INVITATION FOR BID

IFB C4A1LEG18

FOR

LEGACY 4 TELECOMMUNICATIONS VOICE AND DATA SERVICES

CALNET LEGACY 4

CATEGORY 18 – LEGACY TELECOMMUNICATIONS

STATEMENT OF WORK

TECHNICAL REQUIREMENTS

Addendum 6

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Amendment Log

Amendment #	Date	Revision Description
Amendment 1	05/20/2020	• Updated Catalog for accepted unsolicited items in tables 18.2.4.1.b, 18.2.5.1.b and 18.3.2.1.b. • Updated Unit of Measure and Non-Recurring and Monthly Recurring Charge in Tables 18.2.5.1.a.. 18.2.7.1.a and 18.3.1.2.1.a
Amendment 4	10/26/2021	• Removed "Master" watermark • Updated Header • Updated Page Numbers • Updated Bidder's CALNET Product Identifiers in Table 18.4.2.a
Amendment 9	10/24/2025	• Changed contractor Name from AT&T Corp. to AT&T Enterprises, LLC

SOW TECHNICAL REQUIREMENTS

CATEGORY 18 - LEGACY TELECOMMUNICATIONS

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SOW TECHNICAL REQUIREMENTS
CATEGORY 18 - LEGACY TELECOMMUNICATIONS

18.1 OVERVIEW

This IFB C4A1LEG18 Category 18 provides the State's solicitation for best value solutions for legacy services. This IFB C4A1LEG18 also describes the SOW Technical Requirements necessary to support the CALNET Legacy 4 program requirements.

These services will be provided to replace existing equivalent Customer services following award of the Contract with no Transition costs to the Customers. State owned outside plant cable facilities are not available for delivery of the services detailed in this IFB C4A1LEG18. The buildings listed in Table 18.1 are exempt from the "Commercially Available Area" requirement for this Contract unless the Bidder currently provides services to the Customers in these buildings through its own infrastructure.

This IFB C4A1LEG18 will be awarded to the 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).

Table 18.1, Building Addresses Exempt from the Commercially Available Area Requirement.

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

18.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB C4A1LEG18, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one 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 requirements contained in Technical Feature and/or Service Tables):

Table 18.x.x.a – Feature and/or Service Name				
Feature Name	**Feature Description**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**

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

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

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in Category 18 Catalog A. Items not listed in Category 18 Catalog A 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 Category 18 Catalog A, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in Category 18 Catalog A are those that the Bidder must provide. All Bidders must provide individual prices as indicated in Category 18 Catalog A in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

18.1.3 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_____

18.2 CORE VOICE SERVICES

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

18.2.1 MINIMUM REQUIREMENTS

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

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

For Central Office Exchange services, message unit or similar charges for voice traffic shall not be charged by the Contractor for calls placed on a common block.

Transmission Quality:

1. Line Transmission levels (reference 1000 hertz @ 0DB) shall not exceed –8DB loss as measured from the central office to the Customer Minimum Point of Entry (MPOE);
2. Noise measurements shall not exceed –32DBRN between the central office and the Customer Minimum Point of Entry (MPOE);
3. Network Availability: General business communications Requirement: Guaranteed P.03 Grade of Service. Public Safety, E9-1-1, or equivalent essential service communications Requirement: Guaranteed P.01 Grade of Service; and,
4. Dial Tone Availability: Minimum dial tone availability will be 99.999 percent.

Compliance with Standards:

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

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

18.2.2 INTEROPERABILITY REQUIREMENTS

The Contractor shall offer and provide interoperability with the services provided in Category 16, *Long Distance Services,* and other applicable services as supported by industry best practices.

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

18.2.3 BUSINESS ACCESS LINE

18.2.3.1 Business Access Line General Requirements

Business Access Line shall include:

1. Basic Federal Communications Commission (FCC) and California Public Utilities Commission (CPUC) mandated line services, including:
   a. Direct dialing (in and out);
   b. Telephone network access to and from other called or calling parties respectively; and,
   c. Dialed access to E9-1-1 Emergency Services with associated registered database line information.
2. Caller ID Blocking - Feature that prevents the End-User's number and name from being provided to the called party on non toll-free outgoing calls; and,
3. Message Waiting Signal - A signal for a dial tone and light indicator that lets the End-User know there is a message in their voice mailbox.

Note: Station cabling to the End-User locations for Business Access Lines is not covered by this Agreement and must be provided by the Customer. (See Section 18.4, *Other Services*).

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

18.2.3.2 Business Access Line Features

The Contractor shall offer the Business Access Line features detailed in Table 18.2.3.2.a.

Table 18.2.3.2.a - Business Access Line Features

	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y	N
1	**Basic Business Access Line**	Business Access Line	BLB01	Class of service for any customer who is subscribing to one or more than one switched access line. Basic lines give customers access to the network by providing dial tone and the ability to make calls.	Y	

Table 18.2.3.2.a - Business Access Line Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
2	**Call Waiting**	Notifies the End-User of an incoming call when on another call	ESX	Alerts the user with a special tone when there is an incoming call. You can place the initial call on hold while you answer the incoming call. Cancel Call Waiting, a free feature of Call Waiting, temporarily turns off Call Waiting when the user pushes a code before the call is made.	Y	
3	**Call Forwarding**	Directs all incoming calls to any other designated telephone number	ESM	Directs all incoming calls to any other designated phone number.	Y	
4	**Busy Call Forwarding**	Automatically re-routes calls to another station or voice mail box as designated by the End-User when the line is busy	EVB	Forwards calls when the line is busy to a permanent number designated by the user.	Y	
5	**Restricted Call Forwarding**	Forwards calls to a permanent number designated by the End-User, either inside or outside of the local exchange when the line is busy	EVC	Forwards calls when the line is busy to a permanent number designated by the user.	Y	
6	**Call Forward Ring No Answer**	Forwards calls to a number designated by the End-User after a selected number of rings	EVD	Forwards calls to a number designated by the user after a selected number of rings.	Y	
7	**Selective Call Forwarding**	Forwards up to ten (10) pre-programmed numbers to another telephone number designated by the End-User	CSF	Forwards up to 10 numbers to the number designated by the user.	Y	
8	**Remote Access to Call Forwarding**	Allows the End-User to control and change Call Forwarding from any touch-tone phone	RAF	Allows the user to control and change Call Forwarding from any touchtone phone.	Y	

Table 18.2.3.2.a - Business Access Line Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
9	**Caller ID**	On incoming calls, provides the number and name of the calling party for display on Caller ID compatible CPE	CNM	On incoming calls, provides the number and name of the calling party for display on Caller ID compatible CPE	Y	
10	**Callback**	Calls back the last incoming call	CCR	Calls back the last number that called, even if the user does not know the name or number of the caller. If the line is busy, Call Return keeps trying for up to 30 minutes. When the line is free, Call Return gives a signal with a special ring, and then proceeds to place the call. You can place or receive calls while Call Return is at work. In addition, you can call back more than one number at a time.	Y	
11	**Call Screen**	Allows the End-User to reject calls from up to ten (10) preprogrammed numbers, including the last number called if the End-User so designates	CCB	Allows the user to reject calls from up to ten numbers, including the last number called if the user so designates. When a call from the list comes in, the user's phone does not ring, and the caller hears an AT&T recording indicating the call will not be accepted.	Y	
12	**Call Trace (per trace)**	Subscriber initiates a trace on the last call received by dialing a code that automatically requests that the local telephone company record the calling number, date and time of the last call received. For law enforcement use only	CALTR	Initiates a trace on the last call received. We will provide the origination number for threatening or obscene calls to the authorities should a customer wish to file a formal complaint.	Y	

Table 18.2.3.2.a - Business Access Line Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
13	**Distinctive Ringing**	Allows the End-User to program the phone to recognize calls from up to ten (10) specific numbers. A special ring is heard when one (1) of those numbers calls	CLP	Allows the user to program the phone to recognize calls from up to 10 specific numbers. A special ring is heard when one of those numbers calls.	Y	
14	**Three Way Calling**	Connects three (3) people on three (3) different lines at the same time	ESC	Connects three people in three different places at the same time. In addition, the user can put one person on hold while speaking to the third party.	Y	
15	**End-User Speed Calling**	Allows an End-User to pre-program frequently called numbers	ESL	Allows the user to quickly dial up to eight local or long distance numbers by pressing one or two buttons.	Y	
16	**System Speed Calling**	Allows various groupings of frequently called numbers (up to 70) to be pre-programmed	ESF	Business Access Lines have the capability of supporting up to 30 numbers (two-digit dial) individually. Group lists with up to 70 numbers are available with Centrex lines.	Y	
17	**Caller ID Blocking**	Automatically blocks delivery of user's phone number on all calls from the line	CNMBK	Automatically blocks delivery of user's phone number on all calls from the line	Y	
18	**Message Waiting Indicator**	Will notify user that a message is waiting in the Contractor's voice mail with Stutter dial tone and/or (on equipped phones) light indicator	EMW	Will notify user that a message is waiting in the Contractor's voice mail with Stutter dial tone and/or (on equipped phones) light indicator	Y	
19	**Hunting**	Allows incoming calls to search a group of multiple lines in the same exchange, of same class of service, and of the same Customer for an idle line.	HTG	Allows incoming calls to search a group of multiple lines in the same exchange, of same class of service, and of the same Customer for an idle line.	Y	

Table 18.2.3.2.a - Business Access Line Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
20	**900/976 Blocking**	Blocks 900 and 976 Calls	CL1	Blocks 900 and 976 Calls Information Services Call Blocking (ISCB) is a Central Office call blocking service that allows the Company's residential and business subscribers to block directly dialed calls placed from their telephones to Interexchange Carrier 900 Services (900 IEC) program calls originating within California and calls placed to IEC 900 numbers outside of California. ISCB will be provided at the subscriber's serving Central Office, where technically feasible, and when placed on the subscriber's line, will prevent access to all directly dialed, the Company's operator-assisted and the Company's operator-entered billing to Interexchange Carrier 900 Services (900 IEC) program calls originating within California and calls placed to IEC 900 numbers outside of California. If a subscriber with ISCB dials a 900 IEC number, they will receive an announcement that tells the subscriber that the call cannot be completed as dialed. The subscriber will be able to dial all other numbers.	Y	
21	**Call Waiting ID**	Call Waiting ID lets the Customer know who is calling while on another call.	NWL	Call Waiting ID lets the Customer know who is calling while on another call.	Y	

The Contractor may offer additional unsolicited Business Access Line features in Table 18.2.3.2.b.

Table 18.2.3.2.b, Unsolicited Business Access Line Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
1	Toll Blocking	TRS	Blocks Toll Calls
2	Business Access Miscellaneous Change Charge	NWCCF	Rearrangements of existing Busy and Delayed Call Forwarding features.
3	Anonymous Call Rejection	CRE	Allows Customer to reject incoming calls from callers who have blocked delivery of their telephone number (marked private)
4	Non Published Listing	NPU	Non published telephone numbers are not listed in directories or Directory Assistance records available to the general public.
5			
6			
7			
8			
9			
10			

18.2.3.3 Business Access Line Service Area

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

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

18.2.4 CENTRAL OFFICE EXCHANGE SERVICES

The Contractor shall provide Central Office Exchange based single line services and features available as described in this Section18.2.4. The Contractor provided services shall include the following features:

1. **Call Hold** - Allows End-User to put the first party on hold and call a second party;
2. **Call Transfer** - Allows the End-User to transfer a call to another party;
3. **Intercom** - Enables station End-User to establish a talking path to another station of an intercom group;
4. **Intercom Transfer** - Allows the transferring party to talk privately with the destination before transferring the call or establishing a three-way conference;
5. **Three (3) Way Calling** - Allows three (3) parties to conference together on the same call;

6. **Direct Inward and Outward Dialing** - Allows the End-User to control the routing of incoming or outgoing calls;
7. **Trunking** - Each primary or interior station;
8. **Station cabling to the End-User** – location - Access Facility - each station. Extended building wire from MPOE to station; and,
9. **Message Waiting Signal** - A signal for a dial tone and light indicator that lets the End-User know there is a message in their voice mailbox.

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

18.2.4.1 Central Office Exchange Services and Features

The Contractor shall offer the Central Office Exchange Services and Features detailed in Table 18.2.4.1.a.

Table 18.2.4.1.a - Central Office Exchange Services and Features

	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y	N
1	**Primary Station Line**	Primary Station Line for analog or digital services	AAFTX	Provides basic access and station line plus Call Transfer, Consultation Hold, 3 Way Calling, and Message Waiting Indicator.	Y	
2	**Ring back Notification**	Automatically notifies the End-User when a previously busy station becomes idle and then the End-User can redial that station	SAK	Automatic Callback allows you to be called when a previously busy station becomes idle. Save time by not having to redial the number and let the system work for you.	Y	
3	**Transfer Recall**	Enables a transferred call to automatically be recalled to the transferring station if not answered in a predefined number of seconds	1BT++	Blind Transfer with Recall Identification allows you to transfer a call to another party without waiting for that party to answer. If the party does not answer within a specified period, the call is returned to the original station. . (++ is a placeholder for multiple product options with ID variation in the ++ characters)	Y	

Table 18.2.4.1.a - Central Office Exchange Services and Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
4	**Busy Call Forwarding**	Automatically re-routes calls to another station or voice mail box as designated by the End-User when the line is busy	E6G++	Call Forwarding-Don't Answer automatically routes incoming calls to a pre-selected line, inside or outside the Centrex group, if the called number is not answered after a preset number of rings, thereby improving customer service. . (++ is a placeholder for multiple product options with ID variation in the ++ characters)	Y	
5	**Call Forward Ring No Answer**	Forwards calls to a number designed by the End-User after a selected number of rings	E9G++	Call Forwarding-Variable enables you to route incoming calls to a pre-selected line inside or outside the office, including to a cellular phone. Gives you the freedom to move around and not miss an important call. . (++ is a placeholder for multiple product options with ID variation in the ++ characters)	Y	
6	**Custom Call Forward - Ring No Answer**	Allows End-Users to program Call Forward busy line and/or don't answer from their own station	E5G++	Call Forwarding-Variable enables you to route incoming calls to a pre-selected line inside or outside the office, including a mobile phone. Gives you the freedom to move around and not miss an important call. . (++ is a placeholder for multiple product options with ID variation in the ++ characters)	Y	

Table 18.2.4.1.a - Central Office Exchange Services and Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
7	**Call Park**	Allows the End-User to park a call on another station number and retrieve it from any station	DMSCP	Call Park allows users to "park" a call against a Centrex number. You can retrieve the call from another extension by dialing a code and the number where the call terminates. Enables you to move around as needed and still be accessible to important customer calls.	Y	
8	**Call Pickup Group Feature**	Allows the End-User to answer any ringing phone in their designated group, from their station	E3N	Call Pickup allows you to answer calls directed to another line within the same Centrex pickup group by dialing a code, providing faster service to customers.	Y	
9	**Callback**	Calls back the last incoming call	CALRT	Call Return lets you return your last incoming call with a simple code or a single button, even though you may not know who called.	Y	
10	**Call Screen**	Allows the End-User to route up to ten (10) Customer designated numbers directly to a prerecorded announcement	CALBL	Call Screen manages interruptions by diverting annoying or harassing calls. This feature allows routing of up to ten customer-designated numbers directly to a prerecorded announcement.	Y	
11	**Call Trace**	Allows the End-User to alert the authorities with useful information when receiving threatening or harassing calls	CLRTR	Call Trace provides a means to help trace the number from which harassing or threatening calls originate.	Y	
12	**Call Waiting**	Notifies the End-User of an incoming call when on another call	E6CCS	Call Waiting alerts you to incoming calls with an audible tone while you are on the line. Provides employees the freedom to use the phone but not miss an important call.	Y	

Table 18.2.4.1.a - Central Office Exchange Services and Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
13	**Caller ID**	Displays the incoming callers' phone number on Caller ID compatible Equipment	CAL1D	Caller ID prepares you to help a caller by displaying their telephone number before you answer the telephone.	Y	
14	**Hot Line**	Automatically establishes connection to a predetermined number when the End-User goes off hook	HHCCD	Warm Line enables you to establish a time delay of one to 20 seconds before automatically dialing a predetermined telephone number when the receiver goes off-hook.	Y	
15	**Call Pickup with Barge In**	When the system is equipped with the Barge In option, stations that attempt to pick up a call, which has already been answered, will join the existing connection. Other parties on the call are alerted by burst of tone	DMABG	Directed Call Pickup with barge in enables another station user to barge-in and join a call in progress.	Y	
16	**Make Set Busy**	Permits End-User to make a station line busy to incoming calls	DMSSB	Make Busy-Access Code makes a line busy for all incoming calls when you activate the key. This frees you from the distraction of incoming calls.	Y	
17	**Distinctive Ringing**	Allows the End-User to program the phone to recognized calls from up to ten (10) specific numbers. A special ring is heard when one (1) of those numbers calls	RNGPR	Priority Ringing indicates by a special ring whether calls originate from any of up to ten numbers you select. Useful in distinguishing friends from solicitors, distributors from customers, etc.	Y	

Table 18.2.4.1.a - Central Office Exchange Services and Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
18	**Camp-On**	Completes a busy called number as soon as the designated number becomes free	DLGRP	Repeat Dialing lets you program your phone to keep dialing when your call can't go through. A special ring alerts you as soon as the busy line is free. This feature lets you attempt to complete calls to as many as ten numbers at the same time.	Y	
19	**Select Call Forwarding**	Allows the End-User to select up to ten (10) incoming numbers to be forwarded to another number	SCF	Select Call Forwarding forwards calls from up to ten numbers you select. Important calls can reach you directly rather than going to voice mail.	Y	

The Contractor may offer additional unsolicited Central Office Exchange Services and Features in Table 18.2.4.1.b.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
1	Analog Shared Directory Number	ASDN+	An additional appearance of a Centrex Basic (analog) Primary number on an ISDN set in the same Centrex system. Same number can appear on up to 7 additional sets (for a maximum of 8 appearances, system wide).
2	Deluxe Auto Route Selection	ASH	System feature, common equipment. Permits aggregation of internal and outgoing call placement for optimization of network facilities.
3	Authorization Code To Access Common Equipment	ATZCD	DISA Authorization codes common equipment—each system Any Centrex system feature that uses an access code can be accessed via DISA Examples: DDD calls to #s outside the Centrex system, Flexible Route Selection, Direct Digital Interface (DDI), Tie Lines.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
4	Area Wide Centrex	AWCX3	Links multi-location, inter-exchange, intra-LATA Centrex business systems into a common Centrex business system. Provides an abbreviated statewide dialing plan via AIN software capabilities. Suppresses usage charges for inter-Centrex, intra-LATA voice calls ("On-Net") between participating customer's AWC locations. Provides broadened Carrier Select (optional) and Route Select (optional) decision points to include: NPA/NNX , Specific Date, Percentage Allocation, Current Time of Day, Day of Week. Custom Virtual Network (CVN) not required
5	Area Wide Centrex Modification charge-less than 15 lines	AWCX5	Add/change dialing plan-less than 15 lines
6	Area Wide Centrex Modification charge-more than 15 lines	AWCXC	Area Wide Centrex Modification ,15 lines or more
7	Centrex IS Basic Package	BAPKG	ISDN service for Centrex line Package includes any combination of Voice, Data and/or Alternate Voice/data on either/ both B channels ISDN only. Requires a Centrex ISDN Primary Station Line, an access facility and trunking includes: • Channel Features • Incoming Call Line Identification • Outgoing Call Line Identification • Time and Date Display • Call Review • ISDN Group Intercom • Privacy • Calling Number ID Block • Multiple Call Appearances • Shared Directory Number • Speed Call Short • Access for Two Logical Devices with Primary Directory Numbers • Semi Restricted Line (Originating and Terminating) • Fully Restricted Line (Originating and Terminating) • Hunting
8	Distinct Ring & Call Wtg Tone	BRT	Provides station users the ability to determine the source of an incoming call by using a unique ringing pattern determined by switch

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
9	Station Controlled Conf per System	CCS	Allows the user to establish a conference call of up to 30 conferees including the originator.
10	Station Controlled Conference call per line	CCSLG	Allows the user to establish a conference call of up to 30 conferees including the originator.
11	Directed Call Park	CPARK	Allows a user to hold a call on one Centrex line and pick up that call from another Centrex line.
12	Direct Digital Interface	DDA++	Direct Digital Interface transport facility termination. . (++ is a placeholder for multiple product options with ID variation in the ++ characters)
13	Account Codes - Non-Verified	CMDSY	Allows a Centrex station user to enter user selected identification number after dialing a telephone number outside the Centrex system
14	Account Codes-Package A	DGACA	The station user is prompted for, and required to, enter a predetermined account code. The switch will verify the account code entry prior to call completion. If the code is not valid, then the outgoing call is denied.
15	Account Codes-Package B	DGACB	The station user is prompted for, and required to, enter a predetermined account code. The switch will verify the account code entry prior to call completion. If the code is not valid, then the outgoing call is denied.
16	Account Codes-Package C	DGACC	The station user is prompted for, and required to, enter a predetermined account code. The switch will verify the account code entry prior to call completion. If the code is not valid, then the outgoing call is denied.
17	Account Codes-Package D	DGACD	The station user is prompted for, and required to, enter a predetermined account code. The switch will verify the account code entry prior to call completion. If the code is not valid, then the outgoing call is denied.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
18	Customized Account Codes	DGACE	The station user is prompted for, and required to, enter a predetermined account code. The switch will verify the account code entry prior to call completion. If the code is not valid, then the outgoing call is denied.
19	Directed Call Pick-up	DMA1E	A station user may answer calls directed to any other station line in the Centrex system by dialing the unique answer code and the number of the station to be answered. Line feature
20	Six Port Conference Calling	DMS6P	Allows the user to establish a conference call of up to 6 conferees (including the originator).
21	Centrex Auto AnswerBack Feature	DMSAA	Incoming calls to the Centrex EBS are automatically answered after four seconds and placed on user speaker phone-EBS Only
22	Automatic Dial	DMSAD	Allows user to program and call frequently called numbers by depressing a single key. EBS only
23	Centrex Direct Connect	DMSAL	Automatically establishes connection to a predetermined number when the user goes off hook.
24	Executive Busy Override Exempt	DMSBR	Station equipped with this feature cannot be barged in on by a station using Executive Busy Override
25	Direct Inward System Access	DMSDS	Permits selected callers to dial into a Centrex system and gain access to system's network facilities and features without assistance from an attendant. A DISA directory number is a 7 digit number from the Centrex number range.
26	Executive Busy Override	DMSEB	Permits a station End-User to interrupt on a station that has a call in progress. Parties engaged in conversation hear a warning tone before a new caller joins their conversation.
27	Group Intercom	DMSGC	Enables station user to Call another member of a pre-designated group using 1, 2, 3, or 4 digit code from a group intercom key
28	Last Number Redial	DMSLR	Enables a user to automatically redial the last called number.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
29	Network Speed Calling	DMSNS	Allows Centrex station access to common speed call list of frequently dialed numbers
30	Preset Conference	DMSPC	Enables station users to establish conference call with up to 25 preselected conferees by dialing a specific conference telephone number
31	Privacy Release	DMSPR	Allows MADN members to establish conference between other members of the MADN group by releasing the privacy the Directory Number (DN).
32	DMS100 Intercom Clg Feature	DMSTC	Allows user to directly terminate on a pre-designated key on another EBS set by pressing the DMSTC key
33	Time and Date Display	DMSTD	Displays current time and date on an EBS set.
34	Directed Call Pick-up Group	DPG	A station user may answer calls directed to any other station line in the Centrex system by dialing the unique answer code and the number of the station to be answered. The station for which calls are to be picked up must be arranged for Directed Call Pickup. Group feature
35	Distinctive Ringing system	DRR	Signals the source of an incoming call through a distinctive ring, notifying the called party if the call has originated from within or outside the Centrex
36	Direct Station Selection Busy	DSBLF	Allows user to observe busy lamp indication on assigned feature key. User can press feature key to call monitored directory number.
37	Spd Clg Group 30 Code Fixed	E2G	Allows a selected group of users to reach up to 30 preselected numbers by dialing abbreviated codes instead of complete number.
38	Speed Clg Fixed Indiv 6 Code	E3G	Allows station user to reach up to 6 preselected numbers by dialing abbreviated codes instead of complete number.
39	Call Pickup	E3P	Allows a user to answer any ringing phone in their designated group, from their station.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
40	Call Hold	EAB	Allows a user to place a call on hold for an unlimited period of time, even on a phone with no hold button
41	CFW Variable Facility Station	EAP	Allows users to forward calls to other phone lines outside the Centrex common block utilizing private facilities
42	CFW Variable Limited	EAT	Call Forwarding/ Variable Limited allows user to forward calls to another station within the same Centrex
43	CFW Variable Facility System	EAY	System feature that allows users to forward calls to other phone lines outside the Centrex common block utilizing private facilities
44	Message Service Leave Message	EMWEX	Provides for more than one message waiting key to be assigned to an EBS set. Will provide individual message waiting indicator for separate voice mail boxes
45	Cl Fwdg Variable Unlimited	ESMCS	Allows users to forward calls to other phone lines inside or outside the Centrex common block. The user "programs" the telephone with the number calls are to be forwarded to.
46	Call Forwarding per Key	ESMPK	Enables each directory number (DN) on an EBS set to be forwarded to a different directory number,
47	Electronic Business Set Call Request	EWB	Provides message-waiting lamp on EBS when: Call Request was activated against RXC, a message is waiting in customer's SBC Voice Mailbox, allows user to activate/deactivate a Call Request against another RXC
48	Station Call Request	EWS	Allows a user to dial a code to activate an audible or visual signal on another station equipped with message waiting. Also works with AT&T Voice Mail
49	Facility Restriction Level Route	FRK++	Determines calling areas and station facilities used on each station line and incoming tie line in an ETS tandem. . (++ is a placeholder for multiple product options with ID variation in the ++ characters)
50	Flexible Route Selection Svc	FRSBA	Automatically routes calls over a specified sequence of customer designated routes as available

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
51	Flexible Route Selection Additional Pattern(s)	FRSPT	Additional customer designated routes
52	Call Forward Reason Display	FRWRD	Call-Forward Reason Display gives you and the person calling you the originally-called number, the forwarded-to number, and the reason the call has been forwarded (i.e.-all calls to that set are forwarded, the call was not answered, or the phone is busy).
53	Fast Transfer	FSTXR	Allows transfer to be completed without pressing the transfer key twice
54	System Distinctive Ringing	GDR	Provides station users the ability to determine the source of an incoming call by using a unique ringing pattern determined by switch
55	Group Intercom-All Calls	GRPAL	Allows member of a group intercom to simultaneously page up to 29 predefined EBS equipped members of the same GIC group. EBS only.
56	Key Short List Group	KSH	Permits incoming calls to hunt up a set of Directory Numbers (DNs) on an EBS/MBS set
57	Last Number Redial	LNRDL	EBS set user from any key can redial the last number called from any Directory Number (DN) on the set by pressing a code
58	Meet Me Conf Max 30 Conn	MMELG	System feature. Allows a user to conference with up to 30 conferees on a call. Conferees call into a designated number.
59	Meet Me Conf Max 6 Conn	MMESM	System feature. Allows a user to conference with up to 6 conferees on a call. Conferees call into a designated number.
60	Music on Hold System Feature	MUS	System feature. Provides music or an announcement on the line as the caller is on hold
61	Music on Hold Line Feature	MUSES	Provides music or an announcement on the line as the caller is on hold.
62	On-Net Calling Capability	ONCSC	Where provisioned On-Net Calling Capability enables a user to dial within the area of the extended Centrex without incurring usage charges. THIS IS NOT THE VIRTUAL AIN BASED AREA WIDE CENTREX PRODUCT

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
63	Query Busy Station	QBS	Allows EBS user in a group to monitor busy status of another group member and provides an alert when busy member's EBS is idle.
64	Remote Access to Call Forwarding	RAFCA	This features allows customer to change "forward to" number, activate, or deactivate Call Forwarding from a remote location
65	Originating Line Select	RGLNS	Automatically selects first idle line beginning with the primary DN to place an outgoing call
66	Terminating Line Select	RGTLS	Allows an incoming call to be answered by user lifting handset from the cradle without having to depress a DN key.
67	Repeat Alert	RPTAL	Provides up to 7 warning tones on an active EBS set to alert the user that another incoming call is waiting to be answered.
68	Off-Prem Extension Line	RVY++	An extension of a Centrex line working at an address other than the primary line appearance address. . (++ is a placeholder for multiple product options with ID variation in the ++ characters)
69	Interior Station Line	RX5	Restricts line from calling outside the centrex
70	Interior Station Line	RX5AX	Supports intra-system communication only.
71	Ctx Feature Line Card D	RXBJ+	DMS100 DATA PATH LINE-LINE CARD TYPE D. (+ is a placeholder for multiple product options with ID variation in the + character)
72	Primary Station Centrex-EBS	RXC++	Primary Station Line terminating on a Type C line card to support Electronic Business Sets (EBS). (++ is a placeholder for multiple product options with ID variation in the ++ characters)
73	Primary Station w/ Message Waiting	RXE++	Primary Station Line Message Waiting Lamp. (++ is a placeholder for multiple product options with ID variation in the ++ characters)
74	Access Advantage Plus Centex Station Line	RXGA1	Centrex primary station lines terminating on AAP HICAP
75	Call Diverting	RXL	Restricts station lines from making calls to specific area codes or prefixes

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
76	Tie Line Termination	RXN++	Tie Line Termination Application. Tie Lines provide communication between systems (Centrex or PBX) via a voice grade circuit. By using Tie Lines for intra-company calls, Centrex lines are kept free for outgoing or incoming calls. . (++ is a placeholder for multiple product options with ID variation in the ++ characters)
77	Network Change Charge	NWC	Add, (including 9+ treatment codes) change, rearrange or modify Centrex Basic Feature arrangement
78	Shared Directory Number	SA2A+	An additional appearance of a primary or secondary number on another set in the Centrex system. (Each set has it own primary number. Shared numbers can be added in addition to the primary number assigned for that set.)
79	Secondary Number	SEDN+	The first appearance of a unique directory number on a CPE that already has a primary number assigned. Sometimes called a "Virtual Directory Number" because it shares the channel with other numbers, but has some attributes of the primary number.
80	Calling Name Display	SND	Enables the name of a person placing a call to be displayed on an EBS set.
81	Calling Name Display-Group	SNDSY	Enables members of an EBS group to view the name of the incoming group member's name
82	Service Connection Six-Way Conf Clg Per System	SWC	Allows the user to establish a conference call of up to 6 conferees (including the originator).
83	Service Connection Six-Way Conf Clg Per Line	SWCLN	Allows the user to establish a conference call of up to 6 conferees (including the originator).
84	Each Tie Line or Pvl in Route Selection Pattern	UNF	Tie line and/or inter-machine trunk termination, each termination
85	Route Selection Pattern	UNP	System feature, common equipment. Permits alternate choices for routing of calls on Electronic Tandem Network.
86	Uniform # Alternate Routing	UNR	System feature, common equipment. Permits universal number, alternative routing on Electronic Tandem Network feature

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
87	Virtual Directory Number	VDN++	An additional appearance of a primary or virtual directory number. Must be assigned to a key with a lamp on key 2 or above. Can only appear once as a primary virtual directory number. . (++ is a placeholder for multiple product options with ID variation in the ++ characters)
88	Sectional Billing-Agency Acct	ZZFAG	Allows the user to group individual Centrex lines by agency on a separate bill
89	Pilot Acct Sectional Billing	ZZFPA	Allows the user to group individual Centrex lines by department, agency or work group on a separate bill.
90	Auto Callback Equip Per System	ACY	System feature Automatically notifies the user when a previously busy station becomes idle and then optionally enables the user to redial that station.
91	Indiv Speed Clg 30 Numbers	SPC3O	Allows station user to program frequently called numbers and call them by dialing abbreviated codes instead of complete number. (30 Numbers)
92	Indiv Speed Clg 50 Numbers	SPC5O	Allows station user to program frequently called numbers and call them by dialing abbreviated codes instead of complete number. (50 Numbers)
93	Indiv Speed Clg 70 Numbers	SPC7O	Allows station user to program frequently called numbers and call them by dialing abbreviated codes instead of complete number. (70 Numbers)
94	Virtual Directory Number-Primary	VDP++	Primary (first) appearance of a number that can receive and place calls, although no cable pair or central office equipment are assigned. . (++ is a placeholder for multiple product options with ID variation in the ++ characters)
95	Call Waiting-Originating	ESZ	Notifies the End-User of an incoming call when on another call
96	Call Waiting-Intragroup	E6N	Notifies the End-User of an incoming call when on another call
97	DPAS System establishment	SEPA3	This service provides usage charge-free calling from Centrex phones to Voice DNA phones that are in the same service area. System feature

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
98	DPAS Deluxe Dial Plan Option	D6PAD	This service provides usage charge-free calling from Centrex phones to Voice DNA phones that are in the same service area. This service is charged per standard Centrex line.
99	DPAS Subsequent change charge	REATH	Applies to changes made to DPAS features after initial service establishment
100	Caller ID Complete Blocking External Calls Only	CNMEX	Blocks caller ID on outgoing external calls only, allowing intra-system calling name & number to be displayed.
101	Telephone Management System	MSC	Allows customer to manage Centrex system. Change features, rearrange stations, and customize every phone in office without having to initiate service orders through AT&T.
102	Make Busy Except Group Intercom	DRRAL	Make Busy except on Group Intercom permits user to maintain a station line busy to incoming calls on phones properly equipped. Station user can place outgoing calls when Make Busy is active.
103	End-User Speed Calling	ESHC6	Allows station user to program frequently called numbers and call them by dialing abbreviated codes instead of complete number.
104	System Speed Calling	ESHC3	Speed Calling-Expanded Number Group improves your calling efficiency for frequently dialed numbers by allowing you to dial a code for a list of preprogrammed numbers.
105	System Speed Calling	SPD3O	Speed Calling-Expanded Number Group improves your calling efficiency for frequently dialed numbers by allowing you to dial a code for a list of preprogrammed numbers.
106	System Speed Calling	SPD5O	Speed Calling-Expanded Number Group improves your calling efficiency for frequently dialed numbers by allowing you to dial a code for a list of preprogrammed numbers.
107	System Speed Calling	SPD7O	Speed Calling-Expanded Number Group improves your calling efficiency for frequently dialed numbers by allowing you to dial a code for a list of preprogrammed numbers.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
108	Uniform Call Distribution (UCD) each group	DMSUC	UCD allows incoming calls to a single telephone number, called a listed directory number (LDN), to be distributed to a group of Centrex extensions.
109	Uniform Call Distribution (UCD) each line	DMSCD	UCD allows incoming calls to a single telephone number, called a listed directory number (LDN), to be distributed to a group of Centrex extensions.
110	UCD Call Waiting Signal	A66CE	Provides signal for visual and audible indication of delay experienced by a call, which has been waiting in queue the longest. Also known as Queue Status Lamp. Permits use of up to three lamps to indicate various timing states of delay. Delay times are specified by customer and/or are limited in each switch type.
111	DISA Authorization codes	1HN	DISA Authorization codes – first 100 codes or fraction thereof.
112	Flexible Route Selection Common Equipment	ARQES	Automatically routes calls over a specified sequence of customer designated routes as available.
113	Direct Out	ASUM9	Provides a dialing plan that allows calls from within the Centrex to be placed to numbers outside the Centrex without dialing an access code.
114	Caller ID Blocking	CNMBK	Complete Blocking with Selective Unblocking. Automatically blocks number delivery on all calls. Station user may deactivate blocking on a per call basis by dialing *82.
115	Direct Inward and Outward Dialing	DDT	Enhances Call Transfer-All Calls and Universal Call Transfer to let a station user transfer DID calls to a remote number outside of Centrex system. Once transfer leg is established, station user can hang up and call is maintained.
116	Distinctive Ringing DMS Line	DRR++	Provides distinctive ringing on a per line basis. Ringing patterns assigned from a predefined list. . (++ is a placeholder for multiple product options with ID variation in the ++ characters)
117	Hunting	HTG	Allows incoming calls to search a group of multiple lines in the same exchange, of same class of service, and of the same customer for an idle line.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
118	Circuit Switched Alternate Voice/Data on a B Channel	LCS1X	One of the Bearer services available on B Channel. Provides the users availability to switch between voice and data on a call by call basis. Services can be configured like voice or like data.
119	Circuit Switched Voice Services on a B Channel	LCS5X	One of the Bearer services available on the B channel. Each voice device requires a unique directory number; however, numbers can be shared from one station to another. Secondary Directory Numbers are also available.
120	Circuit Switched Data Services on a B Channel	LCS6X	One of the Bearer services available on B Channel. Can "bond" B Channels to provide greater bandwidth. Centrex-IS voice service with special terminal adapters can receive analog data calls.
121	Incoming & Outgoing Call ID	LXO	Provides number identification of both incoming and outgoing calls to CPE sets equipped with display. Available in both Voice and Data services. Two versions available: Primary-call information is only sent to terminal where the called directory number is primary number of the set. All-call information is sent to each terminal having directory numbers (i.e., primary as well as shared appearances).
122	Additional use of B Channel Primary Directory Number	MADDC	The Centrex ISDN primary number (SDNA+) can be assigned to another B channel device used for data.
123	Music On Hold - System	MUSSY	System feature. Provides music or an announcement on the line as the caller is on hold. Doesn't require a new music source.
124	Privacy Release	PRLKY	Allows a conference call between shared numbers.
125	B Channel Primary Number	SAVH1	Unique directory numbers for addition B Channel Devices.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
126	Semi or Fully Restricted Line	TGSRF	Terminal Group Station Restriction works in conjunction with the Treatment Code assigned to each number. This is a required feature on each B Channel with a unique directory number (either voice or data service). Applies to both Primary and Secondary Directory Numbers. Originating (outgoing) and terminating (incoming) calls can have any combination of the following restriction levels: U = Unrestricted/ unlimited calling; S = Semi Restricted - calls within
127	Calling Number ID Block, Call Review, Time & Display	PDDL3	Can block your number from showing when making outgoing calls. Displays call related information on active calls or displays feature associated with buttons on set. Time and Date will be displayed on telephone set.
128	ISDN Group Intercom	XCMDM	Allows user to establish an intercom call.
129	Information Services Call Blocking	CL9	Prevent user from dialing 900/976 number.
130	Non Verified Non-Forced Account Codes—Line	CMDNF	Allows a Centrex station user to enter user selected identification number after dialing a telephone number outside the Centrex system. User has the option of entering code.
131	Area Wide Centrex	AWCX4	Identifies a non-Centrex station line that is considered to be on-net for Area Wide Centrex. Suppresses On-net calling usage charges.
132	Package 1000 (Bundled)	CNET1	Verizon Centrex: Includes Call Forward, Call Hold, Call Pickup, Call Transfer, Call Waiting, Three Way Calling, Speed Calling, Station Hunting, Station-to-Station Dialing, Distinctive Ringing, Last number redial. Features may not be substituted to, deleted from or transferred between packages.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
133	Package 2000 (Bundled)	CNET2	Verizon Centrex: Includes all of the features of Package 1000 plus Automatic Call Back, Call Park, Toll Restriction, Group Speed Call. Features may not be substituted to, deleted from or transferred between packages
134	Package 3000 (Bundled)	CNET3	Verizon Centrex: Includes all of the features of Package 2000 plus 30 Speed call individual, ARS/FRS, Remote Access to Features and Message Detail Recording. Features may not be substituted to, deleted from or transferred between packages.
135	Centrex in Verizon Territory CLASS	GECAA	Includes Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding and Special Call Waiting.
136	Station to Station Dialing	GECFB	Allows a station user to dial another station within the same Centrex in Verizon Territory customer group using just the last four digits of the telephone number.
137	Toll Restriction	GECFC	Disallows the dialing of long distance calls.
138	Automatic Route Selection /Flexible Route Selection (ARS/FRS)	GECFD	Automatically selects the most economical route to a destination. Feature Package 3000 includes 3-digit routing to selectively route calls over two or more routes with a capacity of 8 patterns per customer group.
139	Remote Access to Features	GECFE	Allows a user who is away from the office to dial directly into the Centrex in Verizon Territory system and gain complete access to Centrex in Verizon Territory system facilities and outgoing trunk circuits.
140	Message Detail Recording	GECFF	Provides a record of originating messages.
141	Automatic Busy Redial	GECFG	An arrangement which permits the customer to redial automatically the last number dialed.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
142	Paging Interface	GECFH	Allows Centrex in Verizon Territory stations to access customer provided loudspeaker paging equipment located throughout the customer's premises.
143	Customer Moves and Changes: 1-100	GECF1	Customer Moves and Changes provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.
144	Customer Moves and Changes: 101 - 200 lines	GECFJ	Customer Moves and Changes provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.
145	Customer Moves and Changes: 201 - 500 lines	GECFK	Customer Moves and Changes provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.
146	Customer Moves and Changes: 501 - 1500 lines	GECFL	Customer Moves and Changes provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.
147	Customer Moves and Changes over 1500 lines	GECFM	Customer Moves and Changes provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.
148	Music on Hold Interface	GECFN	Provides access to a customer provided music source for use with Call Hold, Call Park, Call Transfer, Three Way Calling, Off-Hook Queuing and ACD/UCD.
149	ARS/FRS Programming	GECFR	Each set-up or change
150	Automatic Route Selection Upgrade - 6 digit routing	GECFQ	6 digit routing to selectively route over 2 or more routes within and NPA.
151	Automatic Route Selection Upgrade - 32 patterns	GECFO	Customers wishing to increase their capacity to 32 patterns per customer group may do so with this option.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
152	Automatic Route Selection Upgrade - 64 patterns	GECFP	Customers wishing to increase their capacity to 64 patterns per customer group may do so with this option.
153	Trunk Queuing	GECFS	Allows a call to wait for a facility in a private facility group to become idle on a first-come first-served basis.
154	Attendant Position Interface	GECFT	Service features are not available when attendant's positions are provided by the customer
155	Toll Free Termination	GECFU	Provides in-coming termination capability.
156	Assume "9"	GECFV	Eliminates the need to dial the digit 9 before accessing telephone numbers outside of the Centrex in Verizon Territory customer group.
157	Recorded Announcement	GECFW	Allows incoming calls to a multiline hunt group to activate a delay announcement where answer supervision is returned to the calling party and first announcement is connected.
158	Flexible Route Selection (FRS) - 3 digit / 8 patterns	GECEA	Automatically direct outgoing station calls to dedicated trunk groups which have been arranged a first through fourth choice order to provide most preferred available route.
159	Flexible Route Selection (FRS) - 3 digit / 32 patterns	GECEB	3 digit Routing to selectively route calls over two or more routes for a capacity of 32 patterns.
160	Flexible Route Selection (FRS) - 3 digit / 64 patterns	GECEC	3 digit Routing to selectively route calls over two or more routes for a capacity of 64 patterns.
161	Flexible Route Selection (FRS) - 6 digit	GECED	Flexible Route Selection (FRS) - 6 digit
162	FRS common equipment	GECEE	FRS common equipment
163	FRS programming	GECEF	FRS programming
164	MDR common equipment	GECFY	MDR common equipment
165	Message Detail Recording (MDR)	GECFX	Provides a record of originating messages.
166	Authorization Codes	GECDA	Overrides the calling restrictions placed on a particular line.
167	Code Call Access	GECDB	Provides access to code calling signaling devices
168	Dictation Access Control	GECDC	Provides station access to dictation equipment

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
169	Preferential Hunting	GECDD	Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.
170	Priority Queuing	GECDE	Provides two levels of priority in the handling of queued calls.
171	Stop Hunt	GECDF	Uses a code to stop the hunting process when a particular line is reached in a hunting sequence.
172	Terminal Make Busy	GECDG	Allows a station or group of stations to appear busy to incoming calls.
173	Time of Day Routing	GECDH	Provides for route selection based on the most economical path for a particular time of day or day of week.
174	Exchange and Toll Message Diverting - per pattern	GECD1	Allows establishment of toll diverting pattern by pre-selecting approved prefix (NXX) or area code (NPA) while restricting calls to all other locations.
175	Exchange and Toll Message Diverting - per 10 NXX	GECDJ	Allows establishment of toll diverting pattern by pre-selecting approved prefix while restricting calls to all other locations.
176	Exchange and Toll Message Diverting - per 10 NPA	GECDK	Allows establishment of toll diverting pattern by pre-selecting approved area code while restricting calls to all other locations.
177	Direct Connect Service	GECDL	Allows a station line to automatically place a call to a pre-assigned called number when the station user goes off hook
178	Proprietary Interface	GECDM	A digital network interface used to integrate digital terminal equipment with GTD-5 or DMS-100 central office switching equipment.
179	Pseudo Number	GECDN	A software number which has the characteristics of a basic exchange access line.
180	Dedicated Instant Call Accounting (ICA) per system	GECDO	Provides the customer with records of calls originating from Centrex in Verizon Territory stations. The customer's call records are continually transmitted from the central office to the customer's premises equipment.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
181	Dial-Up ICA per system	GECDP	The customer, using CPE, initiates a download request to the central office processor in order to retrieve the call records.
182	Call Tracing Service	GECDQ	Allows a customer to automatically activate a trace record of the last incoming call.
183	VIP Alert	GECDR	Allows a customer to program up to 12 telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from others by distinctive ringing.
184	Calling Number Identification (CNID) Service - 2-25 lines	GECDS	Provides for the display of an incoming telephone number.
185	Calling Number Identification (CNID) Service - 26-50 lines	GECDT	Provides for the display of an incoming telephone number.
186	Calling Number Identification (CNID) Service - over 51 lines	GECDU	Provides for the display of an incoming telephone number.
187	Selective Blocking - Per Call	GECDV	Provides per-call blocking in exchanges where CNID is offered.
188	Database Changes - Minor Software	GECDY	Database Changes - Minor Software
189	Database Changes - Routine Software	GECDX	Database Changes - Routine Software
190	Database Changes - Major Software	GECDW	Database Changes - Major Software
191	Location Code/Extension Dialing Plan: 3-25 lines	GECGA	Utilizes a unique location code for each site along with an extension number. Individual intercom #s have two components: A 1 to 3 digit location code. 1 to 6 digits corresponding to a portion of the customer's local North American Numbering Plan #.
192	Location Code/Extension Dialing Plan: 26-50 lines	GECGB	See Location Code/Extension Dialing Plan 3-25 Lines
193	Location Code/Extension Dialing Plan: 51-100 lines	GECGC	See Location Code/Extension Dialing Plan 3-25 Lines
194	Location Code/Extension Dialing Plan: 101+ lines	GECGD	See Location Code/Extension Dialing Plan 3-25 Lines
195	Portable Extension Dialing Plan: 2-25 lines	GECGE	Allows the selection of any intercom number scheme, with individual intercom numbers transferable between customer locations.

Table 18.2.4.1.b, Unsolicited Central Office Exchange Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
196	Portable Extension Dialing Plan: 26-50 lines	GECGF	Allows the selection of any intercom number scheme, with individual intercom numbers transferable between customer locations.
197	Portable Extension Dialing Plan: 51-100 lines	GECGG	Allows the selection of any intercom number scheme, with individual intercom numbers transferable between customer locations.
198	Portable Extension Dialing Plan: 101+ lines	GECGH	Allows the selection of any intercom number scheme, with individual intercom numbers transferable between customer locations.
199	Intercom Calling: 2-25 lines	GECG1	Interlocation intercom uses the public switched network instead of a dedicated private line network to complete calls between Centrex in Verizon Territory locations.
200	Intercom Calling: 26-50 lines	GECGJ	Interlocation intercom uses the public switched network instead of a dedicated private line network to complete calls between Centrex in Verizon Territory locations.
201	Intercom Calling: 51-100 lines	GECGK	Interlocation intercom uses the public switched network instead of a dedicated private line network to complete calls between Centrex in Verizon Territory locations.
202	Intercom Calling: 101+ lines	GECGL	Interlocation intercom uses the public switched network instead of a dedicated private line network to complete calls between Centrex in Verizon Territory locations.

18.2.4.2 Central Office Exchange Service Areas

The Contractor shall provide central office exchange services in all Incumbent ILEC territories open to competition as defined by the CPUC where services are available either through bidder owned facilities or through resale of approved ILEC services.

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

18.2.5 CENTRAL OFFICE TRUNK SERVICE

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

Basic Central Office Trunk Service shall include the following features:

1. **Hunting/Multi-line Hunting** - A series of trunks organized in such a way that if the first line is busy, the next line is hunted until a free line is found. Minimum Requirements: sequential and circular;
2. **Availability Control** - Enables the Customer to make busy pre-determined individual PBX trunks in various group sizes;
3. **Night Mode** - Directs after hours calls to a specific answering station designated by the Customer;
4. **Automatic Channel Selection** - Automatically selects an idle channel within a trunk group for call selection;
5. **Answer Supervision** - Central office will electronically signal the originating PBX when an outgoing call is answered and when the called party disconnects. Inbound answer supervision is provided by the Customer's Equipment;
6. **Equal Access** – Allows the Customers to specify only one (1) PIC per trunk group; and,
7. **Trunk Group** – Restrictions and configurations can be assigned per trunk group.

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

18.2.5.1 Central Office Trunk Services and Features

The Contractor shall offer the Central Office Trunk Services and Features detailed in Table 18.2.5.1.a.

Table 18.2.5.1.a - Central Office Trunk Services and Features

	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y	N
1	**Two-Way Trunks-Basic**	Provides incoming and outgoing call capability. Transmission loss will not exceed more than 8.0 db.	BMS	Provides incoming and outgoing call capability. Transmission loss will not exceed more than 8.0 db.	Y	

Table 18.2.5.1.a - Central Office Trunk Services and Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
2	**Two-Way Trunks-Assured**	Provides incoming and outgoing call capability. Transmission loss will not exceed more than 5.5 db.	TMB	Provides incoming and outgoing call capability. Transmission loss will not exceed more than 5.5 db.	Y	
3	**Out Only Trunks - Basic**	Provides outgoing capability only. Transmission loss will not exceed more than 8.0 db.	BM3	Provides outgoing capability only. Transmission loss will not exceed more than 8.0 db.	Y	
4	**Out Only Trunks – Assured**	Provides outgoing capability only. Transmission loss will not exceed more than 5.5 db.	TM3	Provides outgoing capability only. Transmission loss will not exceed more than 5.5 db.	Y	
5	**In Only Trunks – Basic**	Provides incoming service only. Transmission loss will not exceed 8.0 db.	BM4	Provides incoming service only. Transmission loss will not exceed 8.0 db.	Y	
6	**In Only Trunks – Assured**	Provide incoming service only. Transmission loss will not exceed 5.5 db.	TM4	Provide incoming service only. Transmission loss will not exceed 5.5 db.	Y	
7	**DID Trunks – Basic**	Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 8.0 db.	BMN	Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 8.0 db.	Y	
8	**DID Trunks – Assured**	Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 5.5 db.	TMN	Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 5.5 db.	Y	
9	**DID Station Numbers 1st 100**	Block of 100 telephone numbers used to work with DID trunking	ND8	Block of 100 telephone numbers used to work with DID trunking	Y	
10	**Additional DID Station Numbers**	Each additional block of 100 numbers used to work with DID trunking	NDA	Each additional block of 100 numbers used to work with DID trunking (after initial two blocks of 100 numbers).	Y	

The Contractor may offer additional unsolicited Central Trunk Exchange Services and Features in Table 18.2.5.1.b.

Table 18.2.5.1.b – Unsolicited Central Office Trunk Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
1	End-User Speed Calling	ESF	Speed Calling 30
2	Supertrunk DID Change Charge	DCC	Change Charge to remove or add number (s) within a block of DID numbers
3	Block of 20 DID Station Numbers	ND1	Block of 20 DID station numbers in the same trunk group.
4	SuperTrunk - Two Way Trunk Group	SK2	Two Way Trunk Group
5	SuperTrunk - Out Only Trunk Group	SK3	Out Only Trunk Group
6	SuperTrunk - In Only Trunk Group	SK4	In Only Trunk Group
7	SuperTrunk - Enhanced Alternate Routing	STEAR	Enhanced Alternate Routing
8	SuperTrunk - SuperTrunk Termination	SUPTK	SuperTrunk Termination
9	Two-Way Trunks- Basic - additional	BM2	Additional trunk after first. Provides incoming and outgoing call capability. Transmission loss will not exceed more than 8.0 db
10	Two Way Trunks- Assured-additional	TM2	Additional trunk after first. Provides incoming and outgoing call capability. Transmission loss will not exceed more than 5.5 db
11	SuperTrunk Network Change Charge	NWCST	SuperTrunk Network Change Charge
12	Stop Hunting Control Arrangement	93B	Stop Hunting Control Arrangement is provided where a customer desires to convert hunting in central office trunk lines, FEX lines or hunting individual lines so they may operate as individual lines by operations of a key at the customer's premises.
13	Availability Control Arrangement	P89	Availability Control - 1st group of 6 or less. Allows the ability to make a selected group of trunk lines or individual lines busy under control of a key at the PBX attendant position or individual line service location.
14	Availability Control Arrangement	9GV	Availability Control - each additional trunk (7-60) of same group. Allows the ability to make a selected group of trunk lines or individual lines busy under control of a key at the PBX attendant position or individual line service location.

Table 18.2.5.1.b – Unsolicited Central Office Trunk Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
15	Speed Calling	ESL	Speed Calling 8 allows customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number.
16	Call Forwarding	ESM	Call Forwarding permits the customer to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion.
17	Busy Call Forwarding	EVB	Busy Call Forwarding permits the forwarding of incoming calls when the customer's line is busy. The forwarded number is fixed by the customer service order.
18	Restricted Call Forwarding	EVC	Busy Call Forwarding Extended forwards calls to a number outside the customer's local C.O.
19	Call Forward Ring No Answer	EVD	Delayed Call Forwarding permits the forwarding of incoming calls when the customer's line remains unanswered after customer-designated number of rings. The number of rings and the forwarded number are fixed by the customer service order.
20	Hunting	HTG	Hunting. Available on Two Way and In only trunks.
21	Night Terminal	NCB	Night Terminal. If night terminal is being used, associated trunk is also busy.

18.2.5.2 Central Office Trunk Service Area

The Contractor shall provide Central Office Trunk services in all ILEC territories open to competition as defined by the CPUC where services are available either through bidder owned facilities or through resale of approved ILEC services.

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

18.2.6 INTRALATA LOCAL CALLING

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

The service shall be engineered and provisioned to process all minutes of usage ordered by the State.

The Contractor shall provide IntraLATA Local Calling Service in all ILEC territories open to competition as defined by the CPUC where services are available either through bidder owned facilities or through resale of approved ILEC services.

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

18.2.6.1 IntraLATA Local Calling Usage Services

The Contractor shall offer the IntraLATA Local Calling detailed in Table 18.2.6.1.a.

Table 18.2.6.1.a – IntraLATA Local Calling Usage Services

	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y	N
1	**IntraLATA Local Calling up to 12 miles**	Local calling service up to 12 miles	USGZ12	Per minute rates for directly dialed calls made over the public switched network from business telephone lines 0 to 12 miles. Features described above are a function of lines, which give customers network access and provide dial tone and the ability to make calls. These access methods include (but are not limited to) Centrex lines, Business Access Lines, and PBXs.	**Y**	

Table 18.2.6.1.a – IntraLATA Local Calling Usage Services						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
2	**IntraLATA Local Calling over 12 miles and up to 16 miles**	Local calling service over 12 and up to 16 miles, where available	USGZ3	Per-minute rate, billed in increments of 18 second initial increment and one second subsequent increments for directly dialed calls made over the public switched network from business telephone lines 12 to 16 miles. Features described above are a function of lines, which give customers network access and provide dial tone and the ability to make calls. These access methods include (but are not limited to) Centrex lines, Business Access Lines, and PBXs.	**Y**	

The Contractor may offer additional unsolicited IntraLATA Local Calling Usage Services in Table 18.2.6.1.b.

Table 18.2.6.1.b – Unsolicited IntraLATA Local Calling Usage Services			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
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18.2.7 VOICE MAIL SERVICES

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

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

1. Message review, including skip back or ahead with pausing;
2. Message saving and erasing;
3. Messaging forwarding;
4. Message reply;
5. Message sending, including;
6. Password protection;
7. Personalized greetings (both permanent and temporary);
8. Erased message retrieval before call is ended;
9. Surveillance and maintenance provided 24x7x365; and,
10. Web based End-User administration Software - Software accessible via the Internet for the End-User administration.

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

18.2.7.1 Voice Mail Services and Features

The Contractor shall offer the Voice Mail Services and Features detailed in Table 18.2.7.1.a.

Table 18.2.7.1.a – Voice Mail Services and Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
1	**Voice Mail Box Basic**	100 messages, three (3) minute length, 30-day save.	SO2AL	A basic voicemail product that has the capability to call transfer, allow inbound call integration, provide MWI to customer's telephone handset, perform basic voicemail functionality such as listening, replying and forwarding voice messages. In addition, the customer can select to enable features which include but are not limited to wireline/wireless integration (required AT&T wireless phone), primary voice mailbox sharing, and one repository for multiple message types such as wireline/wireless voicemail & FAX. Voicemail can be accessed & managed using a traditional telephone user interface, web browser, wireless device or email. For areas requiring 200 mailboxes or more within the same centrex and where network capabilities exist usage and/or toll will not apply.	**Y**	

The Contractor may offer additional unsolicited Voice Mail Services and Features in Table 18.2.7.1.b.

Table 18.2.7.1.b – Unsolicited Voice Mail Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
1	EM-UM Extension	SO2AM	Extension Mailboxes allow inbound callers to leave messages for associates, employees or departments in a separate mailbox. This is an efficient and easy way to sort inbound messages for multiple employees or departments that share a primary mailbox. Requires C3UMB (primary mailbox). You can have up to 98 extensions on one primary mailbox
2	EM-Call Tree	C4CT4	EM Call Tree is a 4 port network-based call router that allows you to answer incoming calls and route them to different departments, employees or to a recorded announcement. Greets callers with a personalized message and gives them options to transfer or hear information. EM Call Tree includes the following features and capabilities: 4 ports with: 7x7x7 – 3 levels of menu options each consisting of up to seven choices in each level Transfer to a 10 digit dial number or EM mailbox. Global key presses allow callers to navigate through the system while allowing the options to repeat a message, return to the Main Menu or transfer to a location where someone is available to answer the call. Multiple Languages – Call Tree uses English as the default language, but provides the ability to record prompts in up to nine different languages. Names Directory/Dial By Extension – customer can have a names directory or dial by extension located anywhere within their Call Tree (counts as a Node option) Holidays & After-Hours Schedules – Call Tree can support multiple schedules including holidays and after hours Secondary Telephone Numbers (Alt ID) – Customer can have up to 14 additional numbers directed to the Call Tree). Enterprise Customer Administration Tool (ECAT)
3	EM-Call Tree Addl port	C4EMC	Additional port for EM-Call Tree-Allows additional simultaneous call in the Call Tree. Requires Call Tree C3CT4

Table 18.2.7.1.b – Unsolicited Voice Mail Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
4	EM – AO (Enterprise Messaging – Announcement Only)	SO2AO	This product offering will provide up to a five (5) - minute greeting. Message deposit and call transfer is not available. **This product is only available to existing customers. No new services will be added.**
5	AT&T Unified Messaging	US1MX	AT&T Unified Messaging (UM) provides access to an integrated view of voicemail, email, and faxes from both Internet and voice telephone user interface (TUI) while retaining existing notification and delivery options. This enhancement to our voicemail offering gives customers the ability to manage their messages (email, wireline, voicemail, wireless voicemail and fax) by locating all the message types in one depository, with access to the messages from anywhere using their PC, telephone or wireless handset. Users can access email using a web browser or an existing email client (i.e., Microsoft Outlook). AT&T UM mailbox is accessed from an associated local line or when a caller leaves or attempts to leave a message. Retrieving or accessing the mailbox from your wireless phone for any reason is treated as a local call under any block-of-time plan. Includes a 100 MB of storage for all messages. This product offering will provide up to a three (3) - minute greeting. Wireless integration requires AT&T wireless service. Retrieving or accessing the mailbox from your wireless phone for any reason is treated as a local call under any block-of-time plan. Local usage rates apply

Table 18.2.7.1.b – Unsolicited Voice Mail Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
6	AT&T Unified Messaging Extension	US1EX	AT&T Unified Messaging - Extension Mailboxes allow your inbound callers to leave messages for any of your associates, employees or departments in a separate mailbox. This is an efficient and easy way to sort inbound messages for multiple employees or departments that share a primary mailbox. When your caller hears your Company Greeting, they will be prompted to select an extension to leave a message in. When the caller selects the extension, they will hear a unique greeting for that extension mailbox. They can leave a message in the extension mailbox complete with delivery options (i.e., urgent, private, etc.). This product offering will provide up to a three (3) - minute greeting. An extension mailbox can be added to the primary Unified Messaging mailbox. Extension mailboxes have similar features and functionality as the Unified Messaging primary mailbox. You can have up to 98 extensions on one primary mailbox. Local Usage rates apply
7	AT&T Unified Messaging (DID)	US1DX	AT&T Unified Messaging DID (UM-DID). Similar to UM, UM-DID is designed for those customers who need a mailbox number that is different from their normal business telephone number. UM-DID can be used as a direct-dial messaging line without disturbing the main business line. This product offering will provide up to a three (3) - minute greeting. Local Usage rates apply
8	AT&T Unified Messaging Message Director	US1XM	AT&T Unified Messaging Message Director (UM-Message Director). Similar to UM, UM Message Director also provides an automated attendant that can route inbound calls to other Unified Messaging mailboxes. This product offering will provide up to a three (3) - minute greeting. Local usage rates apply. **This product is only available to existing customers. No new services will be added.**
9	AT&T Unified Messaging Alternate ID	US1XZ	AT&T Unified Messaging Alternate ID service can direct messages from several telephone lines into a single mailbox. This product offering will provide up to a three (3) - minute greeting. Local usage rates apply. Requires US1MX. Up to 15 alt IDs available per main mail box. Alternate IDs must be in the same service areas.

Table 18.2.7.1.b – Unsolicited Voice Mail Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	**Bidder's Description**
10	**Voice Mail Box**	SO2AF	A basic voicemail product that performs basic voicemail functionality such as listening, replying and forwarding voice messages. In addition, the customer can select to enable features which include primary voice mailbox sharing, and one repository for multiple messages. Voicemail can be accessed & managed using a traditional telephone user interface.

18.2.7.2 Voice Mail Service Area

The Contractor shall provide Voice Mail services in all ILEC territories open to competition as defined by the CPUC where services are available either through bidder owned facilities or through resale of approved ILEC services.

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

18.2.8 VOICE NETWORK OPERATIONS AND MANAGEMENT

18.2.8.1 General Description

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

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

18.2.8.2 Network Operations Center

The Contractor shall maintain a Network Operations Center (NOC) that is staffed 24x7x365 that coordinates and manages all voice traffic.

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

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

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

18.2.8.3 Security

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

The Contractor's shall commit to the following:

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

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

18.2.8.4 Telecommunications Service Priority (TSP) Program – Voice Services

The Contractor shall comply with the TSP Program, a 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_____

18.3 DATA SERVICES

18.3.1 DATA TRANSPORT SERVICES

The Contractor shall provide the data transport services described below.

18.3.1.1 Analog Service

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

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

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

18.3.1.1.1 Analog Services and Features

The Contractor shall offer the Analog Services and Features detailed in Table 18.3.1.1.1.a.

Table 18.3.1.1.1.a – Analog Services and Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
1	**Channel Termination Data Transport Service – two wire**	Two wire channel termination for data circuit without Direct Current (DC) continuity	T6E2X	Two wire channel termination for data circuit without Direct Current (DC) continuity	Y	
2	**Channel Termination Data Transport Service – four wire**	Four wire channel termination for data circuit without Direct Current (DC) continuity	T6E4X	Four wire channel termination for data circuit without Direct Current (DC) continuity	Y	
3	**Passive Data Bridging**	Allows multiple locations to be connected or bridged. Passive bridging works with alarm and metering services and is applied to each channel	BCN*	Allows multiple locations to be connected or bridged. Passive bridging works with alarm and metering services and is applied to each channel	Y	
4	**Variable Mileage Data Transport Service**	Variable charge per mile between end points	1L56X	Variable charge per mile between end points	Y	
5	**Expedite Option**	Provides service within five (5) Business Days of receipt of Service Requests in areas with available facilities	EODXP	Provides service within five (5) Business Days of receipt of Service Requests in areas with available facilities	Y	
6	**Data Bridging**	Allows multiple locations to be connected or bridged	BCND*	Allows multiple locations to be connected or bridged	Y	
7	**Alarm Bridging**	Each channel. Split band; Requires multipoint circuit.	CNLRX	Each channel. Split band; Requires multipoint circuit.	Y	
8	**Channel Conditioning**	Radio telephone Operation Channel Conditioning	GN3RR	Radio telephone Operation Channel Conditioning	Y	
9	**Central Office Multiplexing - Analog**	Combines multiple circuits onto a single transmission medium.	MQX	Combines multiple circuits onto a single transmission medium.	Y	

Table 18.3.1.1.1.a – Analog Services and Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
10	**C-type Conditioning Type C2**	Controls attenuation distortion and envelope delay distortion. Provides more specific transmission characteristics. Cannot have more than one (1) type of conditioning on a channel	P3H	Controls attenuation distortion and envelope delay distortion. Provides more specific transmission characteristics. Cannot have more than one (1) type of conditioning on a channel	Y	
11	**Forward Call Information (FCI)**	Information Link that carries voice mail/notification information to a voice switch	A5VFC	Information Link that carries voice mail/notification information to a voice switch	Y	
12	**VG Conditioning**	VG Conditioning C6 Protective Relay	U9Q	VG Conditioning C6 Protective Relay	Y	
13	**Lamp Beehive Signal**	One-lamp beehive signal	LP7	One-lamp beehive signal	Y	
14	**VG Switching Arrangement**	VG switching arrangement	XPL	VG switching arrangement	Y	

The Contractor may offer additional unsolicited Analog Services and Features in Table 18.3.1.1.1.b.

Table 18.3.1.1.1.b – Unsolicited Analog Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	Bidder's Description
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18.3.1.1.2 Analog Service Area

The Contractor shall provide Analog services throughout the Contractor's service area where commercially available.

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

18.3.1.2 ISDN Basic Rate Interface (BRI)

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

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

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

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

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

18.3.1.2.1 ISDN BRI Services and Features

The Contractor shall offer the ISDN services and features detailed in Table 18.3.1.2.1.a.

Table 18.3.1.2.1.a – ISDN BRI Services and Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
1	**Bundled ISDN BRI Package**	B1 and B2 Channels as described in Section 18.3.1.2.1. Includes all features described in Section 18.3.1.2.1.	1M+SL	Integrated Services Digital Network (ISDN) offers integrated voice, data, and video transmission over a single phone line, with the quality and increased data speed of digital transmission. We provision ISDN on an AT&T Measured Business Service, providing digital service over a single wire pair. The configuration is also known as Basic Rate Interface (BRI), with: • One 16 Kbps D Channel for signaling and/or packet services at speeds up to 9.6 Kbps • Two 64 Kbps B Channels for voice, or data.	Y	
2	**Basic ISDN BRI Local Usage**	Per minute usage per channel for local calls.	USGZ12	Per minute usage per channel for local calls.	Y	
3	**ISDN BRI Usage Intrastate Switched-to-Switched Daytime**	Per minute usage per channel using switched access Intrastate switched-to-switched, 8:00 am to 4:59 pm	BESS	Per minute usage per channel using switched access Intrastate switched-to-switched, 8:00 am to 4:59 pm	Y	
4	**ISDN BRI Usage Intrastate Switched-to-Switched Evening**	Per minute usage rate per channel using switched access Intrastate switched-to-switched, 5:00 pm to 7:59 am.	BIESS	Per minute usage rate per channel using switched access Intrastate switched-to-switched, 5:00 pm to 7:59 am.	Y	
5	**ISDN BRI Usage Interstate Per Channel Daytime**	Per minute interstate usage, switched-to-switched and switched-to-dedicated, 8:00 am to 4:59 pm.	BSSS	Per minute interstate usage, switched-to-switched and switched-to-dedicated, 8:00 am to 4:59 pm.	Y	
6	**ISDN BRI Usage Interstate Per Channel Evening**	Per minute interstate usage, switched-to-switched and switched-to-dedicated, 5:00 pm to 7:59 am.	BISSS	Per minute interstate usage, switched-to-switched and switched-to-dedicated, 5:00 pm to 7:59 am.	Y	

Table 18.3.1.2.1.a – ISDN BRI Services and Features						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
7	**Secondary Number**	Secondary Number	SEDN1	Secondary Number	Y	
8	**Expedite Option**	Provides service within five (5) business days of receipt of Service Requests in areas with available facilities.	EODXP	Provides service within five (5) business days of receipt of Service Requests in areas with available facilities.	Y	
9	**Hunting**	Line Hunting; Switch equipment searches group of directory numbers in hunting to find an open line when the dialed number is busy.	HTG	Allows incoming calls to search a group of multiple lines in the same exchange, of same class of service, and of the same customer for an idle line.	Y	
10	**Busy Call Forwarding**	Automatically forwards incoming calls to another permanent number when line in use	EVB	Automatically forwards incoming calls to another permanent number when line in use	Y	
11	**Call Forwarding**	Transfer all incoming calls to another number of the Customer's choosing.	ESM	Transfer all incoming calls to another number of Customer's choosing.	Y	

The Contractor may offer additional unsolicited ISDN BRI services and features in Table 18.3.1.2.1.b.

Table 18.3.1.2.1.b – Unsolicited ISDN BRI Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	Bidder's Description
1	Feature Package 3	FPKG3	Feature Package 3
2	B Channel Primary Number	SAVH1	B2 Channel Primary Directory Number, Unique Number
3	Additional use of B Channel Primary Directory Number	MADDC	Multiple Application of Data Device Channel (5ESS Only)
4	Incoming & Outgoing Call ID	LXO	Incoming & Outgoing Call ID (5ESS Only)
5	Calling Number ID Block, Call Review, Time & Display	PDDL3	Can block your number from showing when making outgoing calls. Displays call related information on active calls or displays feature associated with buttons on set. Time and Date will be displayed on telephone set.
6	Call Transfer, Consultation Hold, Conference Calling & Hold	BG4	Call Transfer, Consultation Hold, Conference Calling & Hold (Provisioning USOC only)
7	Functional Signaling Drop	FSDRP	Functional Signaling Drop (required with BG4 in DMS office) (DMS Only)

Table 18.3.1.2.1.b – Unsolicited ISDN BRI Services and Features			
	Feature Name	**Bidder's CALNET Product Identifier**	Bidder's Description
8	Information Services Call Blocking	CL9	Prevent user from dialing 900/976 number.
9	Privacy	MPVCY	MADN Privacy Key (DMS-100 Only). If Non-private-MADN, MPVCY gives users a way to prevent other users from bridging onto a call in progress on a per call basis.
10	Privacy Release	PRLKY	Allows a conference call between shared numbers.

18.3.1.2.2 ISDN BRI Service Area

The Contractor shall provide ISDN BRI services throughout the Contractor's service area where commercially available.

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

18.3.2 DATA NETWORK OPERATIONS AND MANAGEMENT

18.3.2.1 General Description

The Contractor shall provide a data network(s) that meets industry Standards.

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

18.3.2.2 Network Operations Center

The Contractor shall maintain a Network Operations Center (NOC) that is staffed 24x7x365 that coordinates and manages all data traffic.

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

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

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

18.3.2.3 Security

18.3.2.3.1 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_____

18.3.2.3.2 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_____

18.3.2.3.3 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_____

18.3.2.4 Telecommunications Service Priority (TSP) Program – Data Services

The Contractor shall comply with the TSP Program, a 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_____

18.3.2.5 Network Disaster/Operational Recovery

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

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

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

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

18.4 OTHER SERVICES

This Section 18.4 includes provisions for services specifically associated with provisioning of CALNET Legacy 4 circuits. The specific services are described below.

18.4.1 HOURLY RATES FOR SERVICES

The hourly classifications of hours worked for services described in this Section 18.4.1 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_____

18.4.2 EXTENDED DEMARCATION WIRING SERVICES

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

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

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

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

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

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

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

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

The Contractor shall offer the Extended Demarcation Wiring Services detailed in Table 18.4.2.a.

Table 18.4.2.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 – Regular Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	EDCR	The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48 or equivalent jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.	Y	
2	**Extended Demarcation - Copper – Overtime Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	EDCO	The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48 or equivalent jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.	Y	
3	**Extended Demarcation - Copper – Sunday and Holiday Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	EDCH	The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48 or equivalent jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and Holiday hours.	Y	

Table 18.4.2.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.	EDC25R	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e, three- (3) meter jumpers, one (1) 24-port panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.	Y	
5	**Extended Demarcation - Copper 25 Pair – Overtime Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	EDC25O	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e , three (3) meter jumpers, one (1) 24-port panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.	Y	

Table 18.4.2.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.	EDC25H	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e, three- (3) meter jumpers, one (1) 24-port panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and Holiday hours.	Y	
7	**Extended Demarcation - Optical Fiber Link – Regular Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	EDOR	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.	Y	

Table 18.4.2.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 Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	EDOO	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.	Y	
9	**Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	EDOH	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and Holiday hours.	Y	

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 18.4.2.b.

Table 18.4.2.b – Unsolicited Extended Demarcation Wiring Services			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
1	Inside Wire Repair Plan – Voice	RPB	This inside wire repair plan covers simple voice services jacks. This repair plan applies to Centrex, PBX and Business Access Lines.
2	Inside Wire Repair Plan – Data	RPL	This inside wire repair plan covers Private Line/Special Access service.

18.4.3 STATION CABLING SERVICES

The Contractor shall provide station cabling services to support the services covered by this IFB C4A1LEG18 Category 18 for all Customer-occupied buildings where services under this Contract are being offered. Station cabling includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Cross-connect (HC) to the Customer defined station location. Station cabling shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station cabling shall also include associated trouble shooting, testing and labeling. Horizontal station cabling is limited to the following:

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

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

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

The Contractor shall provide prices in the Cost Worksheets for all labor and materials required for horizontal station cabling necessary to complete the provisioning as described in this Section 18.4.3. The Contractor shall provide one (1) price for each media or task identified.

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

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

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

The Contractor shall offer the Station Cabling Services detailed in Table 18.4.3.a.

Table 18.4.3.a – Station Cabling Services

	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y	N
1	**Station Cabling – Horizontal Copper Cat 3**	Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 4-pair Category 3 CMP UTP.	SCCAT3	The Cat3 station cabling is limited to 300 feet or less. Station cabling will include the necessary Cat3 four-pair CMP UTP cable, two jumpers, up to one 24-port panel or equivalent (if required), and two RJ45 jacks or equivalent. Associated troubleshooting, testing, and labeling is included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.	**Y**	
2	**Station Cabling – Horizontal Copper Cat 5e**	Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 4-pair Category 5e CMP UTP.	SCCAT5E	The Cat5e station cabling is limited to 300 feet or less. Station cabling will include the necessary Cat5e four-pair CMP UTP cable, two jumpers, up to one 24-port panel or equivalent (if required), and two RJ45 jacks or equivalent. Associated troubleshooting, testing and labeling is included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.	**Y**	

Table 18.4.3.a – Station Cabling Services

	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y	N
3	**Station Cabling – Horizontal Copper Cat 6**	Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 4-pair Category 6 CMP UTP.	SCCAT6	The Cat6 station cabling is limited to 300 feet or less. Station cabling will include the necessary Cat 6 four-pair CMP UTP cable, two jumpers, up to one 24-port panel or equivalent (if required), and two RJ45 jacks or equivalent. Associated troubleshooting, testing and labeling is included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.	**Y**	
4	**Station Cabling – Horizontal Optical Fiber-IEEE 802.3Z**	Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 2-Strand Multimode 62.5/125 or 50/125 um optical fiber cable for speeds not greater than one (1) Gbps (IEEE802.3Z). CMP rated.	SCIWO	The Optical station cabling is limited to 300 feet or less of 62.5/125- or 50/125-micron two-strand OFNP fiber drop cable with adapters, connectors and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing and labeling is included. AT&T assumes customer has adequate pathways. Enclosures are included. The labor rate for this is for work performed during regular hours.	**Y**	
5	**Station Cabling – Horizontal Copper - Identify, Test and Label**	Wiring services to identify, test, and label existing horizontal station cabling per single station location.	SCITL	Identify, test, and label customer's existing horizontal cable/wire. The labor rate for this is for work performed during regular hours.	**Y**	

The Contractor may offer additional unsolicited Station Cabling Services in Table 18.4.3.b.

Table 18.4.3.b – Unsolicited Station Cabling Services			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description

18.4.4 MIGRATION-OUT PROFESSIONAL SERVICES - CENTRAL OFFICE EXCHANGE

The Contractor shall provide Professional Services that support Customer Migration-Out efforts for Central Office Exchange Services. Some examples are assistance with Customer telephone data, site surveys, site audits, inventory and record management.

The Contractor shall offer the Migration-Out Professional Services – Central Office Exchange detailed in Table 18.4.4.a.

Table 18.4.4.a – Migration-Out Professional Services - Central Office Exchange						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
1	Migration-Out Technical Services Support I - Standard Regular Hours	Technical Services Support I for Central Office Exchange Migration-Out only – Regular Hours	**MO1R**	• Remote resource/ CSR • Gathers voice station records • Builds database for migration effort • Validate with Customer or state Agency contacts	**Y**	
2	Migration-Out Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration-Out only - Overtime Hours	**MO1O**	• Remote resource • Gathers voice station records • Builds database for migration effort • Validate with Customer or state Agency contacts	**Y**	

Table 18.4.4.a – Migration-Out Professional Services - Central Office Exchange						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
3	Migration-Out Technical Services Support I – Sunday and Holiday Hours	Technical Services Support I for Central Office Exchange Migration-Out only – Sunday and Holiday Hours	**MO1SH**	• Remote resource • Gathers voice station records • Builds database for migration effort • Validate with Customer or state Agency contacts	**Y**	
4	Migration-Out Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration-Out only – Regular Hours	**MO2R**	• On-site Resource / Field Technician • Use database records to validate voice station records • Validates voice station records with what is on premise wiring closet • Reporting finding to Migration Project Management team	**Y**	
5	Migration-Out Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration-Out only – Overtime Hours	**MO2O**	• On-site Resource / Field Technician • Use database records to validate voice station records • Validates voice station records with what is on premise wiring closet • Reporting finding to Migration Project Management team	**Y**	
6	Migration-Out Technical Services Support II – Sunday and Holiday Hours	Technical Services Support II for Central Office Exchange Migration-Out only – Sunday and Holiday Hours	**MO2SH**	• On-site Resource / Field Technician • Use database records to validate voice station records • Validates voice station records with what is on premise wiring closet • Reporting finding to Migration Project Management team	**Y**	

Table 18.4.4.a – Migration-Out Professional Services - Central Office Exchange						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
7	Migration-Out Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration-Out only – Regular Hours	**MONER**	Advanced Plus Network Engineering Skillset - Standard Hours: Pre or Post-implementation site survey and network design. Performs advanced on-site installation and tests interoperability with other products For example Complex Network configurations of router, switches, Firewall & VoIP. Skillset to understand MPLS and SDN.	**Y**	
8	Migration-Out Network Engineer – Overtime Hours	Network Engineer for Central Office Exchange Migration-Out only – Overtime Hours	**MONEO**	Engineering Skillset - Overtime Hours: Pre or Post-implementation site survey and network design. Performs advanced on-site installation and tests interoperability with other products For example Complex Network configurations of router, switches, Firewall & VoIP. Skillset to understand MPLS and SDN.	**Y**	
9	Migration-Out Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration-Out only – Sunday and Holiday Hours	**MONESH**	Engineering Skillset – Sunday and Holiday Hours: Pre or Post-implementation site survey and network design. Performs advanced on-site installation and tests interoperability with other products For example Complex Network configurations of router, switches, Firewall & VoIP. Skillset to understand MPLS and SDN.	**Y**	

Table 18.4.4.a – Migration-Out Professional Services - Central Office Exchange						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
10	Migration-Out Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration-Out only – Regular Hours	**MOSER**	Multi-Skillset Individual providing Network oversight: Pre or Post-implementation site survey and network design. Provides highly advanced consulting skills across multiple disciplines. For Example, Security, Networking, MPLS, Standards and best practices Conducts assessments, design, and overall technical oversight for highly complex installations involving multiple technologies.	**Y**	
11	Migration-Out Professional Services Principle Architect I – Regular Hours	Professional Services Principle Architect I for Central Office Exchange Migration-Out only – Regular Hours	**MOPA1R**	Professional Network Engineer: Person may hold a degree or industry certifications in specific specialization. Security, cyber security, disaster recovery and business continuity and Advanced networking specific to manufacturer.	**Y**	

Table 18.4.4.a – Migration-Out Professional Services - Central Office Exchange						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder Meets or Exceeds? Y**	**N**
12	Migration-Out Professional Services - Principal Architect II – Regular Hours	Professional Services - Principal Architect II for Central Office Exchange Migration-Out only – Regular Hours	**MOPA2R**	Multi-Skillset Individual providing network design function and oversight. Pre or Post-implementation site survey and network design. Provides highly advanced consulting skills across multiple disciplines. For Example, Security, Networking, MPLS, Standards and best practices. Works with customer to integrate legacy technology, Conducts assessments, design, and overall technical oversight for highly complex installations involving multiple technologies.	**Y**	

The Contractor may offer the unsolicited Migration-Out Professional Services – Central Office detailed in Table 18.4.4.b

Table 18.4.4.b – Unsolicited Migration-Out Professional Services – Central Office			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

18.4.5 SERVICES RELATED HOURLY SUPPORT

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract. Work performed under this Section 18.4.5 is authorized only for situations where the Contractor has dispatched personnel to diagnose a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In the Category 18 Cost Worksheet, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis and/or repair of contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be identified.

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

The Contractor shall offer the Services Related Hourly Support detailed in Table 18.4.5.

Table 18.4.5. – Services Related Hourly Support

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

Table 18.4.5. – Services Related Hourly Support						
	Feature Name	**Feature Description**	**Bidder's CALNET Product Identifier**	**Bidder's Description**	**Bidder meets or exceeds? Y**	**N**
3	**Field Service Repair Technician Sunday and Holiday Hours**	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	MVVH	Field Service Technician – Sunday and Holiday Hours	**Y**	

18.4.6 COMPATIBILITY

Many of the CALNET Customers use proprietary Equipment for voice line-side services and data WAN applications. The incumbent Contractor shall provide, at a minimum, the current level of service compatibility and availability for this existing CPE used by the CALNET Customers who wish to continue to receive CALNET Legacy 4 services from the incumbent Contractor.

The CALNET CMO and the affected CALNET Legacy 4 Customers will be the approving authority for replacing all non-compatible CPE. This includes any Equipment, building modifications, wiring, and training for End-User staff that is necessary as a result of the Transition to a new Contractor.

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

18.5 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this Section 18.5 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 18.5 includes the SLA formats, general requirements, stop clock conditions and the Technical SLAs for the services identified in this Category solicitation.

18.5.1 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 should include source of data and define the points of measurement within the system, application, or network;
4. Service(s) – All applicable services will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies:
   a. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
   b. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time

The Contractor shall proactively apply a credit or refund when 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_____

18.5.2 SOW TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 18.2, *Core Voice Services*, through 18.4, *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_____

18.5.3 TWO (2) METHODS OF OUTAGE REPORTING: THE CUSTOMER OR THE CONTRACTOR

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_____

18.5.4 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____

18.5.5 CONTRACTOR'S SLA MANAGEMENT PLAN

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

1. The Contractor SLA Manager and supporting staff responsibilities,
2. The Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network. Process may differ per service type;
3. Creation and delivery of SLA Reports (SOW Business Requirements Section L.10.5). The Contractor shall include a sample report in accordance with 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 SLA Manager to manage all SLA compliance and reporting. The Contractor shall include the 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_____

18.5.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET Legacy 4 Technical SLAs (Section 18.5.8, *Technical Service Level Agreements*):

1. With the exception of Provisioning SLA (Section 18.5.8.8), 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 SLA objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request form for the Provisioning SLA (Section 18.5.8.8);
8. To the extent that the Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present SLAs to the CALNET CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET Legacy 4 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by the CALNET CMO of any SLA remedy covered by this Contract shall not exclude or limit the CALNET CMO's or any 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 Affiliates and/or Subcontractors under this Contract;
13. The Customer Escalation Process (SOW Business Requirements Section L.3.4.2) and/or the CALNET CMO Escalation Process (SOW Business Requirements Section L.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x7x365 for CALNET Legacy 4 services;
15. SLAs apply 24x7x365 unless SLA specifies an exception;
16. The Contractor's invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section L.5.1, #13 *Billing and Invoicing Requirements*;
17. The Contractor shall provide a CALNET Legacy 4 SLA Manager responsible for CALNET Legacy 4 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address the CALNET CMO SLA oversight, report issues, and problem resolution concerns. The CALNET Legacy 4 SLA Manager shall also coordinate SLA support for the Customer SLA inquiries and issue resolution;
18. The Contractor shall provide the Customer and the CALNET CMO support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between the Contractor and third party service provider in territories not open to competition shall be passed through to the CALNET Legacy 4 Customer.

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

18.5.7 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 18.5.7 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 18.5.7 – 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.
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,

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

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

18.5.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

18.5.8.1 Met Appointments (M-S)

SLA Name: Met Appointments

Definition: Service Availability will be determined on a percentage basis of met appointments (technician dispatches) verses missed appointments.

Measurement Process: Monthly Average Percentage by service type:

The sum of all individual service appointments met in the measurement period divided by the sum of all individual appointments made in that measurement period equals the monthly average.

Service(s):

Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (18.3.1.2)	

Objectives:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
ISDN BRI	85.0%	90.0%	99.5%	S

Rights and Remedies

Per Occurrence: CALNET CMO Escalation Process

Monthly Aggregated Measurements:

First month to fail to meet the committed SLA objective shall result in a 15% rebate of the TMRC and three (3) Business Days of the Average Daily Usage Cost (ADUC) (if applicable) for all missed appointments.

Next consecutive month to fail to meet the committed SLA objective shall result in a 25% rebate of TMRC and five (5) Business Days of the ADUC (if applicable) for all missed appointments.

Each additional consecutive month to fail to meet the committed SLA objective shall result in a fifty percent (50%) rebate of the TMRC and ten (10) Business Days of the ADUC (if applicable) for all missed appointments.

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

18.5.8.2 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 ten (10) or more circuits or 100 or more voice lines or voice mail boxes.

Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID 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):

Business Access Lines (18.2.3)	
Central Office Exchange Services (18.2.4)	IntraLATA Local Calling (18.2.6)
Central Office Trunk Service (18.2.5)	Voice Mail Services (18.2.7)

Objective(s):

The objective restoral time shall be:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Business Access Lines	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
Central Office Exchange Services	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
Central Office Trunk Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
IntraLATA Local Calling	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
Voice Mail Services	≤ 3 hours	≤ 2 hours	≤ 1 hour	S

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_____

18.5.8.3 Catastrophic Outage 2 (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)

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

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

Service(s):

Business Access Lines (18.2.3)	
Central Office Exchange Services (18.2.4)	Central Office Trunk Service (18.2.5)
Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (18.3.1.2)	IntraLATA Local Calling (18.2.6)
Central Office Exchange Voice Mail Services (18.2.7)	

Objective(s):

The objective restoral time shall be:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Business Access Lines	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Central Office Exchange Services	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Central Office Trunk Service	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
ISDN BRI	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
IntraLATA Local Calling	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Voice Mail	≤ 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 for each End-User service not meeting the committed per occurrence objective for a single CAT 2 fault.

Monthly Aggregated Measurements: N/A

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

18.5.8.4 Catastrophic Outage 3 (M-S)

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition: The total loss of more than one (1) service type in central office, or the loss of any service type on a system wide basis.

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

Service(s):

Business Access Lines (18.2.3)	
Central Office Exchange Services (18.2.4)	Central Office Trunk Service (18.2.5)
Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (18.3.1.2)	IntraLATA Local Calling (18.2.6)
Central Office Exchange Voice Mail (18.2.7)	

Objective(s):

The objective restoral time shall be:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Business Access Lines	≤ 30 minutes	N/A	≤ 15 minutes	P
Central Office Exchange Services	≤ 30 minutes	N/A	≤ 15 minutes	P
Central Office Trunk Service	≤ 30 minutes	N/A	≤ 15 minutes	P
ISDN BRI	≤ 30 minutes	N/A	≤ 15 minutes	P
IntraLATA Local Calling	≤ 30 minutes	N/A	≤ 15 minutes	P
Voice Mail	≤ 30 minutes	N/A	≤ 15 minutes	P

Rights and Remedies	**Per Occurrence:** 100 percent 100%) of the TMRC and ten (10) Business Days of the ADUC for each 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_____

18.5.8.5 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):

Business Access Line (18.2.3)	
Central Office Exchange Services (18.2.4)	Central Office Trunk Service (18.2.5)
ISDN BRI (18.3.1.2)	IntraLATA Local Calling (18.2.6)
Voice Mail Services (18.2.7)	

Objectives:

The Unavailable Time objective shall not exceed:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Business Access Line	16 hours	12 hours	8 hours	S
Central Office Exchange Services	16 hours	12 hours	8 hours	S
Central Office Trunk Service	16 hours	12 hours	8 hours	S
ISDN BRI	16 hours	12 hours	8 hours	S
IntraLATA Local Calling	16 hours	12 hours	8 hours	S
Voice Mail	16 hours	12 hours	8 hours	S

Rights and Remedies

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

Upon request from the Customer or the CALNET 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_____

18.5.8.6 Mean Time to Repair (M-S)

SLA Name: Mean Time to Repair

Definition: The mean time a CALNET Legacy 4 service is not fully functional and available for use each calendar month.

Measurement Process: The service (Circuit ID or Service ID) is not fully functional during the time the Customer reported trouble ticket is recorded as open in the Contractor's trouble ticket system, minus SCC. Any service (Circuit ID or Service ID) reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. The mean shall be derived as the sum of the total trouble ticket duration hours per calendar month, per service type, divided by the number of tickets per calendar month, per service type.

Service(s):

Business Access Line (18.2.3)	Central Office Exchange Services (18.2.4)
Central Office Trunk Service (18.2.5)	IntraLATA Local Calling (18.2.6)
Voice Mail Services (18.2.7)	

Objective(s):

The objective restoral time shall be:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Business Access Line	10 hours	6 hours	4 hours	S
Central Office Exchange Services	10 hours	6 hours	4 hours	S
Central Office Trunk Service	10 hours	6 hours	4 hours	S
IntraLATA Local Calling	10 hours	6 hours	4 hours	S
Voice Mail	10 hours	6 hours	4 hours	S

Rights and Remedies

Per Occurrence: N/A

Monthly Aggregated Measurements:

Fifteen percent (15%) of the TMRC and two (2) Business Days of the ADUC per occurrence if the mean average fails to meet the committed monthly objective.

Next consecutive month to fail to meet the committed SLA objective shall result in a twenty-five percent (25%) rebate of the TMRC and two (2) Business Days of the ADUC per occurrence.

Additional consecutive months to fail to meet the committed SLA objective shall result in a fifty percent (50%) rebate of the TMRC and two (2) Business Days of the ADUC per occurrence.

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

18.5.8.7 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, 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 requiring the nature of the outage may be limited.	
Measurement Process: The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section 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 threat of 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	
Objectives: 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_____

18.5.8.8 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. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per SOW Business Requirements Section B.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 and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.

Service(Features must be installed in conjunction with the service except when listed below)	Committed Interval Days	Coordinated/Managed Project
Business Access Lines (18.2.3)	5	Contracted Service Project Work
Central Office Exchange Services (includes station cabling) (18.2.4)	5	Contracted Service Project Work
Central Office Trunk Service and Features (18.2.5)	20	Contracted Service Project Work
Extended Demarcation Wiring Services (18.4.2)	Customer negotiated date	Contracted Service Project Work
ISDN Basic Rate ISDN (BRI) (18.3.1.2)	20	Contracted Service Project Work
IntraLATA Local Calling (18.2.6)	5	Contracted Service Project Work
Station Cabling Services (18.4.3)	Customer negotiated date	Contracted Service Project Work
Voice Mail Services (18.2.7) per box	10	Contracted Service Project Work
Expedite (all applicable services)	5	Contracted Service Project Work

Objective(s):

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

Objective 2: Monthly Average percent by service type:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Business Access Lines	N/A	≥ 90%	≥ 95%	S
Central Office Exchange Services	N/A	≥ 90%	≥ 95%	S
Central Office Trunk Service	N/A	≥ 90%	≥ 95%	S
Extended Demarcation Wiring Services	N/A	≥ 90%	≥ 95%	S
ISDN BRI	N/A	≥ 90%	≥ 95%	S
IntraLATA Local Calling	N/A	≥ 90%	≥ 95%	S
Station Cabling Services	N/A	≥ 90%	≥ 95%	S
Voice Mail	N/A	≥ 90%	≥ 95%	S
Expedite	N/A	≥ 90%	≥ 95%	S

Rights and Remedies	**Per Occurrence:** Objective 1: Individual service 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_____

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

SLA Name: Time to Repair (TTR)

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):

Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (18.3.1.2)	

Objective(s):

The Unavailable Time objective shall not exceed:

	Basic (B)	**Standard (S)**	**Premier (P)**	**Bidder's Objective Commitment (B or S)**
ISDN BRI	6 hours	4 hours	N/A	S

Rights and Remedies	**Per Occurrence:** Twenty-five percent (25%) of the TMRC and three (3) Business Days ADUC, when applicable, per occurrence for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.
	Monthly Aggregated Measurements: N/A

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

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

SLA Name: Time to Repair (TTR) – IntraLATA Local Calling

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):

IntraLATA Local Calling (18.2.6)	

Objective(s):

The Unavailable Time objective shall not exceed:

Local Toll Calling	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)
1 to 25 End-Users	9 hours	7 hours	N/A	S
26 to 50 End-Users	9 hours	6 hours	N/A	S
Greater than 50 End-Users	8 hours	5 hours	N/A	S

Rights and Remedies	**Per Occurrence:** Three (3) Business Days ADUC for each service (Circuit ID 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_____

18.5.9 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 18.5.8, *Technical Service Level Agreements*.

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

18.5.10 PROPOSED UNSOLICITED OFFERINGS

The Contractor shall provide SLAs as defined in Section 18.5, *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_____

18.5.11 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 this Section 18.5.11.

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

18.5.12 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 18.5.8, *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_____