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

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Amendment Log

Amendment #	Date	Revision Description
Amendment 1	*05/01/2020*	• Updated Table 16.2.5.b to add Audio Conferencing – Toll Name User Plus. item 17 • Removed Table 16.3.2.b Unsolicited
2	09/25/2020	• Changed Contractor name from MCI Communications Services, Inc. dba Verizon Business Services to MCI Communications Services, LLC. dba Verizon Business Services

SOW TECHNICAL REQUIREMENTS

CATEGORY 16 – LONG DISTANCE CALLING

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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	**LDAT0001**	Verizon will provide Dedicated Transport Digital Signal Level 1 (DS1), a high capacity digital transport service that provides transmission of isochronous serial data at 1.544 Megabits (Mbps) and has the capacity of 24 voice equivalent channels, each at 64 Kbps.	**Y**	

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**
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.	**LDAT0003**	Verizon will provide Dedicated Transport Digital Signal Level 3 (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.	**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	**PRID0001**	Verizon will provide Primary Rate Interface (PRI) Transport on DS1. Verizon's non-switched DS1 PRI connection supports 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	**OTBY0000**	Verizon will provide an Off-Net Overflow on Terminating Busy 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	**Expedite Carrier Service**	**EXCL0000**	Verizon is proposing Expedite Carrier Service that will provide improved installation intervals less than the standard intervals. Standard intervals for provisioning the following services include the following: Carrier DS0 30 Days Carrier DS1 30 Days Carrier DS3 45 Days ISDN Primary Rate Interface 30 Days	**Y**	
Telecommunications Service Priority (TSP) Emergency Provisioning or Essential Provisioning are available on a per circuit one time charge with (e.g. customer location access circuit) or without (e.g. carrier backbone circuit connection) Local Exchange Carrier (LEC) terminations. TSP Emergency Provisioning is provided in response to an emergency, when the Customers need for a service is critical and must be provisioned at the earliest possible time, without regard to the cost to the Customer. In Emergency Provisioning Verizon will take immediate action to allocate the resources necessary to provision circuit(s) assigned an Emergency Provisioning priority level as soon as possible, including dispatching personnel outside normal Company business hours. TSP Essential Provisioning is provided for new essential National Security (NS)/Emergency Preparedness (EP) service that must be installed by a specific date that cannot be met using normal Company business procedures. In Essential Provisioning, Verizon will adjust its resources to make its best effort to provision the circuit(s) assigned an Essential Provisioning priority level, by the requested service due date, based on the priority level assigned. This requires a TSP Local Access Channel Charge for Provisioning or Restoration.				
2	**TSP Emergency Provisioning and Essential Provisioning – Circuits without LEC Termination**	**EPPR0001**	TSP Emergency Provisioning or Essential Provisioning are available on a per circuit one time charge with or without LEC terminations.	**Y**	
3	**TSP Emergency Provisioning and Essential Provisioning – Circuits with LEC Termination – Single & Additional**	**EPPR0002**	TSP Emergency Provisioning or Essential Provisioning are available on a per circuit one time charge with or without LEC terminations.	**Y**	

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**
TSP Priority Restoration are available on a per circuit one time and monthly charge with (e.g. customer location access circuit) or without (e.g. carrier backbone circuit connection) Local Exchange Carrier (LEC) terminations by state. TSP Priority Restoration designation establishes priorities for restoring NS/EP service in the event of an outage or failure of multiple services. Verizon will dispatch personnel outside normal business hours if necessary to restore circuit(s) construction assigned a Priority Restoration level of 1, 2, or 3. Verizon will dispatch personnel outside normal business hours to restore circuits a Priority Restoration Level of 4 or 5 only when the next business day is more than 24 hours away. This requires a TSP Local Access Channel Charge for Provisioning or Restoration.					
4	**CA TSP Priority Restoration – Circuits without LEC Termination**	**TMCA0001**	TSP Priority Restoration are available on a per circuit one time and monthly charge with or without LEC terminations.	**Y**	
5	**CA TSP Priority Restoration – Circuits with LEC Termination, Single & Additional**	**TMCA0002**	TSP Priority Restoration are available on a per circuit one time and monthly charge with or without LEC terminations.	**Y**	
6	**CO TSP Priority Restoration – Circuits without LEC Termination**	**TMCP0001**	TSP Priority Restoration are available on a per circuit one time and monthly charge with or without LEC terminations.	**Y**	
7	**CO TSP Priority Restoration – Circuits with LEC Termination, Single & Additional**	**TMCP0002**	TSP Priority Restoration are available on a per circuit one time and monthly charge with or without LEC terminations.	**Y**	
8	**NY TSP Priority Restoration – Circuits without LEC Termination**	**NCLT0001**	One-time, Monthly, & Change per circuit charges apply for Priority Restoration, depending on whether installation of the TSP priority code includes LEC termination.	**Y**	
9	**NY TSP Priority Restoration – Circuits with LEC Termination, Single & Additional**	**NCLT0002**	One-time, Monthly, & Change per circuit charges apply for Priority Restoration, depending on whether installation of the TSP priority code includes LEC termination.	**Y**	
10	**VA TSP Priority Restoration – Circuits without LEC Termination**	**VCLT0001**	One-time, Monthly, & Change per circuit charges apply for Priority Restoration, depending on whether installation of the TSP priority code includes LEC termination.	**Y**	

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**
11	**VA TSP Priority Restoration – Circuits with LEC Termination, Single & Additional**	**VCLT0002**	One-time, Monthly, & Change per circuit charges apply for Priority Restoration, depending on whether installation of the TSP priority code includes LEC termination.	**Y**	
12	**WA TSP Priority Restoration – Circuits without LEC Termination**	**WCLT0001**	One-time, Monthly, & Change per circuit charges apply for Priority Restoration, depending on whether installation of the TSP priority code includes LEC termination.	**Y**	
13	**WA TSP Priority Restoration – Circuits with LEC Termination, Single & Additional**	**WCLT0002**	One-time, Monthly, & Change per circuit charges apply for Priority Restoration, depending on whether installation of the TSP priority code includes LEC termination.	**Y**	
TSP Local Access Channel Charge for Provisioning or Restoration are available on a per channel one time charge state. Channel based charges set out below apply to the provisioning or restoration of circuits assigned a TSP priority level. This requires a TSP Emergency Provisioning or Essential Provisioning charge and/or TSP Priority Restoration charge.					
14	**CA TSP Local Access Channel Charge - Provisioning**	**CLCC0001**	TSP Local Access Channel Charge are available on a per channel one time charge state.	**Y**	
15	**CA TSP Local Access Channel Charge - Priority Restoration**	**CLCC0002**	TSP Local Access Channel Charge are available on a per channel one time charge state.	**Y**	
16	**CO TSP Local Access Channel Charge - Provisioning**	**COLC0001**	TSP Local Access Channel Charge are available on a per channel one time charge state.	**Y**	
17	**CO TSP Local Access Channel Charge - Priority Restoration**	**COLC0002**	TSP Local Access Channel Charge are available on a per channel one time charge state.	**Y**	
18	**NY TSP Local Access Channel Charge - Provisioning**	**NCPV0001**	TSP Local Access Channel Charge are available on a per channel one time charge state.	**Y**	
19	**NY TSP Local Access Channel Charge - Priority Restoration**	**NCPV0002**	TSP Local Access Channel Charge are available on a per channel one time charge state.	**Y**	

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**
20	**VA TSP Local Access Channel Charge - Provisioning**	**VLCC0001**	TSP Local Access Channel Charge are available on a per channel one time charge state.	**Y**	
21	**VA TSP Local Access Channel Charge - Priority Restoration**	**VLCC0002**	TSP Local Access Channel Charge are available on a per channel one time charge state.	**Y**	
22	**WA TSP Local Access Channel Charge - Provisioning**	**WLCC0001**	TSP Local Access Channel Charge are available on a per channel one time charge state.	**Y**	
23	**WA TSP Local Access Channel Charge - Priority Restoration**	**WLCC0002**	TSP Local Access Channel Charge are available on a per channel one time charge state.	**Y**	

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:

Verizon will include universal range privileges to control long distance calling by restricting calling to specific geographic areas. Universal Range Privileges can be assigned to locations with Dial 1 or Dedicated Access, ID Codes, and Calling Cards. Restricted calls can terminate to intercept announcements. Calling range privileges that can be assigned with Universal Range Privileges include the following:

Range 0 – Local calls

Range 1 – On-network numbers (private dialing plan numbers)

Range 2 – Range 1, plus 10-digit off-net numbers in the U.S. Mainland, Alaska, and Hawaii

Range 3 – Range 2 plus all other numbers within the North American Numbering Plan and international locations.

Range 4 – Range 2 plus all other numbers within the North American Numbering Plan

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).	**IDDA0000**	Verizon will provide IntraLATA Calling Dedicated to Dedicated Access Minute with usage charges 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.	**IDSA0000**	Verizon will provide IntraLATA Calling Dedicated to Switched Access Minute with usage charges 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.	**ISDA0000**	Verizon will provide IntraLATA Calling Switched to Dedicated Access Minute with usage charges 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.	**ISSA0000**	Verizon will provide IntraLATA Calling Switched to Switched Access Minute with usage charges 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.	**INDD0000**	Verizon will provide IntraState/InterLATA Calling Dedicated to Dedicated Access Minute with usage charges for calls that originate on dedicated access circuits and terminate on dedicated network access within the state and between LATAs.	**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.	**INDS0000**	Verizon will provide IntraState/InterLATA Calling Dedicated to Switched Access Minute with usage charges for calls that originate on dedicated access circuits and terminate on switched network access within the state and between LATAs.	**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.	**INSD0000**	Verizon will provide IntraState/InterLATA Calling Switched to Dedicated Access Minute with usage charges for calls that originate on switched access circuits and terminate on dedicated network access within the state and between LATAs.	**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.	**INSS0000**	Verizon will provide IntraState/InterLATA Calling Switched to Switched Access Minute with usage charge for calls that originate on switched access circuits and terminate on switched network access within the state and between LATAs.	**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**
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.	**ICDD0000**	Verizon will provide outbound Interstate Calling Dedicated to Dedicated Access Minute with usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits between states.	**Y**	
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.	**ICDS0000**	Verizon will provide Interstate Calling Dedicated to Switched Access Minute with 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.	**ICSD0000**	Verizon will provide Interstate Calling Switched to Dedicated Access Minute with 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.	**INCS0000**	Verizon will provide Interstate Calling Switched to Switched Access Minute with Usage charge for calls that originate on switched access circuits and terminate on switched 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**
13	**Authorization Codes**	Authorization Codes as described in Section 16.2.3.4.	**ACLD0000**	Verizon will 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.	**Y**	
14	**Expanded Authorization Codes**	Expanded authorization codes as described in Section 16.2.3.4.1.	**EACD0000**	Verizon will 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 Customers to use part of an authorization code to manage calling privileges, and use the remainder of the code for user account tracking purposes.	**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			
2			

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	**SBRZ0000**	**Y**	
2	**International Calling Switched Access Peak - Canada**	International calls that originate on a switched network access circuit during Peak Time	**SCND0000**	**Y**	
3	**International Calling Switched Access Peak - China**	International calls that originate on a switched network access circuit during Peak Time	**SCHN0000**	**Y**	
4	**International Calling Switched Access Peak - France**	International calls that originate on a switched network access circuit during Peak Time	**SFRN0000**	**Y**	
5	**International Calling Switched Access Peak - Germany**	International calls that originate on a switched network access circuit during Peak Time	**SGRM0000**	**Y**	
6	**International Calling Switched Access Peak - Israel**	International calls that originate on a switched network access circuit during Peak Time	**SISL0000**	**Y**	
7	**International Calling Switched Access Peak - Italy**	International calls that originate on a switched network access circuit during Peak Time	**SITL0000**	**Y**	
8	**International Calling Switched Access Peak - Japan**	International calls that originate on a switched network access circuit during Peak Time	**SJPN0000**	**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**
9	**International Calling Switched Access Peak - Korea**	International calls that originate on a switched network access circuit during Peak Time	**SKRE0000**	**Y**	
10	**International Calling Switched Access Peak - Mexico**	International calls that originate on a switched network access circuit during Peak Time	**SMCO0000**	**Y**	
11	**International Calling Switched Access Peak - Spain**	International calls that originate on a switched network access circuit during Peak Time	**SPNF0000**	**Y**	
12	**International Calling Switched Access Peak - Switzerland**	International calls that originate on a switched network access circuit during Peak Time	**SSWZ0000**	**Y**	
13	**International Calling Switched Access Peak - United Kingdom**	International calls that originate on a switched network access circuit during Peak Time	**SUNT0000**	**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	**BRZL0000**	**Y**	
2	**International Calling Switched Access Off-Peak - Canada**	International calls that originate on a switched network access circuit during Off-Peak Time	**CNDA0000**	**Y**	
3	**International Calling Switched Access Off-Peak - China**	International calls that originate on a switched network access circuit during Off-Peak Time	**CHNA0000**	**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**
4	**International Calling Switched Access Off-Peak - France**	International calls that originate on a switched network access circuit during Off-Peak Time	**FRNC0000**	**Y**	
5	**International Calling Switched Access Off-Peak - Germany**	International calls that originate on a switched network access circuit during Off-Peak Time	**GRMN0000**	**Y**	
6	**International Calling Switched Access Off-Peak - Israel**	International calls that originate on a switched network access circuit during Off-Peak Time	**ISRL0000**	**Y**	
7	**International Calling Switched Access Off-Peak - Italy**	International calls that originate on a switched network access circuit during Off-Peak Time	**ITLY0000**	**Y**	
8	**International Calling Switched Access Off-Peak - Japan**	International calls that originate on a switched network access circuit during Off-Peak Time	**JPAN0000**	**Y**	
9	**International Calling Switched Access Off-Peak - Korea**	International calls that originate on a switched network access circuit during Off-Peak Time	**KREA0000**	**Y**	
10	**International Calling Switched Access Off-Peak - Mexico**	International calls that originate on a switched network access circuit during Off-Peak Time	**MXCO0000**	**Y**	
11	**International Calling Switched Access Off-Peak - Spain**	International calls that originate on a switched network access circuit during Off-Peak Time	**SPAN0000**	**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 Switched Access Off-Peak - Switzerland**	International calls that originate on a switched network access circuit during Off-Peak Time	**SWTZ0000**	**Y**	
13	**International Calling Switched Access Off-Peak - United Kingdom**	International calls that originate on a switched network access circuit during Off-Peak Time	**UNKG0000**	**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	**BRZP0000**	**Y**	
2	**International Calling Dedicated Access Peak - Canada**	International calls that originate on a dedicated network access circuit during Peak Time	**CNDP0000**	**Y**	
3	**International Calling Dedicated Access Peak - China**	International calls that originate on a dedicated network access circuit during Peak Time	**CHNP0000**	**Y**	
4	**International Calling Dedicated Access Peak - France**	International calls that originate on a dedicated network access circuit during Peak Time	**FRNP0000**	**Y**	
5	**International Calling Dedicated Access Peak - Germany**	International calls that originate on a dedicated network access circuit during Peak Time	**GRMP0000**	**Y**	
6	**International Calling Dedicated Access Peak - Israel**	International calls that originate on a dedicated network access circuit during Peak Time	**ISRP0000**	**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
7	**International Calling Dedicated Access Peak - Italy**	International calls that originate on a dedicated network access circuit during Peak Time	**ITLP0000**	**Y**	
8	**International Calling Dedicated Access Peak - Japan**	International calls that originate on a dedicated network access circuit during Peak Time	**JPPN0000**	**Y**	
9	**International Calling Dedicated Access Peak - Korea**	International calls that originate on a dedicated network access circuit during Peak Time	**KRPP0000**	**Y**	
10	**International Calling Dedicated Access Peak - Mexico**	International calls that originate on a dedicated network access circuit during Peak Time	**MXAP0000**	**Y**	
11	**International Calling Dedicated Access Peak - Spain**	International calls that originate on a dedicated network access circuit during Peak Time	**SPNP0000**	**Y**	
12	**International Calling Dedicated Access Peak - Switzerland**	International calls that originate on a dedicated network access circuit during Peak Time	**SWTP0000**	**Y**	
13	**International Calling Dedicated Access Peak - United Kingdom**	International calls that originate on a dedicated network access circuit during Peak Time	**UKGP0000**	**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	**BRZO0000**	**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**
2	**International Calling Dedicated Access Off-Peak - Canada**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**CNDO0000**	**Y**	
3	**International Calling Dedicated Access Off-Peak - China**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**CHNO0000**	**Y**	
4	**International Calling Dedicated Access Off-Peak - France**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**FRNO0000**	**Y**	
5	**International Calling Dedicated Access Off-Peak - Germany**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**GRMO0000**	**Y**	
6	**International Calling Dedicated Access Off-Peak - Israel**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**ISRO0000**	**Y**	
7	**International Calling Dedicated Access Off-Peak - Italy**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**ITLO0000**	**Y**	
8	**International Calling Dedicated Access Off-Peak - Japan**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**JPNO0000**	**Y**	
9	**International Calling Dedicated Access Off-Peak - Korea**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**KORO0000**	**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 Dedicated Access Off-Peak - Mexico**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**MXIO0000**	**Y**	
11	**International Calling Dedicated Access Off-Peak - Spain**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**SPNO0000**	**Y**	
12	**International Calling Dedicated Access Off-Peak - Switzerland**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**SWTO0000**	**Y**	
13	**International Calling Dedicated Access Off-Peak - United Kingdom**	International calls that originate on a dedicated network access circuit during Off-Peak Time	**UNKO0000**	**Y**	
Table 16.2.3.6.e - International Mobile Termination Charges					
1	**International Mobile Termination Charges - Brazil**	Mobile telephone usage charge for international calling.	**BRZI0000**	**Y**	
2	**International Mobile Termination Charges - Canada**	I Mobile telephone usage charge for international calling.	**CNDI0000**	**Y**	
3	**International Mobile Termination Charges - China**	Mobile telephone usage charge for international calling.	**CHNI0000**	**Y**	
4	**International Mobile Termination Charges - France**	I Mobile telephone usage charge for international calling.	**FRNI0000**	**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 Mobile Termination Charges - Germany**	Mobile telephone usage charge for international calling.	**GRMI0000**	**Y**	
6	**International Mobile Termination Charges - Israel**	Mobile telephone usage charge for international calling.	**ISRI0000**	**Y**	
7	**International Mobile Termination Charges - Italy**	Mobile telephone usage charge for international calling.	**ITLI0000**	**Y**	
8	**International Mobile Termination Charges - Japan**	Mobile telephone usage charge for international calling.	**JPNI0000**	**Y**	
9	**International Mobile Termination Charges - Korea**	Mobile telephone usage charge for international calling.	**KRAI0000**	**Y**	
10	**International Mobile Termination Charges - Mexico**	Mobile telephone usage charge for international calling.	**MXCI0000**	**Y**	
11	**International Mobile Termination Charges - Spain**	Mobile telephone usage charge for international calling.	**SPNI0000**	**Y**	
12	**International Mobile Termination Charges - Switzerland**	Mobile telephone usage charge for international calling.	**SWZI0000**	**Y**	
13	**International Mobile Termination Charges - United Kingdom**	Mobile telephone usage charge for international calling.	**UKNI0000**	**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	AFGS0000	AFGS0001	AFDA0000	AFDA0001	AFDM0000
2	Albania	ALBS0000	ALBS0001	ALDA0000	ALDA0001	ALDM0000
3	Algeria	ALGS0000	ALGS0001	AGDA0000	AGDA0001	AGDM0000
4	Andorra	ANDS0000	ANDS0001	ANDA0000	ANDA0001	ANDM0000
5	Angola	AGLS0000	AGLS0001	ANGA0000	ANGA0001	ANGM0000
6	Anguilla	ANGS0000	ANGS0001	AGLA0000	AGLA0001	AGLM0000
7	Antarctica (Casey)	ARCS0000	ARCS0001	ACSA0000	ACSA0001	ACSM0000
8	Antarctica (Scott)	ASCS0000	ASCS0001	ASCA0000	ASCA0001	ASCM0000
9	Antigua and Barbuda	ABRS0000	ABRS0001	ABDA0000	ABDA0001	ABDM0000
10	Argentina	ARGS0000	ARGS0001	ARDA0000	ARDA0001	ARDM0000
11	Armenia	ARMS0000	ARMS0001	ARMA0000	ARMA0001	ARMM0000
12	Aruba	ARUS0000	ARUS0001	ARBA0000	ARBA0001	ARBM0000
13	American Samoa	AMSS0000	AMSS0001	AMSA0000	AMSA0001	AMSM0000
14	Ascension Island	ASIS0000	ASIS0001	AISA0000	AISA0001	AISM0000
15	Australia	ASTS0000	ASTS0001	ASDA0000	ASDA0001	ASDM0000
16	Austria	AUSS0000	AUSS0001	ASTA0000	ASTA0001	ASTM0000
17	Azerbaijan	AZBS0000	AZBS0001	AZBA0000	AZBA0001	AZBM0000

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	
18	Bahamas	BHMS0000	BHMS0001	BHDA0000	BHDA0001	BHDM0000
19	Bahrain	BHRS0000	BHRS0001	BHRA0000	BHRA0001	BHRM0000
20	Bangladesh	BNGS0000	BNGS0001	BNGA0000	BNGA0001	BNGM0000
21	Barbados	BRBS0000	BRBS0001	BRBA0000	BRBA0001	BRBM0000
22	Belarus	BLRS0000	BLRS0001	BLRA0000	BLRA0001	BLRM0000
23	Belgium	BLGS0000	BLGS0001	BLGA0000	BLGA0001	BLGM0000
24	Belize	BLZS0000	BLZS0001	BLZA0000	BLZA0001	BLZM0000
25	Benin	BNNS0000	BNNS0001	BNDA0000	BNDA0001	BNDM0000
26	Bermuda	BRMS0000	BRMS0001	BRMA0000	BRMA0001	BRMM0000
27	Bhutan	BHTS0000	BHTS0001	BHTA0000	BHTA0001	BHTM0000
28	Bolivia	BLVS0000	BLVS0001	BLVA0000	BLVA0001	BLVM0000
29	Bosnia and Herzegovina	BHZS0000	BHZS0001	BSHA0000	BSHA0001	BSHM0000
30	Botswana	BTSS0000	BTSS0001	BTSA0000	BTSA0001	BTSM0000
31	Brunei	BRNS0000	BRNS0001	BRNA0000	BRNA0001	BRNM0000
32	Bulgaria	BGRS0000	BGRS0001	BULA0000	BULA0001	BULM0000
33	Burkina Faso	BRKS0000	BRKS0001	BRKA0000	BRKA0001	BRKM0000
34	Burundi	BURS00000	BURS00010	BRDI0000	BRDI0001	BRNM0001
35	British Virgin Islands	BVIS0000	BVIS0001	BVIA0000	BVIA0001	BVIM0000
36	Central African Republic	CAFS0000	CAFS0001	CAFA0000	CAFA0001	CAFM0000
37	Cambodia	CMBS0000	CMBS0001	CMBA0000	CMBA0001	CMBM0000
38	Cameroon	CMRS0000	CMRS0001	CMRA0000	CMRA0001	CMRM0000
39	Cape Verde	CPVS0000	CPVS0001	CVRA0000	CVRA0001	CVRM0001
40	Cayman Islands	CYIS0000	CYIS0001	CYMA0000	CYMA0001	CYMM0000
41	Chad	CHDS0000	CHDS0001	CHDA0000	CHDA0001	CHDM0000

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	
42	Chile	CHLS0000	CHLS0001	CHLA0000	CHLA0001	CHLM0000
43	Christmas and Cocos Islands	CCIS0000	CCIS0001	CCDA0000	CCDA0001	CCDM0000
44	Colombia	CLMS0000	CLMS0001	CLBA0000	CLBA0001	CLBM0000
45	Comoros	COMS0000	COMS0001	CMOA0000	CMOA0001	CRMM0000
46	Congo	CNGS0000	CNGS0001	CNGA0000	CNGA0001	CNGM0000
47	Cook Islands	CKIS0000	CKIS0001	CISA0000	CISA0001	CISM0000
48	Costa Rica	CRCS0000	CRCS0001	CRIA0000	CRIA0001	CRIM0000
49	Croatia	CRTS0000	CRTS0001	CRTA0000	CRTA0001	CRTM0000
50	Cuba	CBAS0000	CBAS0001	CBDA0000	CBDA0001	CBDM0000
51	Cyprus	CYPS0000	CYPS0001	CYPA0000	CYPA0001	CYPM0000
52	Czech Republic	CZRS0000	CZRS0001	CZRD0000	CZRD0001	CZRM0000
53	Diego Garcia	DGRS0000	DGRS0001	DGRA0000	DGRA0001	DGRM0000
54	Djibouti	DJBS0000	DJBS0001	DJBA0000	DJBA0001	DJBM0000
55	Denmark	DNMS0000	DNMS0001	DNMA0000	DNMA0001	DNMM0000
56	Dominica	DMNS0000	DMNS0001	DOMA0000	DOMA0001	DOMM0000
57	Dominican Republic	DMRS0000	DMRS0001	DRPA0000	DRPA0001	DRPM0000
58	Ecuador	ECDS0000	ECDS0001	ECDA0000	ECDA0001	ECDM0000
59	Egypt	EGYS0000	EGYS0001	EGPA0000	EGPA0001	EGPM0000
60	El Salvador	ESLS0000	ESLS0001	ESVA0000	ESVA0001	ESVM0000
61	Equatorial Guinea	EQGS0000	EQGS0001	EQGA0000	EQGA0001	EQGM0000
62	Eritrea	ERTS0000	ERTS0001	ERTA0000	ERTA0001	ERTM0000
63	Estonia	ESTS0000	ESTS0001	ESTA0000	ESTA0001	ESTM0000
64	Ethiopia	ETHS0000	ETHS0001	ETHA0000	ETHA0001	ETHM0000
65	East Timor	ETMS0000	ETMS0001	ETMA0000	ETMA0001	ETMM0000
66	Faeroe Islands	FRIS0000	FRIS0001	FRIA0000	FRIA0001	FRIM0000

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	
67	Falkland Islands	FLKS0000	FLKS0001	FLKA0000	FLKA0001	FLKM0000
68	Fiji Islands	FJIS0000	FJIS0001	FJIA0000	FJIA0001	FJIM0000
69	Finland	FNLS0000	FNLS0001	FNLA0000	FNLA0001	FNLM0000
70	French Antilles	FRAS0000	FRAS0001	FRDA0000	FRDA0001	FRDM0000
71	French Guiana	FRGS0000	FRGS0001	FRGA0000	FRGA0001	FRGM0000
72	French Polynesia	FRPS0000	FRPS0001	FRPA0000	FRPA0001	FRPM0000
73	Gabon Republic	GBRS0000	GBRS0001	GBRA0000	GBRA0001	GBRM0000
74	Gambia	GMBS0000	GMBS0001	GMBA0000	GMBA0001	GMBM0000
75	Georgia	GRGS0000	GRGS0001	GRGA0000	GRGA0001	GRGM0000
76	Ghana	GHNS0000	GHNS0001	GHNA0000	GHNA0001	GHNM0000
77	Gibraltar	GBTS0000	GBTS0001	GBLA0000	GBLA0001	GBLM0000
78	Greece	GRCS0000	GRCS0001	GRCA0000	GRCA0001	GRCM0000
79	Greenland	GRNS0000	GRNS0001	GRNA0000	GRNA0001	GRNM0000
80	Grenada	GNDS0000	GNDS0001	GRDA0000	GRDA0001	GRDM0000
81	Guadeloupe	GDLS0000	GDLS0001	GDLA0000	GDLA0001	GDLM0000
82	Guantanamo	GNTS0000	GNTS0001	GNTA0000	GNTA0001	GNTM0000
83	Guatemala	GTMS0000	GTMS0001	GTLA0000	GTLA0001	GTLM0000
84	Guinea-Bissau	GBSS0000	GBSS0001	GBSA0000	GBSA0001	GBSM0000
85	Guinea, People's Revolutionary Republic	GPRS0000	GPRS0001	GPRA0000	GPRA0001	GPRM0000
86	Guyana	GYNS0000	GYNS0001	GYNA0000	GYNA0001	GYNM0000
87	Haiti	HTIS0000	HTIS0001	HTIA0000	HTIA0001	HTIM0000
88	Hong Kong	HNKS0000	HNKS0001	HKNA0000	HKNA0001	HKNM0000
89	Honduras	HNDS0000	HNDS0001	HNDA0000	HNDA0001	HNDM0000
90	Hungary	HNGS0000	HNGS0001	HNGA0000	HNGA0001	HNGM0000
91	Iceland	ICLS0000	ICLS0001	ICLA0000	ICLA0001	ICLM0000

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	
92	India	INSA0000	INSA0001	INDA0000	INDA0001	IDIM0000
93	Indonesia	NDSA0000	NDSA0001	NDDA0000	NDDA0001	INDM0000
94	Iran	IRNS0000	IRNS0001	IRNA0000	IRNA0001	IRNM0000
95	Iraq	IRQS0000	IRQS0001	IRQA0000	IRQA0001	IRQM0000
96	Ireland	IRLS0000	IRLS0001	IRLA0000	IRLA0001	IRLM0000
97	Ivory Coast	IVCS0000	IVCS0001	IVCA0000	IVCA0001	IVCM0000
98	Jamaica	JMCS0000	JMCS0001	JMDA0000	JMDA0001	JMDM0000
99	Jordan	JRDS0000	JRDS0001	JRDA0000	JRDA0001	JRDM0000
100	Kazakhstan	KZKS0000	KZKS0001	KZHA0000	KZHA0001	KZHM0000
101	Kenya	KNYS0000	KNYS0001	KNDA0000	KNDA0001	KNDM0000
102	Kiribati	KRBS0000	KRBS0001	KRBA0000	KRBA0001	KRBM0000
103	Korea, North	KRNS0000	KRNS0001	KRNA0000	KRNA0001	KRNM0000
104	Kuwait	KWTS0000	KWTS0001	KWTA0000	KWTA0001	KWTM0000
105	Kyrgyzstan	KYRS0000	KYRS0001	KRGA0000	KRGA0001	KRGM0000
106	Laos	LOSA0000	LOSA0001	LASA0000	LASA0001	LASM0000
107	Latvia	LTVS0000	LTVS0001	LVDA0000	LVDA0001	LVDM0000
108	Lebanon	LBNS0000	LBNS0001	LBNA0000	LBNA0001	LBNM0000
109	Lesotho	LSTS0000	LSTS0001	LSTA0000	LSTA0001	LSTM0000
110	Liberia	LBRS0000	LBRS0001	LBDA0000	LBDA0001	LBDM0000
111	Libya	LBYS0000	LBYS0001	LIBA0000	LIBA0001	LIBM0000
112	Liechtenstein	LCHS0000	LCHS0001	LCHA0000	LCHA0001	LCHM0000
113	Lithuania	LTHS0000	LTHS0001	LTHA0000	LTHA0001	LTHM0000
114	Luxembourg	LXMS0000	LXMS0001	LXMA0000	LXMA0001	LXMM0000
115	Macao	MCAS0000	MCAS0001	MCAA0000	MCAA0001	MCAM0000
116	Macedonia	MCDS0000	MCDS0001	MCDA0000	MCDA0001	MCDM0000
117	Madagascar	MDGS0000	MDGS0001	MDGA0000	MDGA0001	MDGM0000

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	
118	Malawi	MLWS0000	MLWS0001	MLWA0000	MLWA0001	MLWM0000
119	Malaysia	MLYS0000	MLYS0001	MLYA0000	MLYA0001	MLYM0000
120	Maldives	MLDS0000	MLDS0001	MLDA0000	MLDA0001	MLDM0000
121	Mali	MLIS0000	MLIS0001	MLIA0000	MLIA0001	MLIM0000
122	Malta	MLTS0000	MLTS0001	MLTD0000	MLTD0001	MLTM0000
123	Marshall Islands	MRIS0000	MRIS0001	MSHA0000	MSHA0001	MSHM0000
124	Mauritius	MRTS0000	MRTS0001	MRTA0000	MRTA0001	MRTM0000
125	Mauritania	MURS0000	MURS0001	MTNA0000	MTNA0001	MTNM0000
126	Mayotte Island	MYTS0000	MYTS0001	MYIA0000	MYIA0001	MYIM0000
127	Micronesia	MCRS0000	MCRS0001	MCRA0000	MCRA0001	MCRM0000
128	Moldova	MODS0000	MODS0001	MLVA0000	MLVA0001	MLVM0000
129	Monaco	MNCS0000	MNCS0001	MNCA0000	MNCA0001	MNCM0000
130	Mongolian People's Republic	MPRS0000	MPRS0001	MGPA0000	MGPA0001	MGPM0000
131	Montserrat	MNTS0000	MNTS0001	MTSA0000	MTSA0001	MTSM0000
132	Morocco	MRCS0000	MRCS0001	MRCA0000	MRCA0001	MRCM0000
133	Mozambique	MZMS0000	MZMS0001	MZMA0000	MZMA0001	MZMM0000
134	Myanmar	MYNS0000	MYNS0001	MZQA0000	MZQA0001	MZQM0000
135	Namibia	NMBS0000	NMBS0001	NMDA0000	NMDA0001	NMDM0000
136	Nauru	NRUS0000	NRUS0001	NRUA0000	NRUA0001	NRUM0000
137	New Caledonia	NCLS0000	NCLS0001	NCLA0000	NCLA0001	NCLM0000
138	Nepal	NPLS0000	NPLS0001	NPLA0000	NPLA0001	NPLM0000
139	Netherlands	NTHS0000	NTHS0001	NTDA0000	NTDA0001	NTDM0000
140	Nigeria	NGRS0000	NGRS0001	NGRA0000	NGRA0001	NGRM0000
141	Nicaragua	NCRS0000	NCRS0001	NCGA0000	NCGA0001	NCGM0000
142	Niger	NGES0000	NGES0001	NGDA0000	NGDA0001	NGDM0000
143	Niue	NIUS0000	NIUS0001	NIUA0000	NIUA0001	NIUM0000

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	
144	Norfolk Island	NFIS0000	NFIS0001	NFIA0000	NFIA0001	NFIM0000
145	Norway	NRWS0000	NRWS0001	NRWA0000	NRWA0001	NRWM0000
146	Netherlands Antilles	NTAS0000	NTAS0001	NATA0000	NATA0001	NATM0000
147	New Zealand	NZLS0000	NZLS0001	NWZA0000	NWZA0001	NWZM0000
148	Oman	OMNS0000	OMNS0001	OMNA0000	OMNA0001	OMNM0000
149	Pakistan	PKTS0000	PKTS0001	PKSA0000	PKSA0001	PKSM0000
150	Palau	PLAS0000	PLAS0001	PLUA0000	PLUA0001	PLUM0000
151	Panama	PNMS0000	PNMS0001	PNAA0000	PNAA0001	PNAM0000
152	Papua New Guinea	PNGS0000	PNGS0001	PNGA0000	PNGA0001	PNGM0000
153	Paraguay	PRGS0000	PRGS0001	PRGA0000	PRGA0001	PRGM0000
154	Peru	PRUS0000	PRUS0001	PRUA0000	PRUA0001	PRUM0000
155	Philippines	PHLS0000	PHLS0001	PHPA0000	PHPA0001	PHPM0000
156	Poland	PLNS0000	PLNS0001	PLNA0000	PLNA0001	PLNM0000
157	Portugal	PRTS0000	PRTS0001	PRGL0000	PRGL0001	PTGM0000
158	Qatar	QTRS0000	QTRS0001	QTRA0000	QTRA0001	QTRM0000
159	Reunion	REUS0000	REUS0001	RUNA0000	RUNA0001	RUNM0000
160	Romania	RMNS0000	RMNS0001	ROMA0000	ROMA0001	ROMM0000
161	South Africa	SAFS0000	SAFS0001	SFRA0000	SFRA0001	SFRM0000
162	Russia	RSIS0000	RSIS0001	RSSA0000	RSSA0001	RSSM0000
163	Rwanda	RWNS0000	RWNS0001	RWNA0000	RWNA0001	RWNM0000
164	Samoa	SMOS0000	SMOS0001	SMAA0000	SMAA0001	SMAM0000
165	Sao Tome	SATS0000	SATS0001	SATA0000	SATA0001	SATM0000
166	Saudi Arabia	SARS0000	SARS0001	SADA0000	SADA0001	SADM0000
167	Senegal Republic	SNRS0000	SNRS0001	SGRA0000	SGRA0001	SGLM0000
168	Seychelles Islands	SYIS0000	SYIS0001	SYCA0000	SYCA0001	SYCM0000
169	Sierra Leone	SLES0000	SLES0001	SRLA0000	SRLA0001	SRLM0000

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	
170	Singapore	SNGS0000	SNGS0001	SNGA0000	SNGA0001	SNGM0000
171	Slovakia	SLOS0000	SLOS0001	SLVA0000	SLVA0001	SLVM0000
172	Slovenia	SLVS0000	SLVS0001	SLOA0000	SLOA0001	SLOM0000
173	San Marino	SMRS0000	SMRS0001	SMRA0000	SMRA0001	SMRM0000
174	Solomon Islands	SLIS0000	SLIS0001	SOLA0000	SOLA0001	SOLM0000
175	Somali Republic	SRPS0000	SRPS0001	SOMA0000	SOMA0001	SOMM0000
176	Sri Lanka	SRLS0000	SRLS0001	SLKA0000	SLKA0001	SLKM0000
177	St. Helena	STHS0000	STHS0001	SHLA0000	SHLA0001	SHLM0000
178	St. Kitts - Nevis	STKS0000	STKS0001	SKNA0000	SKNA0001	SKNM0000
179	St. Lucia	STLS0000	STLS0001	SLCA0000	SLCA0001	SLCM0000
180	St. Pierre and Miquelon	STPM0000	STPM0001	SPMA0000	SPMA0001	SPMM0000
181	St. Vincent and The Grenadines	SVGS0000	SVGS0001	SVGA0000	SVGA0001	SVGM0000
182	Sudan	SDNS0000	SDNS0001	SDNA0000	SDNA0001	SDNM0000
183	Suriname	SRNS0000	SRNS0001	SRNA0000	SRNA0001	SRNM0000
184	Swaziland	SWZS0000	SWZS0001	SWZA0000	SWZA0001	SWZM0000
185	Sweden	SWDS0000	SWDS0001	SWDA0000	SWDA0001	SWDM0000
186	Syrian Arab Republic	SYRS0000	SYRS0001	SYRA0000	SYRA0001	SYRM0000
187	Taiwan	TWNS0000	TWNS0001	TWNA0000	TWNA0001	TWNM0000
188	Tajikistan	TJKS0000	TJKS0001	TJKA0000	TJKA0001	TJKM0000
189	Tanzania	TNZS0000	TNZS0001	TNZA0000	TNZA0001	TNZM0000
190	Thailand	THLS0000	THLS0001	THLA0000	THLA0001	THLM0000
191	Turks and Caicos Islands	TCIS0000	TCIS0001	TCIA0000	TCIA0001	TCIM0000
192	Togo	TGOS0000	TGOS0001	TGOA0000	TGOA0001	TGOM0000
193	Tonga Islands	TNGS0000	TNGS0001	TNGA0000	TNGA0001	TNGM0000

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	
194	Trinidad and Tobago	TRTS0000	TRTS0001	TISA0000	TISA0001	TISM0000
195	Turkmenistan	TUKS0000	TUKS0001	TRKA0000	TRKA0001	TRKM0000
196	Tunisia	TNSS0000	TNSS0001	TNIA0000	TNIA0001	TNSM0000
197	Turkey	TRKS0000	TRKS0001	TURA0000	TURA0001	TURM0000
198	Tuvalu	TVLS0000	TVLS0001	TVLA0000	TVLA0001	TVLM0000
199	United Arab Emirates	UAES0000	UAES0001	UAEA0000	UAEA0001	UAEM0000
200	Uganda	UGNS0000	UGNS0001	UGNA0000	UGNA0001	UGNM0000
201	Ukraine	UKRS0000	UKRS0001	UKRA0000	UKRA0001	UKRM0000
202	Uruguay	URGS0000	URGS0001	URGA0000	URGA0001	URGM0000
203	Uzbekistan	UZBS0000	UZBS0001	UZBA0000	UZBA0001	UZBM0000
204	Vanuatu	VNTS0000	VNTS0001	VNTA0000	VNTA0001	VNTM0000
205	Vatican City	VTCS0000	VTCS0001	VTCA0000	VTCA0001	VTCM0000
206	Venezuela	VNZS0000	VNZS0001	VNZA0000	VNZA0001	VNZM0000
207	Vietnam	VTNS0000	VTNS0001	VTNA0000	VTNA0001	VTNM0000
208	Wallis and Fortuna Islands	WFIS0000	WFIS0001	WFIA0000	WFIA0001	WFIM0000
209	Yemen	YMNS0000	YMNS0001	YMDA0000	YMDA0001	YMDM0000
210	Yugoslavia (Federal Republic)	YFRS0000	YFRS0001	YFRA0000	YFRA0001	YFRM0000
211	Zaire	ZRES0000	ZRES0001	ZARA0000	ZARA0001	ZARM0000
212	Zambia	ZMBS0000	ZMBS0001	ZAMA0000	ZAMA0001	ZMBM0000
213	Zimbabwe	ZMBW0000	ZMBW0001	ZIMA0000	ZIMA0001	ZIMM0000

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

1. Verizon's LD Operators will contact the appropriate authorities when emergency services are required for a calling party.

2. Verizon Long Distance (LD) operators' response times exceed the industry standards. Industry standard response times average three rings or 18 seconds, and on the average, Verizon LD operators respond within two rings or 12 seconds. Verizon LD operators are available 24x365.

3. Verizon LD operators assist customers in contacting emergency services and stay on the line if further assistance is needed. Verizon LD operators connect the caller with the appropriate Emergency Service provider for the calling area.

4. Verizon has the highest level of service in the industry. To maintain this high level of service Verizon LD operators are trained in handling emergency calls and meet or exceed all applicable state and federal regulations. The Verizon LD operators receive intensive initial and ongoing training to ensure that customers receive friendly, courteous, and efficient operator service on every call.

5. Verizon has operator centers located throughout the country. Entrance facilities to all live operator centers are designed to be fully redundant with complete access diversity into each center. This eliminates any single point of failure from affecting center operations.

6. Quality Assurance Specialists from Verizon regularly monitor operator calls to measure operator performance. Operators are measured for speed of answer, courtesy, and call-handling accuracy on a weekly basis. While Verizon's specific

standards of performance are proprietary, Verizon is recognized as an industry leader in providing effective call center applications such as emergency operator services.

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.	**ASTD0000**	Verizon will provide Directory Assistance (DA) Calls that utilize Directory Assistance as described in Section 16.2.4.5. Directory Assistance will be provided by the traditional method of dialing 1-Area code + 555-1212 or by dialing 00 and asking Directory Assistance to find any listed number whether it is local or long distance.	**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.	**CLOA0000**	Verizon will provide Operator Assisted Calls that utilize Operator services as described in Section 16.2.4.6. Operator Services include collect, third party and person-to-person calls. Collect Calls are call that are not directly dialed and are placed as collect to the called party using an operator. Calls not directly dialed and placed as collect to the called party, using an operator. Third-Party Calls are calls that are not directly dialed and are requesting third party be billed, using an operator. Calls not directly dialed and request third-party billing, using an operator. Person-to-Person Calls include calls that are completed using an operator (Station-to-Station and Person-to-Person). Calls not directly dialed, using an operator, between stations.	**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			

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.	**CPDR0000**	Verizon will provide Caller Paid Dial-in Reservation-less Service, also known as "Meet-Me" service. Participants access the call through a long distance or local number and access code to join the conference call. Other features included at no charge are Announce Late Participants, Customer Reference Codes, Enter & Announce (self-announce), Listen Only, Master List, Music While On Hold, Mute/Unmute, Participant List, Rapid Entry, Secured Call, Standing Reservation, Subconferencing, Tone In, Waiting Room, Web RSVP and Mobile Conferencing Integration.	**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**
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.	**TFDR0000**	Verizon will provide Toll-Free Dial-in Reservation-less Service, also known as "Meet-Me" service, where participants dial a pre-established toll-free number and access code to join the conference call. Other features included at no charge are Announce Late Participants, Customer Reference Codes, Enter & Announce (self-announce), Listen Only, Master List, Music While On Hold, Mute/Unmute, Participant List, Rapid Entry, Secured Call, Standing Reservation, Subconferencing, Tone In, Waiting Room, Web RSVP and Mobile Conferencing Integration.	**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**
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.	**CPRS0000**	Verizon will provide Caller Paid Dial-in Reserved Service. The 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. Other features included at no charge are Announce Late Participants, ASAP Calling, Conference Monitoring, Coordinator Request, Customer Reference Codes, Enter & Announce, Listen Only, Master List, Music While On Hold, Mute/Unmute, PIN Entry Plus, Rapid Entry, Roll Call, Secured Call, Standing Reservation, Tape Playback, Tone In, and Web RSVP.	**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.	**TFRS0000**	Verizon will provide Toll-Free Dial-in Reserved Service in which the 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. Other features included at no charge are Announce Late Participants, ASAP Calling, Conference Monitoring, Coordinator Request, Customer Reference Codes, Enter & Announce, Listen Only, Master List, Music While On Hold, Mute/Unmute, PIN Entry Plus, Rapid Entry, Roll Call, Secured Call, Standing Reservation, Tape Playback, Tone In, and Web RSVP.	**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**
5	**Operator-Dialed Service**	An operator sets up the conference call by placing calls to each of the participants.	**OPDS0000**	Verizon will provide an Operator-Dialed Service in which An operator sets up the conference call by placing calls to each of the participants. Participants are notified of the conference date and time. Minutes prior to the schedule conference call, the Verizon Conferencing Center will dial out and connect participants. Other features included at no charge are Announce Late Participants, ASAP Calling, Communications Line, Conference Monitoring, Coordinator Request, Customer Reference Codes, Enter & Announce, Listen Only, Master List, Meeting Manager, Meeting View, Music While On Hold, Mute/Unmute, Participant Screening, PIN Entry Plus, Polling, Question & Answer, Rapid Entry, Roll Call, Secured Call, Standing Reservation, Subconferencing, Tape Playback, Tone In, and Web RSVP.	**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**
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.	**OPAD0000**	Verizon will provide Operator-Assisted Dial-in Service in which Participants dial in to the conference number and the operator screens the callers for information such as password, name or location. Participants dial into the conference number, and a Conference Coordinator screens callers by name, passcode, location or other information, joins the callers for the conference call. The Conference Coordinator will monitor the call for quality and always available for assistance. Other features included at no charge are Announce Late Participants, ASAP Calling, Communications Line, Conference Monitoring, Coordinator Request, Customer Reference Codes, Enter & Announce, Listen Only, Master List, Meeting Manager, Meeting View, Music While On Hold, Mute/Unmute, Participant Screening, PIN Entry Plus, Polling, Question & Answer, Rapid Entry, Roll Call, Secured Call, Standing Reservation, Subconferencing, Tape Playback, Tone In, and Web RSVP.	**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.	**RCDS0000**	Verizon will provide Recording Service with the capability to record to various media including CD, audiocassette or the Digitized Replay option below.	**Y**	
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.	**DGTR0000**	Verizon will provide 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. This service is available after a call for the duration of time indicated by the customer	**Y**	
9	**Transcription**	The Contractor provided transcribing a conference call	**TRSC0000**	Verizon will provide transcription services for conference calls.	**Y**	
10	**Language Interpretation/ Translation**	Real-time interpretation and translation services	**LNTR0000**	Verizon will provide Language Interpretation/ Translation as real-time interpretation and translation services for 120 languages or dialects.	**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.	**SCLS0000**	Verizon will provide Security List Screening in which a host specifies a list of participants who may dial into the conference call. The Conference Attendant screens callers against the list, compiling the data requested.	**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**
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.	**PRLT0000**	Verizon will provide a Participant list for which the Conference Attendant captures up to three (3) caller attributes and distributes a list of conference participants to the host immediately following the call.	**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**
1	**Global Access Toll Band A**	**GLTA0000**	Global Access Toll Band A allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination type. Austria, Belgium, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Spain, Sweden, Switzerland, UK, and Denmark.
2	**Global Access Toll Band C**	**GLTC0000**	Global Access Toll Band C allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination access type. Australia, Hong Kong, Japan, Romania, South Korea, and New Zealand.
3	**Global Access Toll Band D**	**GLTD0000**	Global Access Toll Band D allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination access type. Singapore and Taiwan.

Table 16.2.5.b – Audio Conferencing Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
4	**Global Access Toll Band E**	**GLTE0000**	Global Access Toll Band E allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination access type. Greece, Finland, Norway, Czech, and Slovakia.
5	**Global Access Toll Band F**	**GLTF0000**	Global Access Toll Band F allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination access type. Brazil, Hungary, and Mexico.
6	**Global Access Toll Band G**	**GLTG0000**	Global Access Toll Band G allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination access type. China, India, and Philippines.
7	**Global Access Freephone Band A**	**GLFA0000**	Global Access Freephone Band A allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination type. Austria, Belgium, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Spain, Sweden, Switzerland, UK, and Denmark.

Table 16.2.5.b – Audio Conferencing Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
8	**Global Access Freephone Band C**	**GLFC0000**	Global Access Freephone Band C allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination access type. Australia, Hong Kong, Japan, South Korea, and New Zealand.
9	**Global Access Freephone Band D**	**GLFD0000**	Global Access Freephone Band D allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination access type. Singapore, Malaysia, Slovenia, Turkey, and Taiwan.
10	**Global Access Freephone Band E**	**GLFE0000**	Global Access Freephone Band E allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination access type. Estonia, Greece, Finland, Norway, Czech, and Slovakia.

Table 16.2.5.b – Audio Conferencing Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
11	**Global Access Freephone Band F**	**GLFF0000**	Global Access Freephone Band F allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination access type. Argentina, Brazil, Costa Rica, Croatia, Hungary, Israel, Mexico, Panama, Poland, Portugal, Russia, South Africa, and Uruguay.
12	**Global Access Freephone Band G**	**GLFG0000**	Global Access Freephone Band G allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination access type. Chile, China, Colombia, India, Indonesia, Latvia, Peru, Philippines, Saudi Arabia, Thailand, United Arab Emirates and Venezuela.
13	**IP Audio Conferencing - IP Access**	**IPAC0000**	IP Audio Conferencing - IP Access allows for the IP originating call to access the audio conferencing bridge. PSTN to IP gateways are also available to support legacy TDM systems so participants my join the call regardless of whether the call is TDM or IP originating.
14	**IP Audio Conferencing - Dial Out Access**	**IPDO0000**	IP Audio Conferencing - Dial Out Access allows for dialing a participant onto the conference bridge.
15	**IP Audio Advanced Conferencing - Meetings/Scheduled Meetings**	**ADCN0000**	Each meetings host will have a personalized meeting room with up to 200 participants. The meetings host will be able to share files, message, whiteboard, and join from any SIP compliant end point. Meetings storage will include 5GB of storage per host.
16	**Audio Conferencing - Toll Name User**	**ACTN0000**	IP Audio Conferencing - Dial Out Access allows for dialing a participant onto the conference bridge.

Table 16.2.5.b – Audio Conferencing Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
17	**Audio Conferencing - Toll Name User Plus**	**ACTP0000**	IP Audio Conferencing - Provides Host User to Call participants onto the conference bridge up to 1,000 participants.
18	**IP Audio Conferencing - Meetings Storage Overage Per Gig**	**ACST0000**	Meetings storage above the 5G provided to support Advanced Conferencing Meetings.

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.	**ETDR0004**	Verizon will provide Extended Demarcation Copper Four Pair Wiring as described above that will include all necessary hardware including 300 feet of four-pair cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarcation wiring will also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation. Verizon assumes customer to have a clear pathway for cable installations.	**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.	**ETDO0004**	Verizon will provide Extended Demarcation Copper Four Pair Wiring as described above that will include all necessary hardware including 300 feet of four-pair cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarcation wiring will also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation. Verizon assumes customer to have a clear pathway for cable installations.	**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**
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.	**ETDS0004**	Verizon will provide Extended Demarcation Copper Four Pair Wiring as described above that will include all necessary hardware including 300 feet of four-pair cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarcation wiring will also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation. Verizon assumes customer to have a clear pathway for cable installations.	**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.	**ETDR0025**	Verizon will provide Extended Demarcation Copper 25 Pair Wiring services as described above. The station cabling provided to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment is up to 300 feet, will include 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. This includes associated troubleshooting, testing, and labeling. To provide this service, Verizon assumes customer to have a clear pathway for cable installations.	**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.	**ETDO0025**	Verizon will provide Extended Demarcation Copper 25 Pair Wiring services as described above. The station cabling provided to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment is up to 300 feet, will include 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. This includes associated troubleshooting, testing, and labeling. To provide this service, Verizon assumes customer to have a clear pathway for cable installations.	**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.	**ETDS0025**	Verizon will provide Extended Demarcation Copper 25 Pair Wiring services as described above. The station cabling provided to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment is up to 300 feet, will include 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. This includes associated troubleshooting, testing, and labeling. To provide this service, Verizon assumes customer to have a clear pathway for cable installations.	**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.	**OFLR0000**	Verizon will provide an Extended Demarcation Optical Fiber Link wiring to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one-each service only. Verizon will include 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. This includes associated troubleshooting, testing and labeling. To provide this service, Verizon assumes customer to have a clear pathway.	**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.	**OFLO0000**	Verizon will provide an Extended Demarcation Optical Fiber Link wiring to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one-each service only. Verizon will include 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. This includes associated troubleshooting, testing and labeling. To provide this service, Verizon assumes customer to have a clear pathway.	**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.	**OFLS0000**	Verizon will provide an Extended Demarcation Optical Fiber Link wiring to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one-each service only. Verizon will include 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. This includes associated troubleshooting, testing and labeling. To provide this service, Verizon assumes customer to have a clear pathway.	**Y**	

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

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.	**FTCR0000**	Verizon will provide a 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.	**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.	**FTCO0000**	Verizon will provide a 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.	**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.	**FTCS0000**	Verizon will provide a 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.	**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.
3	**END-USER NOT AVAILABLE**	Time after a service has been restored but End-User is not available to verify that the service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between the Contractor's reasonable attempt to notify the End-User that the Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored.
4	**WIRING**	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by the Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	**POWER**	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	**CUSTOMER PROVISIONING DELAY**	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.

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

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