INVITATION FOR BID

IFB C4A1LEG18

FOR CALNET

LEGACY 4 TELECOMMUNICATIONS VOICE AND DATA SERVICES

STATEMENT OF WORK

TECHNICAL REQUIREMENTS

CALNET LEGACY 4

CATEGORY 16 - LONG DISTANCE CALLING

Addendum 7

June 21, 2018

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Statewide Technology Procurement

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Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/20/2020	• Updated Catalog for accepted unsolicited items in tables 16.2.2.5b, and 16.2.4.b. • Updated additional international long distance countries to table 16.2.3.6.f • Updated Product Identifiers in Table 16.2.5.a.
Amendment 9	10/24/2025	• Changed contractor Name from AT&T to AT&T Enterprises, LLC

SOW TECHNICAL REQUIREMENTS

CATEGORY 16 – LONG DISTANCE CALLING

TABLE OF CONTENTS

SOW TECHNICAL REQUIREMENTS

CATEGORY 16 – LONG DISTANCE CALLING

16.1 OVERVIEW

This IFB C4A1LEG18 Category 16 provides the State's solicitation for best value solutions for long distance services. This IFB C4A1LEG18 also describes the SOW Technical Requirements necessary to support the CALNET Legacy 4 program requirements.

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

16.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB C4A1LEG18, the Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

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

"Bidder understands the Requirement and shall meet or exceed it? Yes_____ No____"

Or,

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

"Bidder understands the requirements in Section xxx and shall meet or exceed them? Yes_____ No_____

Description:"

Or,

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

Table 16.x.x.a – Feature and/or Service Name					
Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y	N

16.1.2 DESIGNATION OF REQUIREMENTS

All SOW Technical Requirements specified in this IFB C4A1LEG18 Section are Mandatory and must be responded to as identified in IFB C4A1LEG18 Part 1, 3.3.2.1, *SOW Mandatory Business and Technical Requirements*, by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)". The State will have the option of whether or not to include each item in the Contract, based on the best interest of the State. Furthermore, the Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET Legacy 4 services or features may require CALNET CMO approval.

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

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Category 16 Cost Worksheets. Items not listed in the Category 16 Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in the IFB C4A1LEG18 and are not included as billable in the Category 16 Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in the Category 16 Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Category 16 Cost Worksheets in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

16.1.3 PACIFIC TIME ZONE

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2 LONG DISTANCE CALLING SERVICE

The State, at its sole discretion, may impose controls on Service Requests for long distance services placed by State of California Executive Branch Non-Exempt Customers, including limitations to specific providers in certain geographic areas.

The Contractor shall provide Long Distance Calling Service.

The Long Distance (LD) Calling Services shall be planned, engineered and provisioned to process all IntraLATA, InterLATA, Intrastate, Interstate and International minutes of usage ordered by the State. LD Calling Services shall provide the features described below.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.1 LONG DISTANCE SERVICE GENERAL REQUIREMENTS

16.2.1.1 Long Distance (LD) Presubscribed Interexchange Carrier (PIC)

The Long Distance (LD) service shall be provided through a presubscribed interexchange access service.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.1.2 Long Distance Design Services

Upon request by an Entity, the Contractor shall work closely with the Entity to identify the LD solution considering cost benefits, traffic engineering, access circuit options, and analysis of the Entity's long distance requirements. This service will provide a customized approach for each Customer to determine the most cost effective design based on call patterns, geographic scope, and traffic requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.1.3 Security

16.2.1.3.1 Physical Access

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.1.3.2 Network Security

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.1.3.3 Security Event Notifications

The Contractor shall provide the designated State representatives with notifications of suspected and real security violations that impact the CALNET Legacy 4 Customers within one (1) hour of such determination via telephonic means or email.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.2 LONG DISTANCE NETWORK

16.2.2.1 Long Distance Service Network Requirements

16.2.2.1.1 Non-blocking Network

The LD service shall include diverse routing capability and flexible routing functions to provide a virtual non-blocking network that provides network access 99.5% of the time.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.2.1.2 System Compatibility

The LD service shall be compatible with the State's existing networks and equipment. The LD service shall allow the Customers the ability to use their standard phone lines (e.g., Centrex lines, Measured Business lines-1MBs, etc.) to place and receive long distance and toll-free calls.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.2.2 Long Distance Network Access Transport

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

Within California, the Contractor shall provide dedicated network access transport services statewide in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where services are available either through Bidder owned facilities or through resale of approved Incumbent Local Exchange Carrier services.

Outside of California the Contractor shall provide dedicated network access transport services within the contiguous 48 states where the Contractor facilities are available.

Access minutes for dedicated service as identified in Section 16.2.3.5, *Long Distance Domestic Calling,* are limited to the same geographic constraints identified in this Section.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.2.2.1 Dedicated DS1 Access Transport

The Contractor shall provide dedicated DS1 access transport services in accordance with the North American standards, supporting up to 1.544 Mbps providing full duplex, four (4) wire, synchronous serial digital data transport. The DS1 services will be channelized (24 multiplexed DS0 channels each at 64Kbps) and will be B8ZS, which is the line coding that allows use of the entire bandwidth of a 1.544 facility, and Extended Super Frame (ESF), which uses a framing bit for non-intrusive signaling and control.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.2.2.2 Dedicated DS3 Access Transport

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.2.2.3 ISDN PRI on DS1 Access Transport

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.2.2.4 Off-Net Overflow on Terminating Busy

The LD system shall include an optional network feature for conditions when all terminating dedicated access lines are busy that allows an End-User to complete a domestic or international call to an off-net station or private network interface.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.2.2.5 Long Distance Network Access Transport Functionality

The Contractor shall provide the Long Distance Network Access Transport functionality described in Table 16.2.2.2.5.a.

Table 16.2.2.2.5.a, Long Distance Network Access Transport Functionality

	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y	N
1	**Dedicated Access Transport DS1**	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps	1LNV9	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps	Y	
2	**Dedicated Access Transport DS3**	Dedicated Transport at DS3 speed or equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.	1LN44	Dedicated Transport at DS3 speed or equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.	Y	
3	**Primary Rate Interface (PRI) Transport on DS1**	DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel	BHC	DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel	Y	
4	**Off-Net Overflow on Terminating Busy**	Network feature for conditions when all terminating dedicated access lines are busy that allows an End-User to complete a domestic or international call to an off-net station or private network interface	SMOBE	Network feature for conditions when all terminating dedicated access lines are busy that allows an End-User to complete a domestic or international call to an off-net station or private network interface	Y	

The Contractor may offer additional unsolicited Long Distance Network Access Transport functionality described in Table 16.2.2.2.5.b.

Table 16.2.2.2.5.b, Long Distance Network Access Transport Functionality					
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
1	Split Access Flexible Egress Routing (SAFER) - Feature	SMOE1	SAFER automatically routes incoming calls to dedicated access trunk(s) at an alternate terminating AT&T Point of Presence (POP) in the event of terminating network congestion affecting the AT&T POP where the primary dedicated access trunk(s) are located.	Y	
2	Split Access Flexible Egress Routing (SAFER) - Mileage	1LGNX	SAFER automatically routes incoming calls to dedicated access trunk(s) at an alternate terminating AT&T Point of Presence (POP) in the event of terminating network congestion affecting the AT&T POP where the primary dedicated access trunk(s) are located.	Y	
3					
4					
5					
6					
7					
8					
9					
10					

16.2.2.3 Long Distance Network Operations and Management

16.2.2.3.1 Network Operations Center (NOC)

The Contractor shall maintain a Network Operations Center (NOC) that is staffed 24x7x365.

The NOC shall perform network surveillance, traffic analysis, control of access and egress traffic, and fault management (trouble identification, isolation and notification) of all CALNET Legacy 4 voice traffic. The NOC shall monitor network performance in near real-time to identify capacity blockages and implement controls to optimize CALNET Legacy 4 network health and performance immediately.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.2.3.2 Fraudulent Call Prevention

The LD service shall include a toll fraud program that monitors all calls, including outbound international and domestic toll-free calls. The Contractor shall notify the Customer of suspicious calling patterns within 24 hours of detection. The Contractor will continue to monitor the number that is experiencing the suspected fraud and shall notify the CALNET CMO and the Customer of the findings in accordance with the SOW Business Requirements Section L.6.9.3, *Fraud Notification*.

The Contractor will proactively work with the State to minimize potential fraud. The Contractor shall develop and implement thresholds and network algorithms for certain call patterns to detect fraudulent use of the Network. The Contractor shall perform near real-time monitoring of the Network to detect fraudulent usage for the Customers 24x7x365. The Contractor shall utilize specific fraud tools to analyze usage based on various types of information, including known high fraud countries, simultaneous calls and multiple call attempts, call durations, as well as originating and terminating number information.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.3 LONG DISTANCE CALLING FEATURES

16.2.3.1 10-Digit/14-Digit Restriction

The LD service shall include 10-digit and 14-digit restriction capability to prevent abuse by blocking all calls to unauthorized numbers. The restriction capability shall include two (2) types of Screening Groups:

1. Allowed – Contains numbers that users are allowed to call
2. Blocked – Contains numbers that users are not allowed to call

Screening Groups shall able to be entered in any of the following formats: NPA, NPA NXX, NPA NXX-XXXX, NPA NXX-XXXX-XXXX, NXX, NXX-XXXX, NXX-XXXX-XXX, 011 and 011 + Country Code.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.3.2 Universal Range Privileges

The LD service shall include universal range privileges to control long distance calling by restricting calling to specific geographic areas**. The Bidder shall describe in detail the universal range privileges and range options offered.**

Bidder understands the requirements in Section 16.2.3.2 and shall meet or exceed them?
Yes__x__ No_____

Description:

Universal Range Privileges

Universal range privileges are established through the use of AT&T's Screening Groups. Screening Groups contain numbers that members of Customer's Caller Groups (i.e., groups of phone numbers) can or cannot call. There are two types of Screening Groups:

1. Allowed Screening Groups: Contain numbers that members of a Caller Group are allowed to call. Implicit in this statement is that all other numbers dialed would be blocked. An example of an allowed Screening Group is a list consisting of area codes on the East Coast. All other calls would be blocked.
2. Blocked Screening Groups: Contain numbers that members of a caller group are not allowed to call. Implicit in this statement is that all other calls would be allowed to route. An example of a blocked Screening Group is a list containing numbers for "Time", "Weather" and "Directory Assistance." Only those numbers would be blocked and all other calls would be routed.

The CALNET 4 Customer can choose to establish Screening Groups as either Allowed or Blocked, whichever would contain the fewest number of entries.

Screening Groups do not need to block 800, 888, 500 and 900 calls since these are automatically blocked in SDN for dedicated locations only. Switched access locations do not receive this type of screening since the LEC handles these calls prior to getting to SDN.

Screening Group range options are provisioned through:

1. **Labels:** Each Screening Group/Universal Range Privilege must be labeled by the Customer. This label uses a maximum of twelve alphanumeric characters (e.g., AGROUP1).
2. **Entries:** Screening Groups consist of lists of numbers that can be entered in any of the following formats:
   - NPA
   - NPA NXX
   - NPA-NXX-XXXX
   - NPA-NXX-XXXX-XXXX
   - NXX

- NXX-XXXX
- NXX-XXXX-XXXX
- 011
- 011 + Country Code

Each screening group can contain any combination of the above.

Screening Groups are used in conjunction with Caller Groups. Each Caller Group must have one associated Screening Group for each time interval that the customer has defined.

Example: For Station Group DMVEXECS:

Time Interval	Name of Screening Group	Type
Mo – Fr 9:00A – 5:00P	Everywhere	Blocked
Mo – Fr 5:00P – 12:00M	On-Net	Blocked
Mo – Fr 12:00M – 9:00A	On-Net	Blocked
Sa – Su 12:00M – 12:00M	On-Net	Blocked

Each Caller Group must have one Screening Group associated with it for every time interval defined, so that 24 hours of all 7 days are covered. Screening Groups may be used more than once (i.e., they may be shared among several caller groups).

Customers may also plan Time Intervals so that their universal range privileges may alter according to the time of day and day of week. The following may vary as a function of time:

1. Authorization code utilization for any Station Group.
2. Screening Groups associated with any Caller Group.

The customer must plan a timetable that will apply to all call screening activity. Within the timetable, the customer may identify various time shifts. For example:

- Mo – Fr 8:00A – 5:00P
- Mo – Fr 5:00P – 12:00M
- Mo – Fr 12:00M – 8:00A
- Sa – Su 12:00M – 12:00M

A given time may be both a beginning time and an ending time, but not in the same time interval. (See example above.)

If the customer does not want to screen by time intervals, Su – Sa 12:00M – 12:00M, would be used.

16.2.3.3 Account Codes

The LD service shall include account codes that allow the Customers the ability to assign a one (1) to 15-digit Account Code to individuals or groups of users. An Account Code, which is dialed after the phone number, is a feature that helps track calls by department, individual, or project. Account Codes allow calls to be sorted and grouped on the Call Detail Report, thereby simplifying call tracking and charge-backs. Account Codes are designed for cost allocation only and are non-verified. Account Codes may be used in conjunction with Authorization Codes (Section 16.2.3.4).

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.3.4 Authorization Codes

The Contractor shall provide authorization codes that allow the Customer to assign a one (1) to 15-digit code to End-Users, to establish calling privileges and/or restrictions.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.3.4.1 Expanded Authorization Codes

The Contractor shall provide expanded authorization codes that the LD system shall allow the Customer to assign a one (1) to 15-digit code. These dual-purpose codes shall allow the Customers to use part of an authorization code to manage calling privileges, and use the remainder of the code for user account tracking purposes.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.3.4.2 Service Management System

The system shall allow the Customer to activate and deactivate authorization codes, change flexible routing configurations, and obtain usage reports. The LD service shall include a feature which enables the Customers to assign calling privileges to callers using a combination of caller groups, screening groups, originating station identification, and/or Authorization Codes.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.3.5 Long Distance Domestic Calling

Access minutes for dedicated services are subject to the geographic constraints identified in Section 16.2.2.2, *Long Distance Network Access Transport*.

Access minutes for switched services shall be provided within the contiguous 48 states.

The Contractor shall provide the Long Distance Domestic Calling configurations detailed in Table 16.2.3.5.a.

Table 16.2.3.5.a, Long Distance Domestic Calling Configurations

	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y	N
1	**IntraLATA Calling Dedicated to Dedicated Access Minute**	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits within a Local Access and Transport Area (LATA).	IADD	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits within a Local Access and Transport Area (LATA).	Y	
2	**IntraLATA Calling Dedicated to Switched Access Minute**	Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits within a LATA.	IADS	Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits within a LATA.	Y	
3	**IntraLATA Calling Switched to Dedicated Access Minute**	Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits within a LATA.	IASD	Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits within a LATA.	Y	
4	**IntraLATA Calling Switched to Switched Access Minute**	Usage charge for calls that originate on switched access circuits and terminate on switched access circuits within a LATA.	IASS	Usage charge for calls that originate on switched access circuits and terminate on switched access circuits within a LATA.	Y	

Table 16.2.3.5.a, Long Distance Domestic Calling Configurations						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
5	**IntraState/InterLATA Calling Dedicated to Dedicated Access Minute**	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated network access within the state and between LATA's.	IEDD	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated network access within the state and between LATA's.	Y	
6	**IntraState/InterLATA Calling Dedicated to Switched Access Minute**	Usage charge for calls that originate on dedicated access circuits and terminate on switched network access within the state and between LATA's.	IEDS	Usage charge for calls that originate on dedicated access circuits and terminate on switched network access within the state and between LATA's.	Y	
7	**IntraState/InterLATA Calling Switched to Dedicated Access Minute**	Usage charge for calls that originate on switched access circuits and terminate on dedicated network access within the state and between LATA's.	IESD	Usage charge for calls that originate on switched access circuits and terminate on dedicated network access within the state and between LATA's.	Y	
8	**IntraState/InterLATA Calling Switched to Switched Access Minute**	Usage charge for calls that originate on switched access circuits and terminate on switched network access within the state and between LATA's.	IESS	Usage charge for calls that originate on switched access circuits and terminate on switched network access within the state and between LATA's.	Y	
9	**Interstate Calling Dedicated to Dedicated Access Minute**	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits between states.	ISDD	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits between states.	Y	

Table 16.2.3.5.a, Long Distance Domestic Calling Configurations						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
10	**Interstate Calling Dedicated to Switched Access Minute**	Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits between states.	ISDS	Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits between states.	Y	
11	**Interstate Calling Switched to Dedicated Access Minute**	Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits between states.	ISSD	Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits between states.	Y	
12	**Interstate Calling Switched to Switched Access Minute**	Usage charge for calls that originate on switched access circuits and terminate on switched access circuits between states.	ISSS	Usage charge for calls that originate on switched access circuits and terminate on switched access circuits between states.	Y	
13	**Authorization Codes**	Authorization Codes as described in Section 16.2.3.4.	SMOBC	Customer can assign one- to 15-digit authorization codes to users, to establish calling privileges and/or restrictions**.**	Y	
14	**Expanded Authorization Codes**	Expanded authorization codes as described in Section 16.2.3.4.1.	SMOPC	Customer can assign one- to 15-digit authorization codes to users, to establish calling privileges and/or restrictions. These dual-purpose codes allow Customer to use part of an authorization code to manage calling privileges and use the remainder of the code for user bill-back.	Y	

The Contractor may offer additional unsolicited Long Distance Network Access Transport functionality described in Table 16.2.3.5.b.

Table 16.2.3.5.b, Unsolicited Long Distance Domestic Calling Configurations			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
1	Customized Message Announcements - Application	SMOAO	Customized Message Announcements can be based upon an intercept condition such as an invalid ID Code or customized by dialed number.
2	Customized Message Announcements – Application Played	SMOAP	Customized Message Announcements can be based upon an intercept condition such as an invalid ID Code or customized by dialed number.
3	Flexible Routing	SMOFR	Flexible Routing feature enables SDN users to reroute calls to alternate locations when their network or business conditions deem this necessary. SDN Flexible Routing provides the option of either pre-planning alternate routes or creating alternate routes as needed.
4	Location Sharing	NRZC3	Location Sharing will enable CALNET users to receive calls from other CALNET SDN users on their SDN access lines.
5	Partitioned Database Management	SMOBP	Partitioned Database Management allows the customer to partition their SDN service locations into separate networks, while receiving the benefits of on-network calling capabilities between and/or among the SDN networks. AT&T establishes a separate database for each network.
6	Virtual Office Connection	SMO84	SDN Virtual Office Connection (NRA IV) allows customers to access their SDN networks from a predetermined location.
7	Enhanced Fraud Protection – NetProtect® Plus	NPPLUS	NetPROTECT® – Plus is available to all AT&T customers who have their own premises equipment (with dedicated LD access) and provides a maximum liability threshold of $2000 prior to AT&T notification, PLUS provides extra protection for AT&T Business Long Distance customers and detects possible remote toll fraud five to seven times faster than normal Fraud Prevention activities. To accomplish this, the customer must provide AT&T with all their billable telephone numbers, as well as three contacts, one of which must be available 24 hours a day, seven days a week. AT&T notification, for PLUS, is defined as a telephone call, by AT&T Security, to one of the three designated contacts to provide notice of suspected toll fraud. PLUS customers detecting remote toll fraud, prior to AT&T, can reduce their liability by 50%. The customer must notify AT&T Security and, within 90 days of the fraud incident, send written notification of the means of fraud detection and any changes made to the equipment to stop the remote toll fraud

Table 16.2.3.5.b, Unsolicited Long Distance Domestic Calling Configurations			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
8	Fully Enhanced Fraud Protection – Net PROTECT ® Premium	NPPREM	NetPROTECT® – Premium provides $0 liability prior to AT&T notification and for two hours after notification. Premium provides maximum protection for AT&T Business Long Distance customers and is the fastest AT&T NetPROTECT service for detection and notification of possible remote toll fraud. The customer must provide AT&T with all the information required for Plus service. AT&T notification, for Premium, is defined as a telephone call, by AT&T Security, to one of the three designated contacts to provide notice of suspected toll fraud.
9	Switched Digital Services-Data Transmission (SDDN)	See Below	AT&T's Software Defined Data Network (SDDN) allows end-to-end digital transmission at speeds of 56 kbps or 64 kbps and is available in two modes: static and dynamic. In the Static Mode, access to the network is full time at 56 kbps. In the Dynamic Mode, CALNET II users may initiate 56 kbps calls on a call-by-call basis via the use of a feature code. Dynamic Mode requires a digital PBX. With the use of ISDN utilizing a PRI, CALNET II users will be able to transmit data at 64 kbps in either Static or Dynamic Mode.
10	SDDN 1	SMOCC1	Calls which originate from and terminate at on-net locations using special access
11	SDDN 2	SMOCC2	Calls which originate from on-net locations using digital special access and terminate at locations using digital switched access or vice-versa
12	SDDN3	SMOCC3	Calls which originate from on-net locations using digital switched access and terminate at locations using digital switched access
13	SDDN 56 or 64 kbps	SMOCC4	Calls which originate from on-net locations using digital special access and terminate at off-net locations using digital special access and can be reached via 700 numbers assigned to the terminating numbers or public/private data networks
14	Subnetwork Screen Groups	SMOSG	Allows the creation of subnetwork call screening groups
15	Subnetwork Calling Groups	SMOCG	Allows the creation of subnetwork calling groups

16.2.3.6 Long Distance International Calling Configurations

The Contractor shall provide the long distance international calling configurations detailed in Table 16.2.3.5.a which enables the Customers to connect to the countries identified in Table 16.2.3.6.a. The Bidder's rates, as provided in the Category 16 Cost Worksheets, shall be based on access type (dedicated or switched) and time of day ("Peak Time" or "Off–Peak Time").

All usage shall be billed in accordance with the provisions of SOW Business Requirements Section L.6.1, #11, *Billing and Invoice Requirements*, except Mexico which shall be billed in 60 second increments with a 60 second minimum.

Note: If the Bidder charges the same rate for both Peak Time and Off-Peak time, the Bidder may use the same Product Identifier for both products.

Bidder understands the Requirement and shall meet or exceed it? Yes__x___ No_____

16.2.3.6.1 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 wireless communications devices including mobile telephones, pagers, personal computers, and personal digital assistants, or to a portable telephone number where a forwarding, tracking or other type of location service is used.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.3.6.2 U.S. Based Services Waiver

The provisions detailed in SOW Business Requirements Section L.2.4.4, *U.S. Based Services*, will not apply to the Contractor's International Long Distance Calling services.

Bidder understands the requirement and shall meet or exceed it? Yes__x__ No_____

The Contractor shall offer the Long Distance International Calling configurations detailed in Table 16.2.3.6.

Table 16.2.3.6 - Long Distance International Calling				
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder Meets or Exceeds? Y N**
Table 16.2.3.6.a - Long Distance International Calling Switched Access Peak Time				

Table 16.2.3.6 - Long Distance International Calling					
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder Meets or Exceeds? Y**	**N**
1	**International Calling Switched Access Peak - Brazil**	International calls that originate on a switched network access circuit during Peak Time	INSBRA	Y	
2	**International Calling Switched Access Peak - Canada**	International calls that originate on a switched network access circuit during Peak Time	INSCAN	Y	
3	**International Calling Switched Access Peak - China**	International calls that originate on a switched network access circuit during Peak Time	INSCH	Y	
4	**International Calling Switched Access Peak - France**	International calls that originate on a switched network access circuit during Peak Time	INSFRA	Y	
5	**International Calling Switched Access Peak - Germany**	International calls that originate on a switched network access circuit during Peak Time	INSGER	Y	
6	**International Calling Switched Access Peak - Israel**	International calls that originate on a switched network access circuit during Peak Time	INSISR	Y	
7	**International Calling Switched Access Peak - Italy**	International calls that originate on a switched network access circuit during Peak Time	INSITA	Y	
8	**International Calling Switched Access Peak - Japan**	International calls that originate on a switched network access circuit during Peak Time	INSJAP	Y	
9	**International Calling Switched Access Peak - Korea**	International calls that originate on a switched network access circuit during Peak Time	INSKRS	Y	

Table 16.2.3.6 - Long Distance International Calling					
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder Meets or Exceeds? Y**	**N**
10	**International Calling Switched Access Peak - Mexico**	International calls that originate on a switched network access circuit during Peak Time	INSMEX	Y	
11	**International Calling Switched Access Peak - Spain**	International calls that originate on a switched network access circuit during Peak Time	INSSPA	Y	
12	**International Calling Switched Access Peak - Switzerland**	International calls that originate on a switched network access circuit during Peak Time	INSSWI	Y	
13	**International Calling Switched Access Peak - United Kingdom**	International calls that originate on a switched network access circuit during Peak Time	INSUKM	Y	
Table 16.2.3.6.b - Long Distance International Calling Switched Access - Off-Peak					
1	**International Calling Switched Access Off-Peak - Brazil**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSBRA	Y	
2	**International Calling Switched Access Off-Peak - Canada**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSCAN	Y	
3	**International Calling Switched Access Off-Peak - China**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSCI	Y	
4	**International Calling Switched Access Off-Peak - France**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSFRA	Y	

Table 16.2.3.6 - Long Distance International Calling					
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder Meets or Exceeds? Y**	**N**
5	**International Calling Switched Access Off-Peak - Germany**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSGER	Y	
6	**International Calling Switched Access Off-Peak - Israel**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSISR	Y	
7	**International Calling Switched Access Off-Peak - Italy**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSITA	Y	
8	**International Calling Switched Access Off-Peak - Japan**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSJAP	Y	
9	**International Calling Switched Access Off-Peak - Korea**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSKRS	Y	
10	**International Calling Switched Access Off-Peak - Mexico**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSMEX	Y	
11	**International Calling Switched Access Off-Peak - Spain**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSSPA	Y	
12	**International Calling Switched Access Off-Peak - Switzerland**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSSWI	Y	

Table 16.2.3.6 - Long Distance International Calling					
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder Meets or Exceeds? Y**	**N**
13	**International Calling Switched Access Off-Peak - United Kingdom**	International calls that originate on a switched network access circuit during Off-Peak Time	IOSUKM	Y	
Table 16.2.3.6.c - Long Distance International Calling Dedicated Access - Peak					
1	**International Calling Dedicated Access Peak - Brazil**	International calls that originate on a dedicated network access circuit during Peak Time	INDBZ	Y	
2	**International Calling Dedicated Access Peak - Canada**	International calls that originate on a dedicated network access circuit during Peak Time	INDCAN	Y	
3	**International Calling Dedicated Access Peak - China**	International calls that originate on a dedicated network access circuit during Peak Time	INDCH	Y	
4	**International Calling Dedicated Access Peak - France**	International calls that originate on a dedicated network access circuit during Peak Time	INDFR	Y	
5	**International Calling Dedicated Access Peak - Germany**	International calls that originate on a dedicated network access circuit during Peak Time	INDGM	Y	
6	**International Calling Dedicated Access Peak - Israel**	International calls that originate on a dedicated network access circuit during Peak Time	INDIS	Y	
7	**International Calling Dedicated Access Peak - Italy**	International calls that originate on a dedicated network access circuit during Peak Time	INDIT	Y	

Table 16.2.3.6 - Long Distance International Calling					
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder Meets or Exceeds? Y**	**N**
8	**International Calling Dedicated Access Peak - Japan**	International calls that originate on a dedicated network access circuit during Peak Time	INDJP	Y	
9	**International Calling Dedicated Access Peak - Korea**	International calls that originate on a dedicated network access circuit during Peak Time	INDSK	Y	
10	**International Calling Dedicated Access Peak - Mexico**	International calls that originate on a dedicated network access circuit during Peak Time	INDMX	Y	
11	**International Calling Dedicated Access Peak - Spain**	International calls that originate on a dedicated network access circuit during Peak Time	INDSP	Y	
12	**International Calling Dedicated Access Peak - Switzerland**	International calls that originate on a dedicated network access circuit during Peak Time	INDSW	Y	
13	**International Calling Dedicated Access Peak - United Kingdom**	International calls that originate on a dedicated network access circuit during Peak Time	INDUK	Y	
Table 16.2.3.6.d - Long Distance International Calling Dedicated Access – Off-Peak					
1	**International Calling Dedicated Access Off-Peak – Brazil**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODBRA	Y	
2	**International Calling Dedicated Access Off-Peak - Canada**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODCAN	Y	

Table 16.2.3.6 - Long Distance International Calling					
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder Meets or Exceeds? Y**	**N**
3	**International Calling Dedicated Access Off-Peak - China**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODCI	Y	
4	**International Calling Dedicated Access Off-Peak - France**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODFRA	Y	
5	**International Calling Dedicated Access Off-Peak - Germany**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODGER	Y	
6	**International Calling Dedicated Access Off-Peak - Israel**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODISR	Y	
7	**International Calling Dedicated Access Off-Peak - Italy**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODITA	Y	
8	**International Calling Dedicated Access Off-Peak - Japan**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODJAP	Y	
9	**International Calling Dedicated Access Off-Peak - Korea**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODKRS	Y	
10	**International Calling Dedicated Access Off-Peak - Mexico**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODMEX	Y	
11	**International Calling Dedicated Access Off-Peak - Spain**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODSPA	Y	

Table 16.2.3.6 - Long Distance International Calling					
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder Meets or Exceeds? Y**	**N**
12	**International Calling Dedicated Access Off-Peak - Switzerland**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODSWI	Y	
13	**International Calling Dedicated Access Off-Peak - United Kingdom**	International calls that originate on a dedicated network access circuit during Off-Peak Time	IODUKM	Y	
Table 16.2.3.6.e - International Mobile Termination Charges					
1	**International Mobile Termination Charges - Brazil**	Mobile telephone usage charge for international calling.	IMTBRA	Y	
2	**International Mobile Termination Charges - Canada**	I Mobile telephone usage charge for international calling.	IMTCAN	Y	
3	**International Mobile Termination Charges - China**	Mobile telephone usage charge for international calling.	IMTCH	Y	
4	**International Mobile Termination Charges - France**	I Mobile telephone usage charge for international calling.	IMTFR	Y	
5	**International Mobile Termination Charges - Germany**	Mobile telephone usage charge for international calling.	IMTGER	Y	
6	**International Mobile Termination Charges - Israel**	Mobile telephone usage charge for international calling.	IMTIS	Y	
7	**International Mobile Termination Charges - Italy**	Mobile telephone usage charge for international calling.	IMTITA	Y	

Table 16.2.3.6 - Long Distance International Calling					
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder Meets or Exceeds? Y**	**N**
8	**International Mobile Termination Charges - Japan**	Mobile telephone usage charge for international calling.	IMTJP	Y	
9	**International Mobile Termination Charges - Korea**	Mobile telephone usage charge for international calling.	IMTSK	Y	
10	**International Mobile Termination Charges - Mexico**	Mobile telephone usage charge for international calling.	IMTMX	Y	
11	**International Mobile Termination Charges - Spain**	Mobile telephone usage charge for international calling.	IMTSP	Y	
12	**International Mobile Termination Charges - Switzerland**	Mobile telephone usage charge for international calling.	IMTSW	Y	
13	**International Mobile Termination Charges - United Kingdom**	Mobile telephone usage charge for international calling.	IMTUKM	Y	

Table 16.2.3.6.f Additional International Long Distance Countries Offered by the

Contractor

The Bidder shall indicate in Table 16.2.3.6.f each of the additional countries where the Contractor provides commercially available Long Distance service. The Bidder shall list the product identifier for each country where the Contractor provides long distance service. By listing the product identifier, the Bidder commits to provide service in that specific country. Catalog A includes separate tables for Switched Access Peak (16.2.3.6.f), Switched Access Off-Peak (16.2.3.6.g), Dedicated Access Peak (16.2.3.6.h), Dedicated Access Off-Peak (16.2.3.6.i), and IMTC (16.2.3.6.j).

Table 16.2.3.6.f Additional International Long Distance Countries Offered by the Contactor.

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
1	Afghanistan	INSAFG	IOSAFG	INDAFG	IODAFG	IMTAFG
2	Albania	INSALB	IOSALB	INDALB	IODALB	IMTALB
3	Algeria	INSALG	IOSALG	INDALG	IODALG	IMTALG
4	Andorra	INSAND	IOSAND	INDAND	IODAND	IMTAND
5	Angola	INSAGL	IOSAGL	INDAGL	IODAGL	IMTAGL
6	Anguilla	INSAGU	IOSAGU	INDAGU	IODAGU	IMTAGU
7	Antarctica (Casey)	INSANC	IOSANC	INDANC	IODANC	IMTANC
8	Antarctica (Scott)	INSANS	IOSANS	INDANS	IODANS	IMTANS
9	Antigua and Barbuda	INSANT	IOSANT	INDANT	IODANT	IMTANT
10	Argentina	INSARG	IOSARG	INDARG	IODARG	IMTARG
11	Armenia	INSARM	IOSARM	INDARM	IODARM	IMTARM
12	Aruba	INSARU	IOSARU	INDARU	IODARU	IMTARU
13	American Samoa	INSAMS	IOSAMS	INDAMS	IODAMS	IMTAMS
14	Ascension Island	INSASC	IOSASC	INDASC	IODASC	IMTASC
15	Australia	INSAST	IOSAST	INDAST	IODAST	IMTAST
16	Austria	INSAUS	IOSAUS	INDAUS	IODAUS	IMTAUS
17	Azerbaijan	INSAZE	IOSAZE	INDAZE	IODAZE	IMTAZE
18	Bahamas	INSBAH	IOSBAH	INDBAH	IODBAH	IMTBAH

Table 16.2.3.6.f Additional International Long Distance Countries Offered by the Contactor.

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
19	**Bahrain**	INSBHR	IOSBHR	INDBHR	IODBHR	IMTBHR
20	**Bangladesh**	INSBAN	IOSBAN	INDBAN	IODBAN	IMTBAN
21	**Barbados**	INSBAR	IOSBAR	INDBAR	IODBAR	IMTBAR
22	**Belarus**	INSBLR	IOSBLR	INDBLR	IODBLR	IMTBLR
23	**Belgium**	INSBLG	IOSBLG	INDBLG	IODBLG	IMTBLG
24	**Belize**	INSBLZ	IOSBLZ	INDBLZ	IODBLZ	IMTBLZ
25	**Benin**	INSBEN	IOSBEN	INDBEN	IODBEN	IMTBEN
26	**Bermuda**	INSBER	IOSBER	INDBER	IODBER	IMTBER
27	**Bhutan**	INSBHU	IOSBHU	INDBHU	IODBHU	IMTBHU
28	**Bolivia**	INSBOL	IOSBOL	INDBOL	IODBOL	IMTBOL
29	**Bosnia and Herzegovina**	INSBOS	IOSBOS	INDBOS	IODBOS	IMTBOS
30	**Botswana**	INSBOT	IOSBOT	INDBOT	IODBOT	IMTBOT
31	**Brunei**	INSBRU	IOSBRU	INDBRU	IODBRU	IMTBRU
32	**Bulgaria**	INSBUL	IOSBUL	INDBUL	IODBUL	IMTBUL
33	**Burkina Faso**	INSBKF	IOSBKF	INDBKF	IODBKF	IMTBKF
34	**Burundi**	INSBUR	IOSBUR	INDBUR	IODBUR	IMTBUR
35	**British Virgin Islands**	INSBRI	IOSBRI	INDBRI	IODBRI	IMTBRI
36	**Central African Republic**	INSCEN	IOSCEN	INDCEN	IODCEN	IMTCEN
37	**Cambodia**	INSCAM	IOSCAM	INDCAM	IODCAM	IMTCAM
38	**Cameroon**	INSCMR	IOSCMR	INDCMR	IODCMR	IMTCMR
39	**Cape Verde**	INSCAP	IOSCAP	INDCAP	IODCAP	IMTCAP
40	**Cayman Islands**	INSCAY	IOSCAY	INDCAY	IODCAY	IMTCAY
41	**Chad**	INSCHA	IOSCHA	INDCHA	IODCHA	IMTCHA
42	**Chile**	INSCHI	IOSCHI	INDCHI	IODCHI	IMTCHI
43	**Christmas and Cocos Islands**	INSCHR	IOSCHR	INDCHR	IODCHR	IMTCHR

Table 16.2.3.6.f Additional International Long Distance Countries Offered by the Contactor.

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
44	**Colombia**	INSCOL	IOSCOL	INDCOL	IODCOL	IMTCOL
45	**Comoros**	INSCOM	IOSCOM	INDCOM	IODCOM	IMTCOM
46	**Congo**	INSCON	IOSCON	INDCON	IODCON	IMTCON
47	**Cook Islands**	INSCOO	IOSCOO	INDCOO	IODCOO	IMTCOO
48	**Costa Rica**	INSCOS	IOSCOS	INDCOS	IODCOS	IMTCOS
49	**Croatia**	INSCRO	IOSCRO	INDCRO	IODCRO	IMTCRO
50	**Cuba**	INSCUB	IOSCUB	INDCUB	IODCUB	IMTCUB
51	**Cyprus**	INSCYP	IOSCYP	INDCYP	IODCYP	IMTCYP
52	**Czech Republic**	INSCZE	IOSCZE	INDCZE	IODCZE	IMTCZE
53	**Diego Garcia**	INSDIE	IOSDIE	INDDIE	IODDIE	IMTDIE
54	**Djibouti**	INSDJI	IOSDJI	INDDJI	IODDJI	IMTDJI
55	**Denmark**	INSDEN	IOSDEN	INDDEN	IODDEN	IMTDEN
56	**Dominica**	INSDMC	IOSDMC	INDDMC	IODDMC	IMTDMC
57	**Dominican Republic**	INSDMR	IOSDMR	INDDMR	IODDMR	IMTDMR
58	**Ecuador**	INSECU	IOSECU	INDECU	IODECU	IMTECU
59	**Egypt**	INSEGY	IOSEGY	INDEGY	IODEGY	IMTEGY
60	**El Salvador**	INSELS	IOSELS	INDELS	IODELS	IMTELS
61	**Equatorial Guinea**	INSEQU	IOSEQU	INDEQU	IODEQU	IMTEQU
62	**Eritrea**	INSERI	IOSERI	INDERI	IODERI	IMTERI
63	**Estonia**	INSEST	IOSEST	INDEST	IODEST	IMTEST
64	**Ethiopia**	INSETH	IOSETH	INDETH	IODETH	IMTETH
65	**East Timor**	INSEAS	IOSEAS	INDEAS	IODEAS	IMTEAS
66	**Faeroe Islands**	INSFAE	IOSFAE	INDFAE	IODFAE	IMTFAE
67	**Falkland Islands**	INSFAL	IOSFAL	INDFAL	IODFAL	IMTFAL
68	**Fiji Islands**	INSFIJ	IOSFIJ	INDFIJ	IODFIJ	IMTFIJ
69	**Finland**	INSFIN	IOSFIN	INDFIN	IODFIN	IMTFIN

Table 16.2.3.6.f Additional International Long Distance Countries Offered by the Contactor.

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
70	**French Antilles**	INSFRE	IOSFRE	INDFRE	IODFRE	IMTFRE
71	**French Guiana**	INSFRG	IOSFRG	INDFRG	IODFRG	IMTFRG
72	**French Polynesia**	INSFRP	IOSFRP	INDFP	IODFRP	IMTFRP
73	**Gabon Republic**	INSGAB	IOSGAB	INDGAB	IODGAB	IMTGAB
74	**Gambia**	INSGAM	IOSGAM	INDGAM	IODGAM	IMTGAM
75	**Georgia**	INSGEO	IOSGEO	INDGEO	IODGEO	IMTGEO
76	**Ghana**	INSGHA	IOSGHA	INDGHA	IODGHA	IMTGHA
77	**Gibraltar**	INSGIB	IOSGIB	INDGIB	IODGIB	IMTGIB
78	**Greece**	INSGRE	IOSGRE	INDGRE	IODGRE	IMTGRE
79	**Greenland**	INSGRL	IOSGRL	INDGRL	IODGRL	IMTGRL
80	**Grenada**	INSGND	IOSGND	INDGND	IODGND	IMTGND
81	**Guadeloupe**	INSGDL	IOSGDL	INDGDL	IODGDL	IMTGDL
82	**Guantanamo**	INSGNT	IOSGNT	INDGNT	IODGNT	IMTGNT
83	**Guatemala**	INSGTM	IOSGTM	INDGTM	IODGTM	IMTGTM
84	**Guinea-Bissau**	INSGNB	IOSGNB	INDGNB	IODGNB	IMTGNB
85	**Guinea, People's Revolutionary Republic**	INSGPR	IOSGPR	INDGPR	IODGPR	IMTGPR
86	**Guyana**	INSGUY	IOSGUY	INDGUY	IODGUY	IMTGUY
87	**Haiti**	INSHAI	IOSHAI	INDHAI	IODHAI	IMTHAI
88	**Hong Kong**	INSHKG	IOSHKG	INDHKG	IODHKG	IMTHKG
89	**Honduras**	INSHND	IOSHND	INDHND	IODHND	IMTHND
90	**Hungary**	INSHUN	IOSHUN	INDHUN	IODHUN	IMTHUN
91	**Iceland**	INSICE	IOSICE	INDICE	IODICE	IMTICE
92	**India**	INSIND	IOSIND	INDIND	IODIND	IMTIND
93	**Indonesia**	INSIDN	IOSIDN	INDIDN	IODIDN	IMTIDN
94	**Iran**	INSIRN	IOSIRN	INDIRN	IODIRN	IMTIRN
95	**Iraq**	INSIRQ	IOSIRQ	INDIRQ	IODIRQ	IMTIRQ

Table 16.2.3.6.f Additional International Long Distance Countries Offered by the Contactor.

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
96	**Ireland**	INSIRE	IOSIRE	INDIRE	IODIRE	IMTIRE
97	**Ivory Coast**	INSIVO	IOSIVO	INDIVO	IODIVO	IMTIVO
98	**Jamaica**	INSJAM	IOSJAM	INDJAM	IODJAM	IMTJAM
99	**Jordan**	INSJOR	IOSJOR	INDJOR	IODJOR	IMTJOR
100	**Kazakhstan**	INSKAZ	IOSKAZ	INDKAZ	IODKAZ	IMTKAZ
101	**Kenya**	INSKEN	IOSKEN	INDKEN	IODKEN	IMTKEN
102	**Kiribati**	INSKIR	IOSKIR	INDKIR	IODKIR	IMTKIR
103	**Korea, North**	INSKRN	IOSKRN	INDKRN	IODKRN	IMTKRN
104	**Kuwait**	INSKUW	IOSKUW	INDKUW	IODKUW	IMTKUW
105	**Kyrgyzstan**	INSKYR	IOSKYR	INDKYR	IODKYR	IMTKYR
106	**Laos**	INSLAO	IOSLAO	INDLAO	IODLAO	IMTLAO
107	**Latvia**	INSLAT	IOSLAT	INDLAT	IODLAT	IMTLAT
108	**Lebanon**	INSLEB	IOSLEB	INDLEB	IODLEB	IMTLEB
109	**Lesotho**	INSLES	IOSLES	INDLES	IODLES	IMTLES
110	**Liberia**	INSLBR	IOSLBR	INDLBR	IODLBR	IMTLBR
111	**Libya**	INSLBY	IOSLBY	INDLBY	IODLBY	IMTLBY
112	**Liechtenstein**	INSLIE	IOSLIE	INDLIE	IODLIE	IMTLIE
113	**Lithuania**	INSLIT	IOSLIT	INDLIT	IODLIT	IMTLIT
114	**Luxembourg**	INSLUX	IOSLUX	INDLUX	IODLUX	IMTLUX
115	**Macao**	INSMAC	IOSMAC	INDMAC	IODMAC	IMTMAC
116	**Macedonia**	INSMCD	IOSMCD	INDMCD	IODMCD	IMTMCD
117	**Madagascar**	INSMAD	IOSMAD	INDMAD	IODMAD	IMTMAD
118	**Malawi**	INSMLW	IOSMLW	INDMLW	IODMLW	IMTMLW
119	**Malaysia**	INSMLY	IOSMLY	INDMLY	IODMLY	IMTMLY
120	**Maldives**	INSMLD	IOSMLD	INDMLD	IODMLD	IMTMLD
121	**Mali**	INSMAL	IOSMAL	INDMAL	IODMAL	IMTMAL
122	**Malta**	INSMLT	IOSMLT	INDMLT	IODMLT	IMTMLT

Table 16.2.3.6.f Additional International Long Distance Countries Offered by the Contactor.

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
123	**Marshall Islands**	INSMAR	IOSMAR	INDMAR	IODMAR	IMTMAR
124	**Mauritius**	INSMAU	IOSMAU	INDMAU	IODMAU	IMTMAU
125	**Mauritania**	INSMRT	IOSMRT	INDMRT	IODMRT	IMTMRT
126	**Mayotte Island**	INSMAY	IOSMAY	INDMAY	IODMAY	IMTMAY
127	**Micronesia**	INSMIC	IOSMIC	INDMIC	IODMIC	IMTMIC
128	**Moldova**	INSMOL	IOSMOL	INDMOL	IODMOL	IMTMOL
129	**Monaco**	INSMNC	IOSMNC	INDMNC	IODMNC	IMTMNC
130	**Mongolian People's Republic**	INSMGP	IOSMGP	INDMGP	IODMGP	IMTMGP
131	**Montserrat**	INSMON	IOSMON	INDMON	IODMON	IMTMON
132	**Morocco**	INSMOR	IOSMOR	INDMOR	IODMOR	IMTMOR
133	**Mozambique**	INSMOZ	IOSMOZ	INDMOZ	IODMOZ	IMTMOZ
134	**Myanmar**	INSMYA	IOSMYA	INDMYA	IODMYA	IMTMYA
135	**Namibia**	INSNAM	IOSNAM	INDNAM	IODNAM	IMTNAM
136	**Nauru**	INSNAU	IOSNAU	INDNAU	IODNAU	IMTNAU
137	**New Caledonia**	INSNCD	IOSNCD	INDNCD	IODNCD	IMTNCD
138	**Nepal**	INSNEP	IOSNEP	INDNEP	IODNEP	IMTNEP
139	**Netherlands**	INSNET	IOSNET	INDNET	IODNET	IMTNET
140	**Nigeria**	INSNIG	IOSNIG	INDNIG	IODNIG	IMTNIG
141	**Nicaragua**	INSNIC	IOSNIC	INDNIC	IODNIC	IMTNIC
142	**Niger**	INSNGR	IOSNGR	INDNGR	IODNGR	IMTNGR
143	**Niue**	INSNIU	IOSNIU	INDNIU	IODNIU	IMTNIU
144	**Norfolk Island**	INSNFK	IOSNFK	INDNFK	IODNFK	IMTNFK
145	**Norway**	INSNOR	IOSNOR	INDNOR	IODNOR	IMTNOR
146	**Netherlands Antilles**	INSNTA	IOSNTA	INDNTA	IODNTA	IMTNTA
147	**New Zealand**	INSNZD	IOSNZD	INDNZD	IODNZD	IMTNZD
148	**Oman**	INSOMA	IOSOMA	INDOMA	IODOMA	IMTOMA

Table 16.2.3.6.f Additional International Long Distance Countries Offered by the Contactor.

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
149	**Pakistan**	INSPAK	IOSPAK	INDPAK	IODPAK	IMTPAK
150	**Palau**	INSPAL	IOSPAL	INDPAL	IODPAL	IMTPAL
151	**Panama**	INSPAN	IOSPAN	INDPAN	IODPAN	IMTPAN
152	**Papua New Guinea**	INSPAP	IOSPAP	INDPAP	IODPAP	IMTPAP
153	**Paraguay**	INSPAR	IOSPAR	INDPAR	IODPAR	IMTPAR
154	**Peru**	INSPER	IOSPER	INDPER	IODPER	IMTPER
155	**Philippines**	INSPHI	IOSPHI	INDPHI	IODPHI	IMTPHI
156	**Poland**	INSPOL	IOSPOL	INDPOL	IODPOL	IMTPOL
157	**Portugal**	INSPOR	IOSPOR	INDPOR	IODPOR	IMTPOR
158	**Qatar**	INSQAT	IOSQAT	INDQAT	IODQAT	IMTQAT
159	**Reunion**	INSREU	IOSREU	INDREU	IODREU	IMTREU
160	**Romania**	INSROM	IOSROM	INDROM	IODROM	IMTROM
161	**South Africa**	INSSOU	IOSSOU	INDSOU	IODSOU	IMTSOU
162	**Russia**	INSRUS	IOSRUS	INDRUS	IODRUS	IMTRUS
163	**Rwanda**	INSRWA	IOSRWA	INDRWA	IODRWA	IMTRWA
164	**Samoa**	INSSAM	IOSSAM	INDSAM	IODSAM	IMTSAM
165	**Sao Tome**	INSSAO	IOSSAO	INDSAO	IODSAO	IMTSAO
166	**Saudi Arabia**	INSSAU	IOSSAU	INDSAU	IODSAU	IMTSAU
167	**Senegal Republic**	INSSEN	IOSSEN	INDSEN	IODSEN	IMTSEN
168	**Seychelles Islands**	INSSEY	IOSSEY	INDSEY	IODSEY	IMTSEY
169	**Sierra Leone**	INSSIE	IOSSIE	INDSIE	IODSIE	IMTSIE
170	**Singapore**	INSSIN	IOSSIN	INDSIN	IODSIN	IMTSIN
171	**Slovakia**	INSSVK	IOSSVK	INDSVK	IODSVK	IMTSVK
172	**Slovenia**	INSSVN	IOSSVN	INDSVN	IODSVN	IMTSVN
173	**San Marino**	INSSAN	IOSSAN	INDSAN	IODSAN	IMTSAN
174	**Solomon Islands**	INSSOL	IOSSOL	INDSOL	IODSOL	IMTSOL
175	**Somali Republic**	INSSOM	IOSSOM	INDSOM	IODSOM	IMTSOM

Table 16.2.3.6.f Additional International Long Distance Countries Offered by the Contactor.

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
176	**Sri Lanka**	INSSRI	IOSSRI	INDSRI	IODSRI	IMTSRI
177	**St. Helena**	INSSRL	IOSSRL	INDSRL	IODSRL	IMTSRL
178	**St. Kitts - Nevis**	INSSTH	IOSSTH	INDSTH	IODSTH	IMTSTH
179	**St. Lucia**	INSSTL	IOSSTL	INDSTL	IODSTL	IMTSTL
180	**St. Pierre and Miquelon**	INSSPM	IOSSPM	INDSPM	IODSPM	IMTSPM
181	**St. Vincent and The Grenadines**	INSSVG	IOSSVG	INDSVG	IODSVG	IMTSVG
182	**Sudan**	INSSUD	IOSSUD	INDSUD	IODSUD	IMTSUD
183	**Suriname**	INSSUR	IOSSUR	INDSUR	IODSUR	IMTSUR
184	**Swaziland**	INSSWA	IOSSWA	INDSWA	IODSWA	IMTSWA
185	**Sweden**	INSSWE	IOSSWE	INDSWE	IODSWE	IMTSWE
186	**Syrian Arab Republic**	INSSYR	IOSSYR	INDSYR	IODSYR	IMTSYR
187	**Taiwan**	INSTAI	IOSTAI	INDTAI	IODTAI	IMTTAI
188	**Tajikistan**	INSTAJ	IOSTAJ	INDTAJ	IODTAJ	IMTTAJ
189	**Tanzania**	INSTAN	IOSTAN	INDTAN	IODTAN	IMTTAN
190	**Thailand**	INSTHA	IOSTHA	INDTHA	IODTHA	IMTTHA
191	**Turks and Caicos Islands**	INSTKC	IOSTKC	INDTKC	IODTKC	IMTTKC
192	**Togo**	INSTOG	IOSTOG	INDTOG	IODTOG	IMTTOG
193	**Tonga Islands**	INSTON	IOSTON	INDTON	IODTON	IMTTON
194	**Trinidad and Tobago**	INSTRI	IOSTRI	INDTRI	IODTRI	IMTTRI
195	**Turkmenistan**	INSTKM	IOSTKM	INDTKM	IODTKM	IMTTKM
196	**Tunisia**	INSTUN	IOSTUN	INDTUN	IODTUN	IMTTUN
197	**Turkey**	INSTRK	IOSTRK	INDTRK	IODTRK	IMTTRK
198	**Tuvalu**	INSTUV	IOSTUV	INDTUV	IODTUV	IMTTUV
199	**United Arab Emirates**	INSUAE	IOSUAE	INDUAE	IODUAE	IMTUAE

Table 16.2.3.6.f Additional International Long Distance Countries Offered by the Contactor.						
	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
200	**Uganda**	INSUGA	IOSUGA	INDUGA	IODUGA	IMTUGA
201	**Ukraine**	INSUKR	IOSUKR	INDUKR	IODUKR	IMTUKR
202	**Uruguay**	INSURU	IOSURU	INDURU	IODURU	IMTURU
203	**Uzbekistan**	INSUZB	IOSUZB	INDUZB	IODUZB	IMTUZB
204	**Vanuatu**	INSVAN	IOSVAN	INDVAN	IODVAN	IMTVAN
205	**Vatican City**	INSVAT	IOSVAT	INDVAT	IODVAT	IMTVAT
206	**Venezuela**	INSVEN	IOSVEN	INDVEN	IODVEN	IMTVEN
207	**Vietnam**	INSVIE	IOSVIE	INDVIE	IODVIE	IMTVIE
208	**Wallis and Fortuna Islands**	INSWAL	IOSWAL	INDWAL	IODWAL	IMTWAL
209	**Yemen**	INSYEM	IOSYEM	INDYEM	IODYEM	IMTYEM
210	**Zaire**	INSZAI	IOSZAI	INDZAI	IODZAI	IMTZAI
211	**Zambia**	INSZAM	IOSZAM	INDZAM	IODZAM	IMTZAM
212	**Zimbabwe**	INSZIM	IOSZIM	INDZIM	IODZIM	IMTZIM

16.2.4 OPERATOR SERVICES

The Contractor's LD service shall include Operator Services that provide general assistance to callers.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No____

16.2.4.1 Easy Access to Operators

Operators shall be available to assist End-Users 24x7x365 and shall be accessible by dialing 00, 0+, or an 8xx number.

Bidder understands the Requirement and shall meet or exceed it? Yes_x___ No____

16.2.4.2 Emergency Call Handling

LD Operators shall contact the appropriate authorities when emergency services are required for a calling party.

The Bidders shall describe how their solution will meet this requirement and will handle calls that require emergency services.

Bidder understands the requirements in Section 16.2.4.2 and shall meet or exceed them?
Yes__x__ No____

Description:

Emergency Call Handling

AT&T Operators, throughout our long history, have been the cornerstone in providing outstanding customer service and for connecting people whether it is across the street or across the globe. AT&T Operator Services will provide the State both automated and live operators 24 hours a day, everyday of the year. Through years of innovations and new technologies, callers are now able to place calls anywhere and get information most of the time without the assistance of an operator. When a CALNET caller does need help, AT&T Operator Services are trained to handle a wide variety of services to assist the caller.

AT&T LD Operators are prepared to contact the appropriate authorities when emergency services are required for a calling party. Our Operators have a database that contains routing data for call center personnel to contact official public service agencies such as police, fire, ambulance, sheriff and privately endowed and operated suicide prevention, drug or alcohol crisis centers. If the calling party does not indicate the emergency agency that is needed, the Operator will advise the calling party that they are connecting them to the police.

Our Operators are trained to establish the connection as quickly as possible, attempt to have the calling party stay on the line if possible, give the call their undivided attention and take appropriate actions to assist the calling party and the emergency agency. Our Operators will identify themselves as an AT&T Operator and pass the details to the emergency agency. After doing so, the Operator will advise the calling party that the emergency agency is on the line, wait for conversation to begin between the agency and the calling party, and provide assistance to the emergency agency or calling party as needed before exiting the call.

16.2.4.3 Intentionally Left Blank

16.2.4.4 Intentionally Left Blank

16.2.4.5 Directory Assistance

The Contractor shall provide Directory Assistance which will enable the State callers to obtain telephone numbers for locations in the United States, Canada, and Mexico.

The Contractor shall bill Directory Assistance per listing requested. The Contractor may use an Interactive Voice Response solution to query the caller before the call is answered by a live Operator. The Operator shall provide a 10-digit number and upon request, shall inform the caller of any available address or zip code information associated with the requested listing.

The Contractor shall also provide reverse directory assistance where the caller provides a 10-digit number and the Operator provides the name, address and zip code information associated with the requested listing.

Bidder understands the Requirement and shall meet or exceed it? Yes_x__ No____

16.2.4.6 Operator Assisted Calls

Upon request by the caller, Operators will provide assistance with the completion of domestic and international calls.

Operators shall assist End-Users with general information regarding how to complete domestic and international calls.

Operators shall provide dialing instructions to access another carrier or to place long distance Operator-assistance calls.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No____

The Contractor shall offer the Operator Services detailed in Table 16.2.4.a.

Table 16.2.4.a – Operator Services

	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y	N
1	**Directory Assistance**	Calls that utilize Directory Assistance.	**22OPDA**	Directory Assistance which will enable the State callers to obtain telephone numbers for locations in the United States, Canada, and Mexico.	**Y**	

Table 16.2.4.a – Operator Services						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
2	**Operator Assisted Calls**	Calls that utilize Operator services.	**22OPAST**	Operators will provide assistance with the completion of domestic and international calls.	**Y**	

The Contractor may offer additional unsolicited Operator Services in Table 16.2.4.b.

Table 16.2.4.b – Unsolicited Operator Services			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
1			
2			
3			
4			
5			

16.2.5 AUDIO CONFERENCING

The Contractor shall provide Audio Conferencing which shall consist of a multiple port, reserved and reservationless, conferencing bridge.

Basic Audio Conferencing shall include the following:

1. **International Access** - Callers have the ability to participate in a conference from an international location;
2. **Host Controlled Question and Answer Service** - The host of a conference can control a question and answer session on a conference call; and,
3. **Voting and Polling Service** - The capability for participants to vote via touchtone keys and for the host to poll votes.

All Audio Conferencing services shall be available and functional to all subscribers.

The Contractor shall support Toll-Free Dial-in and Caller Paid Dial-in conferencing services.

Audio Conferencing services shall support users who are connected via IP and the Public Switched Telephone Network (PSTN).

Bidder understands the requirements and shall meet or exceed them? Yes__x__ No_____

The Contractor shall provide the Audio Conferencing features detailed in Table 16.2.5.a.

Table 16.2.5.a – Audio Conferencing Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
1	**Caller Paid Dial-in Reservation-less Service**	Also known as "Meet-Me" service, participants dial a pre-established number and access code to join the conference call.	CONF	Hosts are assigned permanent dial-in numbers (caller-paid) and access codes. The dial-in numbers are always available (24x7), the host just needs to tell participants when to dial in to the meeting. This service is simple to use and accommodates three to 125 participants—including the host. Also known as "Meet-Me" service.	Y	
2	**Toll-Free Dial-in Reservation-less Service**	Also known as "Meet-Me" service, participants dial a pre-established toll-free number and access code to join the conference call.	CONTF	Hosts are assigned permanent dial-in toll free numbers and access codes. The dial-in numbers are always available (24x7), the host just needs to tell participants when to dial in to the meeting. This service is simple to use and accommodates three to 125 participants—including the host. Also known as "Meet-Me" service.	Y	
3	**Caller Paid Dial-in Reserved Service**	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.	CPRV	The host reserves a specific conference call using a caller paid dial in number and participants are auto answered – upon successful entry of the code, participants are automatically connected to the call and can begin to speak immediately.	Y	

Table 16.2.5.a – Audio Conferencing Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
4	**Toll-Free Dial-in Reserved Service**	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.	TFDIRV	The host reserves a specific conference call using toll free dial in number and participants are auto answered. Upon successful entry of the code, participants are automatically connected to the call and can begin speaking immediately.	Y	
5	**Operator-Dialed Service**	An operator sets up the conference call by placing calls to each of the participants.	COPD	AT&T Conference Specialists call each participant prior to the start of a conference call to have each participant online when it begins.	Y	
6	**Operator-Assisted Dial-in Service**	Participants dial in to the conference number and the operator screens the callers for information such as password, name or location.	COPADI	Participants dial in and the operator screens the callers. This offering is a more specialized version of Operator-Dialed. The Specialist can be instructed to capture the following data, if desired, before joining the participant to the call: password, name, location and telephone number.	Y	

Table 16.2.5.a – Audio Conferencing Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
7	**Recording Service**	The capability to record to various media including CD, audiocassette or the Digitized Replay option below.	CONREC	Recordings are available in the network. The host may distribute a replay access number and access code to any person who would like to listen to the recording. For Reservation, the host requests at time of reservation and selects audiocassette, CD or digitized replay. With Reservationless, the host initiates recording via touchtone command or via the Conference Monitor. After the call is over, the host logs into the AT&T Conference Record website and can request a CD (audio real voice or .WAV file), set up a digitized replay, order a transcription, send out an email invite to participants to listen to the replay, delete a recoding or request a report of who has listed to the replay.	Y	

Table 16.2.5.a – Audio Conferencing Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
8	**Digitized Replay**	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.	CDIGTF	Digitized Replay will allow participants to listen to a conference call at their convenience during a scheduled window of time by dialing into a bridge and entering an access code. During replay, the caller can control the session by using his or her telephone keypad to access functions such as pause, rewind and fast forward. For Reserved calls, this is requested at the time of the reservation. For Reservationless, this feature is selected upon sign up.	Y	
9	**Transcription**	The Contractor provided transcribing a conference call	CONTRAN	A recorded conference call can be transcribed and emailed to the host. This is either selected on Reserved at the time of the reservation or with Reservationless, the host must have the call recorded and then order the transcription.	Y	

Table 16.2.5.a – Audio Conferencing Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
10	**Language Interpretation/ Translation**	Real-time interpretation and translation services	CONLANG	Real-time translation of the conference that ranges from on conference translation services to the translation of a transcript. This is provided via Language Line™ for any or all participants. There are more than 150 languages and dialects available. The call will have one extra port assigned for the translation service. This is available on Reserved and Executive service.	Y	
11	**Security List Screening**	Host specifies a list of participants who may dial into the conference call. Conference Attendant screens callers against the list.	CONSEC	This feature allows the host to specify a list of participant names who may dial into the conference call. As each participant calls-in, a specialist will ask for his or her name and check the list.	Y	
12	**Participant List**	Conference Attendant captures up to three (3) caller attributes and distributes a list of conference participants to the host immediately following the call.	CONPL	This feature provides the host a list of participants and up to three (3) caller attributes of conference call attendees upon Reservation-based call completion.	Y	

The Contractor may offer additional unsolicited Audio Conferencing features in Table 16.2.5.b.

Table 16.2.5.b – Audio Conferencing Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**

16.2.6 SERVICE RESTORATION

16.2.6.1 Voice Network Disaster Operational Recovery

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.2.6.2 Data Network Disaster/Operational Recovery

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

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.3 OTHER SERVICES

16.3.1 HOURLY RATES FOR SERVICES

The hourly classifications of hours worked for services described in this Section 16.3.1 will be as follows:

1. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.
2. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.

3. Sunday and Holiday Hours – Any hours worked on Sunday or State of California holidays.

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.3.2 EXTENDED DEMARCATION WIRING SERVICES

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

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

Extended Demarc wiring is limited to the following:

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

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 16.4.8.7, *Provisioning SLAs*, associated with that service.

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

1. The wire/cable pathway is blocked and cannot be cleared in less than 20 minutes or if the Contractor would cause damage to the Customer site or existing cabling in clearing the pathway;
2. The wire/cable pathway is in an asbestos environment or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff; or,

3. Written release of the responsibility to provide the Extended Demarc is provided by either the Customer or by the CALNET CMO.

The Bidder shall provide a price in the Category 16 Cost Worksheets for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one (1) Demarc extension as described above. The Bidder shall provide one (1) price for each media identified.

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

The Contractor shall offer the wiring services for extended demarcation detailed in Table 16.3.2.a.

Table 16.3.2.a – Extended Demarcation Wiring Services

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

Table 16.3.2.a – Extended Demarcation Wiring Services						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
4	**Extended Demarcation – Copper 25 Pair – Regular Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	EDC25R0	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e, three- (3) meter jumpers, one (1) 24-port panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.	Y	

Table 16.3.2.a – Extended Demarcation Wiring Services						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
5	**Extended Demarcation – Copper 25 Pair – Overtime Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	EDC25O0	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e , three (3) meter jumpers, one (1) 24-port panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.	Y	

Table 16.3.2.a – Extended Demarcation Wiring Services						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
6	**Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	EDC25H0	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e, three- (3) meter jumpers, one (1) 24-port panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and Holiday hours.	Y	

Table 16.3.2.a – Extended Demarcation Wiring Services						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
7	**Extended Demarcation – Optical Fiber Link – Regular Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	EDOR0	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.	Y	

Table 16.3.2.a – Extended Demarcation Wiring Services						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
8	**Extended Demarcation – Optical Fiber Link – Overtime Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	EDOO0	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.	Y	

Table 16.3.2.a – Extended Demarcation Wiring Services						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
9	**Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	EDOH0	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and Holiday hours.	Y	

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 16.3.2.b.

Table 16.3.2.b – Unsolicited Extended Demarcation Wiring Services			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**

16.3.3 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 16.3.3 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

In Cost Worksheet 16.3.3, 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 (10) hours per dispatch/occurrence.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

The Contractor shall offer services related hourly support as detailed in Table 16.3.3.

	Table 16.3.3 – Services Related Hourly Support					
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
1	**Field Service Repair Technician Regular Hours**	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	MVV	Field Service Technician – Regular Hours	Y	
2	**Field Service Repair Technician Overtime Hours**	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	MVVO	Field Service Technician – Overtime Hours	Y	

	Table 16.3.3 – Services Related Hourly Support					
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
3	**Field Service Repair Technician Sunday and Holiday Hours**	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	MVVH	Field Service Technician – Sunday and Holiday Hours	Y	

16.4 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this Section 16.4 is to provide the Customers, the CALNET CMO and the Contractor with requirements that define and assist in the management of the SLAs. This Section 16.4 includes the SLA formats, general requirements, stop clock conditions and the Technical SLAs for the services identified in this Category solicitation.

16.4.1 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 Contract Term:

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.2 SOW TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Section 16.2, *Long Distance Calling Service*, and Section 16.3, *Other Services*, define the SOW Technical Requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract Award. Upon Contract Award the committed SOW Technical Requirements will be maintained throughout the remainder of the Contract.

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.3 OUTAGE REPORTING

There are two (2) methods in which CALNET Legacy 4 service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (SOW Business Requirements Section L.10.4).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (SOW Business Requirements Section L.10.4) and monitor and report to the Customer until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.4 BIDDER'S RESPONSE TO SERVICE LEVEL AGREEMENTS

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.5 CONTRACTOR'S SLA MANAGEMENT PLAN

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET Legacy 4 Technical SLAs (Section 16.4.8, *Technical Service Level Agreements*):

1. With the exception of the Provisioning SLA (Section 16.4.8.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent (100%) of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;

2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET Legacy 4 SLAs and remedies for services provided by Affiliates and/or Subcontractors under this Contract;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category is listed in the SLA, then all services under that Category are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all SLAs objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request form for the Provisioning SLA (Section 16.4.8.7);
8. To the extent that the Contractor offers additional SLAs or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to the CALNET CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET Legacy 4 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by the CALNET CMO of any SLA remedy covered by this Contract shall not exclude or limit the CALNET CMO's or any of the Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide the Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates, or resellers under this Contract;
13. The Customer Escalation Process (SOW Business Requirements Section L.3.4.2) and/or the CALNET CMO Escalation Process (SOW Business Requirements Section L.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x7x365 for CALNET Legacy 4 services;
15. SLAs apply 24x7x365 unless SLA specifies an exception;

16. The Contractor's invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section L.6.1, #13, *Billing and Invoicing Requirements*;
17. The Contractor shall provide a CALNET Legacy 4 SLA Manager responsible for CALNET Legacy 4 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address the CALNET CMO SLA oversight, report issues, and problem resolution concerns. The CALNET Legacy 4 SLA Manager shall also coordinate SLA support for the Customer SLA inquiries and issue resolution;
18. The Contractor shall provide the Customer and the CALNET CMO support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between the Contractor and third party service provider shall be passed through to the CALNET Legacy 4 Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.7 STOP CLOCK CONDITIONS

Only the following conditions shall be allowed to stop the duration for the Service Level Agreements. The Contractor shall document the durations using the Stop Clock Condition (SCC) listed in Table 16.4.7 which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section L.10.4) or Customer provisioning Service Request for each application of an SCC.

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

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

Table 16.4.7 – Stop Clock Conditions (SCC)

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

#	Stop Clock Condition (SCC)	SCC Definition
3	**END-USER NOT AVAILABLE**	Time after a service has been restored but End-User is not available to verify that the service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between the Contractor's reasonable attempt to notify the End-User that the Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored.
4	**WIRING**	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by the Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	**POWER**	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	**CUSTOMER PROVISIONING DELAY**	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	**ACCESS**	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. The Customer provides incorrect site contact information which prevents access, provided that the Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information; or d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	**STAFF**	Any problem or delay to the extent caused by End-User's staff that prevents or delays the Contractor's resolution of the problem. In such event, the Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	**APPLICATION**	End-User software applications that interfere with repair of the trouble.

#	Stop Clock Condition (SCC)	SCC Definition
10	**CPE**	Repair/replacement of the Customer Provided Equipment (CPE) not provided by the Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	**NO RESPONSE**	Failure of the trouble ticket originator or responsible End-User to return a call from the Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as the Contractor can provide documentation in the trouble ticket substantiating the communication from the Contractor's technician.
12	**MAINTENANCE**	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET Legacy 4 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	**THIRD PARTY**	Any problem or delay caused by a third party not under the control of the Contractor, not preventable by the Contractor, including, at a minimum, cable cuts not caused by the Contractor. The Contractor's Affiliates, and/or Subcontractors shall be deemed to be under the control of the Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	**FORCE MAJEURE**	Force Majeure events, as defined in the PMAC General Provisions – Telecommunications, Section 28, *Force Majeure*.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.8 TECHNICAL SERVICE LEVEL AGREEMENTS

16.4.8.1 Availability (M-S)

SLA Name: Availability

Definition: The percentage of time a CALNET Legacy 4 service is fully functional and available for use each calendar month.

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

Service(s):

Long Distance Network Access Transport (16.2.2.2)	

Objective(s):
The objective shall be based on the access type:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	P
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	P
ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	P

Rights and Remedies

Per Occurrence:
End-User Escalation Process
CALNET CMO Escalation Process

Monthly Aggregated Measurements:

First month the service fails to meet the committed SLA objective shall result in a fifteen percent (15%) rebate of the TMRC.

The second consecutive month the service fails to meet the committed SLA objective shall result in a thirty percent (30%) rebate of TMRC.

Each additional consecutive month the service fails to meet the committed SLA objective shall result in a fifty percent (50%) rebate of the TMRC.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

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

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition: The total loss of service at a single address based on a common cause resulting in the failure of three (3) or more DS1/PRI network access circuits or one (1) DS3 network access circuit.

Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID or Service ID) affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID or Service ID) is restored, minus SCC. Any service reported by a Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Service(s):

Long Distance Network Access Transport (16.2.2.2)	

Objective(s):

The objective restoral time shall be:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Long Distance Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	B

Rights and Remedies	**Per Occurrence:** 100 percent (100%) of the TMRC and ten (10) Business Days of the ADUC for each End-User service not meeting the committed objective for each CAT 1 fault
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

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

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition: Service affecting failure of any part of the equipment in long distance provider's point of presence, other than access, that results in a CALNET Legacy 4 service failure.

Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer, or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or a Customer reported trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Service(s):

Long Distance Network Access Transport (16.2.2.2)	Long Distance Domestic Calling (16.2.3.5)

Objective(s):

The objective restoral time shall be:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Long Distance Network Access Transport	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Long Distance Domestic Calling	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition: The total loss of all CALNET Legacy 4 Long Distance Network Access Transport and all Long Distance Domestic Calling in the long distance provider's point of presence, or the loss of any service type on a system wide basis.

Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer, or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list for each End-User service (Circuit ID 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 switches or trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines End-User service is restored. Any service reported by an End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Service(s):

Long Distance Network Access Transport (16.2.2.2)	Long Distance Domestic Calling (16.2.3.5)

Objective(s):

The objective restoral time shall be:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Long Distance Network Access Transport	≤ 30 minutes	N/A	≤ 15 minutes	P
Long Distance Domestic Calling	≤ 30 minutes	N/A	≤ 15 minutes	P

Rights and Remedies	**Per Occurrence:** 100 percent (100%) of the TMRC and ten (10) Business Days of the ADUC for each End-User service (Circuit ID or Service ID) not meeting the committed objective for each Cat 3 fault.
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.8.5 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition: Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process: This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Service(s):

Long Distance Network Access Transport (16.2.2.2)	Long Distance Domestic Calling (16.2.3.5)
Audio Conferencing (16.2.5)	

Objective (s):
The Unavailable Time objective shall not exceed:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Long Distance Network Access Transport	16 hours	12 hours	8 hours	P
Long Distance Domestic Calling	16 hours	12 hours	8 hours	P
Audio Conferencing	16 hours	12 hours	8 hours	P

Rights and Remedies

Per Occurrence: 100 percent (100%) of the TMRC and ten (10) Business Days of the ADUC per occurrence for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.

Upon request from the Customer or the CALNET CMO, the Contractor shall provide a briefing on the excessive outage restoration.

Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.8.6 Notification

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.8.7 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 Service Project Work SOW in accordance with SOW Business Requirements Section L.2.5.4 #6, *Provisioning and Implementation*. The Contractor shall meet the committed interval dates or due date negotiated with the Customer. When the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per SOW Business Requirements Section L.8, *Contracted Service Project Work*.

Provisioning SLAs have two (2) objectives:
Objective 1: Individual service installation; and,
Objective 2: Successful Install Monthly Percentage by service type.

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 (per month) and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must exceed the objective below in order to avoid the rights and remedies.

Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Days	Coordinated/Managed Project
Dedicated DS1 Access Transport (16.2.2.2.1)	30	Coordinated/Managed Project
Dedicated DS3 Access Transport (16.2.2.2.2)	45	Coordinated/Managed Project
ISDN PRI on DS1 Access Transport (16.2.2.2.3)	30	Coordinated/Managed Project
Long Distance Domestic Calling (16.2.3.5)	1	100 lines or more; Coordinated/Managed Project

Objective (s):

1. Objective 1: Individual Service Request: Service installed on or before the committed interval or negotiated due date.

2. Objective 2: Successful Install Monthly Percentage per service:

	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidder's Objective Commitment (B, S or P)
Long Distance Domestic Calling	N/A	≥ 90%	≥ 95%	P
LD DS1 Access Transport	N/A	≥ 90%	≥ 95%	P
LD PRI on DS1 Access Transport	N/A	≥ 90%	≥ 95%	P
LD DS3 Access Transport	N/A	≥ 90%	≥ 95%	P

Rights and Remedies	**Per Occurrence:** Objective 1: Individual service installations: fifty percent (50%) of installation fee credited to the Customer for any missed committed objective.
	Monthly Aggregated Measurements: Objective 2: 100 percent (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 Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.8.8 Time-To-Repair (TTR) – Long Distance Domestic/Audio Conferencing (M-S)

SLA Name: Time to Repair (TTR) – Long Distance Domestic/Audio Conferencing

Definition: Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process: This SLA is based on trouble ticket Unavailable Time per service (Circuit ID or Service ID). The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.

Service(s):

Long Distance Domestic Calling (16.2.3.5)	Audio Conferencing (16.2.5)

Objective(s):

The Unavailable Time objective shall not exceed:

	Basic (B)	**Standard (S)**	**Premier (P)**	**Bidder's Objective Commitment (B or S)**
Long Distance Domestic Calling	10 hours	6 hours	N/A	S
Audio Conferencing	10 hours	6 hours	N/A	S

Rights and Remedies

Per Occurrence: Four (4) Business Days of ADUC per occurrence for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.

Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.8.9 Time to Repair (TTR) - Long Distance Network Access Transport (M-S)

SLA Name: Time to Repair (TTR) - Long Distance Network Access Transport

Definition: Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process:
This SLA is based on trouble ticket Unavailable Time per service (Circuit ID or Service ID). The circuit or service shall be considered not fully functional during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If the Customer reports a service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.

Service(s):

Long Distance Network Access Transport (16.2.2.2)	

Objective (s):
The Unavailable Time objective shall not exceed:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)
Long Distance Network Access Transport	6 hours	4 hours	N/A	S

Rights and Remedies	**Per Occurrence:** Twenty-five percent (25%) of the TMRC, per occurrence, for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.9 UNSOLICITED SERVICE ENHANCEMENT SLAS

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in Section 16.4.8, *Technical Service Level Agreements*.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.10 PROPOSED UNSOLICITED OFFERINGS

The Contractor shall provide SLAs as defined in Section 16.4, *Service Level Agreements,* for each unsolicited offering determined by the CALNET CMO not to be a feature of a service or a component of an unbundled service identified in the SOW Technical Requirements. SLA tables shall be amended after Contract Award to include all new unsolicited services.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.11 CONTRACT AMENDMENT SERVICE ENHANCEMENT SLAS

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in Section 16.4.8.

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____

16.4.12 ACCEPTANCE OF SLA LANGUAGE FOR UNSOLICITED SERVICES

After award, the CALNET CMO will determine, for the purpose of applying SLAs, if a Bidder's unsolicited line item is a "service" or a feature of a Mandatory service. Upon determination by the CALNET CMO, the Contractor shall update the existing SLAs with the CALNET CMO approved modifications for the SLAs in Section 16.4.8, *Technical Service Level Agreements* Changes may include addition of service names, addition of objectives if current objectives do not apply, and provisioning intervals.

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes__x__ No_____