - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.8 Packet Loss (M-S)

SLA Name: Packet Loss

Definition:

A measurement of lost or dropped packets travelling across the Contractor's, Subcontractor's or Affiliate's network. Packet loss is measured from Contractor's handoff to the Customer at each end of the data channel (measured port to port).

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the data loss exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a packet loss issue

shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses.

This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Services:

Standalone VoIP Handset Service Packages

Objectives:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	S

Rights and Remedies:

1. Per Occurrence:

- First month the service fails to meet the committed SLA objective shall result in a 25% credit or refund of TMRC and two Business Days of the ADUC per occurrence for the reported service.
- Second month service fails to meet the committed SLA objectives shall result in a 35% credit or refund of TMRC and two Business Days of ADUC.
- Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC and two Business Days of the ADUC.

2. Monthly Aggregated Measurements:

- N/A

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.9 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Project Work SOW in accordance with SOW Business Requirements Section G.2.5.4, Provisioning and Implementation. The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per SOW Business Requirements Section G.8, Contracted Service Project Work.

Provisioning SLAs have two objectives:

Objective 1: Individual service installation; and,

Objective 2: Successful Install Monthly Percentage by service type.

Note: Provisioning timelines include extended demarcation wiring when appropriate.

Measurement Process:

Objective 1: Individual Service Installations: 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.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual installations per service, as listed below, meeting the objective in the measurement period 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.

Services:

Features must be installed in conjunction with the service except when listed below:

Service	Committed Interval Days	Coordinated/Managed Project
Standalone VoIP Handset Service Packages	35	Coordinated/Managed Project
Standalone VoIP Voice Mail	30	Coordinated/Managed Project
Audio Conferencing	30	Coordinated/Managed Project
Web Conferencing	30	Coordinated/Managed Project
AT&T Online Fax Service	30	Coordinated/Managed Project
AT&T Managed SBC Service	30	Coordinated/Managed Project
AT&T IP Toll Free Service	30	Coordinated/Managed Project

Objectives:

Objective 1: Individual service installation: Service provisioned on or before the negotiated due date.

Objective 2: Successful Install Monthly Percentage per Service:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Standalone VoIP Handset Service Packages	≥ 90%	N/A	≥ 95%	B
Standalone VoIP Voice Mail	≥ 90%	N/A	≥ 95%	B
Audio Conferencing	≥ 90%			B
Web Conferencing	≥ 90%			B
AT&T Online Fax Service	≥ 90%			B
AT&T Managed SBC Service	≥ 90%			B
AT&T IP Toll Free Service	≥ 90%			B

Rights and Remedies:

1. Per Occurrence:

- Objective 1: Individual service installations: 50% of installation fee credited to the Customer for any missed committed objective.

2. Monthly Aggregated Measurements:

- Objective 2: 100% of the installation fee credited to the Customer for all service installations (per service type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.10 Time to Repair (M-S)

SLA Name: Time to Repair

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.

Services:

Standalone VoIP Handset Service Packages
Standalone VoIP Voice Mail
Audio Conferencing
Web Conferencing
AT&T Online Fax Service
AT&T Managed SBC Service
AT&T IP Toll Free Service

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	6 Hours	5 Hours	4 Hours	B
Standalone VoIP Voice Mail	6 Hours	5 Hours	4 Hours	P
Audio Conferencing	6 Hours			B
Web Conferencing	6 Hours			B
AT&T Online Fax Service	6 Hours			B
AT&T Managed SBC Service	6 Hours			B
AT&T IP Toll Free Service	6 Hours			B

Rights and Remedies:

1. Per Occurrence:

- 25% credit or refund of the TMRC and three Business Days ADUC, when applicable, per occurrence for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.

2. Monthly Aggregated Measurements:

- N/A

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.11 VoIP Delay – One-Way Transmission (M-S)

SLA Name: Delay – One-Way Transmission

Definition:

Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the VoIP Delay is not meeting the committed level. The problem requires timely verification, consistent with industry Standards by the Contractor. Tickets opened as VoIP Delay One-Way Transmission SLA shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable.

This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Services:

Standalone VoIP Handset Service Packages

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ 170ms	≤ 130ms	≤ 90ms	S

Rights and Remedies:

1. Per Occurrence:

- 25% credit or refund of TMRC per occurrence for the reported service.
- The second consecutive month to fail to meet the committed SLA objective shall result in a 30% credit or refund of TMRC.
- Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC.

2. Monthly Aggregated Measurements:

- N/A

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.12 Unsolicited Service Enhancement SLAs

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

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.13 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 21.4.8 for each unsolicited offering determined by the CALNET Program not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.14 Contract Amendment Service Enhancement SLAs

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

Bidder understands the requirements and shall meet or exceed them? Yes