# INVITATION FOR BID

# IFB C4A1LEG18

# FOR CALNET

# LEGACY 4 TELECOMMUNICATIONS VOICE AND DATA SERVICES

## STATEMENT OF WORK

## TECHNICAL REQUIREMENTS

## CALNET LEGACY 4

## CATEGORY 16 - LONG DISTANCE CALLING

## Addendum 8

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# Amendment Log

| Amendment # | Date | Amendment Description |
|---|---|---|
| 2 | 03/10/2022 | Novation for name change. Added “dba LUMEN” |
| | | |

# SOW TECHNICAL REQUIREMENTS

# CATEGORY 16 – LONG DISTANCE CALLING

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# SOW TECHNICAL REQUIREMENTS

# CATEGORY 16 – LONG DISTANCE CALLING

## 16.1 OVERVIEW

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

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

### 16.1.1 BIDDER RESPONSE REQUIREMENTS

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

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

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

Or,

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

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

*Description:"*

Or,

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

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

16.1.2 DESIGNATION OF REQUIREMENTS

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

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

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

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

16.1.3 PACIFIC TIME ZONE

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

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

## 16.2 LONG DISTANCE CALLING SERVICE

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

The Contractor shall provide Long Distance Calling Service.

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

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

## 16.2.1 LONG DISTANCE SERVICE GENERAL REQUIREMENTS

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

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

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

### 16.2.1.2 Long Distance Design Services

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

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

### 16.2.1.3 Security

#### 16.2.1.3.1 Physical Access

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

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

#### 16.2.1.3.2 Network Security

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

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

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

16.2.1.3.3 Security Event Notifications

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

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

16.2.2 LONG DISTANCE NETWORK

16.2.2.1 Long Distance Service Network Requirements

16.2.2.1.1 Non-blocking Network

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

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

16.2.2.1.2 System Compatibility

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

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

16.2.2.2 Long Distance Network Access Transport

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

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

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

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

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

16.2.2.2.1 Dedicated DS1 Access Transport

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

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

16.2.2.2.2 Dedicated DS3 Access Transport

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

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

16.2.2.2.3 ISDN PRI on DS1 Access Transport

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

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

16.2.2.2.4 Off-Net Overflow on Terminating Busy

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

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

16.2.2.2.5 Long Distance Network Access Transport Functionality

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

**Table 16.2.2.2.5.a, Long Distance Network Access Transport Functionality**

| | Feature Name | Feature Description | Bidder's CALNET Product Identifier | Bidder's Description | Bidder Meets or Exceeds? Y | N |
|---|---|---|---|---|---|---|
| **1** | **Dedicated Access Transport DS1** | Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps | QLD50229 | CenturyLink standard Long Distance services will ensure Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Kbps. As a signaling option at no additional cost, CenturyLink can provide ISDN signaling DS1 transport to support phone systems that require Facilities Associated Signaling (FAS) or Non-Facilities Associated Signaling (NFAS). CenturyLink Dedicated Long Distance services provide access to our national long distance network via on-net CenturyLink-owned and operated facilities or CenturyLink-provided local loop circuits acquired through local access agreements to access the last mile connection between the customer location and CenturyLink facilities. | **X** | |

| Table 16.2.2.2.5.a, Long Distance Network Access Transport Functionality | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **2** | **Dedicated Access Transport DS3** | Dedicated Transport at DS3 speed or equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels. | QLD50230 | CenturyLink will provide Dedicated Transport at DS3 speed or equivalent up to 45 Mbps on a single circuit, or split the circuit into 28 DS1 channels or 672 DS0 channels. The State will be required to provide standard multiplexing equipment to support termination of DS3 services. | **X** | |
| **3** | **Primary Rate Interface (PRI) Transport on DS1** | DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel | QLD50231 | CenturyLink will provide Dedicated Access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel. CenturyLink Dedicated Long Distance services provide access to our national long distance network via on-net CenturyLink-owned and operated facilities or CenturyLink-provided local loop circuits acquired through local access agreements to access the last mile connection between the customer location and CenturyLink facilities. | **X** | |

| Table 16.2.2.2.5.a, Long Distance Network Access Transport Functionality | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **4** | **Off-Net Overflow on Terminating Busy** | Network feature for conditions when all terminating dedicated access lines are busy that allows an End-User to complete a domestic or international call to an off-net station or private network interface | QLD50232 | CenturyLink provides customized private dialing plans for conditions when all terminating dedicated access lines are busy. Call routing and calling privileges to route dedicated calls to an off-net station or private network interface. The feature allows the user to optimize and simplifying long distance calls in the U.S. and to more than 250 International countries.<br><br>Standard Features:<br><br>• Dedicated access lines termination overflow to ensure calls complete even when the trunk is at capacity<br><br>• Dedicated access lines or switched termination of calls<br><br>• Integrated with toll-free services<br><br>• On-net call capabilities | **X** | |

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

| Table 16.2.2.2.5.b, Long Distance Network Access Transport Functionality | | | | | |
|---|---|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **1** | **Reverse-Multiplexing** | QLD50299 | CenturyLink's Reverse Multiplexing provides connectivity from customer premises to QCC POP in bandwidths ranging from DS-0 to OC-12, by breaking down the more complex higher level local access circuit into multiple lower level signals that can carry multiple long-haul transport services. Reverse Multiplexing allows customers to maximize their local loop investment by putting multiple CenturyLink transport products all over a single, secure high-speed local access circuit, potentially reducing cost of ownership. This provides small- to medium-sized organizations the same flexibility as larger organizations without the need for multiple local loops. This version of reverse multiplexing will support multiplexing a DS3 into 28 DS1 channels. | **X** | |
| **2** | **Transport- TSP** | QLD50380 | CenturyLink TSP services are ordered in conjunction with the local access transport service. TSP services cannot be ordered as a standalone service. TSP service is provided on an end-to-end basis so that the entire circuit is provided by CenturyLink (the interexchange portion and CenturyLink provided local access) so the whole circuit is included in the TSP designation as required by the FCC and CA PUC. TSP fees are charged by the local access provider and considered a pass-through fee from the local access provider directly to the State. CenturyLink does not add additional cost to TSP fees. | **X** | |
| **3** | | | | | |
| **4** | | | | | |
| **5** | | | | | |
| **6** | | | | | |
| **7** | | | | | |
| **8** | | | | | |
| **9** | | | | | |
| **10** | | | | | |

16.2.2.3 Long Distance Network Operations and Management

16.2.2.3.1 Network Operations Center (NOC)

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

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

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

16.2.2.3.2 Fraudulent Call Prevention

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

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

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

## 16.2.3 LONG DISTANCE CALLING FEATURES

### 16.2.3.1 10-Digit/14-Digit Restriction

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

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

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

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

### 16.2.3.2 Universal Range Privileges

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

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

*Description:*

CenturyLink supports range privileges in the following default settings.

RP 3: All Calls (Allows ANI or PAC code to dial anywhere, domestic or int'l)

RP 2: On net + US (Allows ANI or PAC to dial 'On net' or US numbers, only)

RP 4: On net, US + Canada (Allows ANI or PAC to dial 'On net', US and Canada numbers, only)

RP 1: On net only (Allows only 'On net' calls)

We also set-up customized range privileges as required.

16.2.3.3 Account Codes

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

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

16.2.3.4 Authorization Codes

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

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

16.2.3.4.1 Expanded Authorization Codes

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

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

16.2.3.4.2 Service Management System

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

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

16.2.3.5 Long Distance Domestic Calling

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

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

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

**Table 16.2.3.5.a, Long Distance Domestic Calling Configurations**

| | Feature Name | Feature Description | Bidder's CALNET Product Identifier | Bidder's Description | Bidder Meets or Exceeds? Y | N |
|---|---|---|---|---|---|---|
| 1 | **IntraLATA Calling Dedicated to Dedicated Access Minute** | Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits within a Local Access and Transport Area (LATA). | QLD50233 | CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraLATA Dedicated to Dedicated calls – originating on dedicated access circuits and terminating on dedicated access circuits within a LATA. | **X** | |
| 2 | **IntraLATA Calling Dedicated to Switched Access Minute** | Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits within a LATA. | QLD50234 | CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraLATA Dedicated to Switched calls – originating on dedicated access circuits and terminating on switched access circuits within a Local Access and Transport Area (LATA). | **X** | |

| Table 16.2.3.5.a, Long Distance Domestic Calling Configurations | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **3** | **IntraLATA Calling Switched to Dedicated Access Minute** | Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits within a LATA. | QLD50235 | CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraLATA Switched to Dedicated calls – originating on switched access circuits and terminating on dedicated access circuits within a LATA. | **X** | |
| **4** | **IntraLATA Calling Switched to Switched Access Minute** | Usage charge for calls that originate on switched access circuits and terminate on switched access circuits within a LATA. | QLD50236 | CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraLATA Switched to Switched calls – originating on switched access circuits and terminating on switched access circuits within a LATA. | **X** | |
| **5** | **IntraState/InterLATA Calling Dedicated to Dedicated Access Minute** | Usage charge for calls that originate on dedicated access circuits and terminate on dedicated network access within the state and between LATA's. | QLD50237 | CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraState/InterLATA Dedicated to Dedicated calls – originating on dedicated access circuits and terminating on dedicated access circuits within the state and between LATAs. | **X** | |

| Table 16.2.3.5.a, Long Distance Domestic Calling Configurations | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **6** | **IntraState/InterLATA Calling Dedicated to Switched Access Minute** | Usage charge for calls that originate on dedicated access circuits and terminate on switched network access within the state and between LATA's. | QLD50238 | CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraState/InterLATA Dedicated to Switched Network calls – originating on dedicated access circuits and terminating on switched network access within the state and between LATAs. | **X** | |
| **7** | **IntraState/InterLATA Calling Switched to Dedicated Access Minute** | Usage charge for calls that originate on switched access circuits and terminate on dedicated network access within the state and between LATA's. | QLD50239 | CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraState/InterLATA Switched to Dedicated calls – originating on switched access circuits and terminating on dedicated access circuits within the state and between LATAs. | **X** | |
| **8** | **IntraState/InterLATA Calling Switched to Switched Access Minute** | Usage charge for calls that originate on switched access circuits and terminate on switched network access within the state and between LATA's. | QLD50240 | CenturyLink provides high-quality Long Distance service connections that include usage charges for IntraState/InterLATA Switched to Switched calls – originating on switched access circuits and terminating on switched access circuits within the state and between LATAs. | **X** | |

| Table 16.2.3.5.a, Long Distance Domestic Calling Configurations | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **9** | **Interstate Calling Dedicated to Dedicated Access Minute** | Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits between states. | QLD50241 | CenturyLink provides high-quality Long Distance service connections that include usage charges for Interstate Dedicated to Dedicated calls – originating on dedicated access circuits and terminating on dedicated access circuits between states. | **X** | |
| **10** | **Interstate Calling Dedicated to Switched Access Minute** | Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits between states. | QLD50242 | CenturyLink provides high-quality Long Distance service connections that include usage charges for Interstate Dedicated to Switched calls originating on dedicated access circuits and terminating on switched access circuits between states. | **X** | |
| **11** | **Interstate Calling Switched to Dedicated Access Minute** | Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits between states. | QLD50243 | CenturyLink provides high-quality Long Distance service connections that include usage charges for Interstate Switched to Dedicated calls – originating on switched access circuits and terminating on dedicated access circuits between states. | **X** | |
| **12** | **Interstate Calling Switched to Switched Access Minute** | Usage charge for calls that originate on switched access circuits and terminate on switched access circuits between states. | QLD50244 | CenturyLink provides high-quality Long Distance service connections that include usage charges for Interstate Switched to Switched calls – originating on switched access circuits and terminating on switched access circuits between states. | **X** | |

| Table 16.2.3.5.a, Long Distance Domestic Calling Configurations | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **13** | **Authorization Codes** | Authorization Codes as described in Section 16.2.3.4. | QLD50245 | CenturyLink authorization codes allow the State to require a code, with a set amount of digits, to be entered before a Long Distance call is processed. With the authorization code dialing procedure, the caller will be prompted by CenturyLink to input their code to complete their call. If no authorization code is entered or if an incorrect authorization code is entered, the call will not be processed and the caller will be advised that they do not have authorization to complete the call. | **X** | |
| **14** | **Expanded Authorization Codes** | Expanded authorization codes as described in Section 16.2.3.4.1. | QLD50246 | CenturyLink supports expanded authorization codes as described by the State. These codes will allow Customers to use part of an authorization code to manage calling privileges, and use the remainder of the code for user account tracking purposes | **X** | |

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

| Table 16.2.3.5.b, Unsolicited Long Distance Domestic Calling Configurations | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **1** | | | |

| Table 16.2.3.5.b, Unsolicited Long Distance Domestic Calling Configurations | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **2** | | | |
| **3** | | | |
| **4** | | | |
| **5** | | | |
| **6** | | | |
| **7** | | | |
| **8** | | | |
| **9** | | | |
| **10** | | | |

16.2.3.6 Long Distance International Calling Configurations

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

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

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

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

16.2.3.6.1 International Mobile Termination Charges (IMTC)

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

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

16.2.3.6.2 U.S. Based Services Waiver

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

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

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

| **Table 16.2.3.6 - Long Distance International Calling** | | | | | |
|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder Meets or Exceeds? Y** | **N** |
| **Table 16.2.3.6.a - Long Distance International Calling Switched Access Peak Time** | | | | | |
| **1** | **International Calling Switched Access Peak - Brazil** | International calls that originate on a switched network access circuit during Peak Time | QLDSPBZ5 | **X** | |
| **2** | **International Calling Switched Access Peak - Canada** | International calls that originate on a switched network access circuit during Peak Time | QLDSPCA1 | **X** | |
| **3** | **International Calling Switched Access Peak - China** | International calls that originate on a switched network access circuit during Peak Time | QLDSPCN5 | **X** | |
| **4** | **International Calling Switched Access Peak - France** | International calls that originate on a switched network access circuit during Peak Time | QLDSPFR5 | **X** | |
| **5** | **International Calling Switched Access Peak - Germany** | International calls that originate on a switched network access circuit during Peak Time | QLDSPDE5 | **X** | |

| Table 16.2.3.6 - Long Distance International Calling | | | | | |
|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder Meets or Exceeds? Y** | **N** |
| **6** | **International Calling Switched Access Peak - Israel** | International calls that originate on a switched network access circuit during Peak Time | QLDSPIL5 | **X** | |
| **7** | **International Calling Switched Access Peak - Italy** | International calls that originate on a switched network access circuit during Peak Time | QLDSPIT5 | **X** | |
| **8** | **International Calling Switched Access Peak - Japan** | International calls that originate on a switched network access circuit during Peak Time | QLDSPJP5 | **X** | |
| **9** | **International Calling Switched Access Peak - Korea** | International calls that originate on a switched network access circuit during Peak Time | QLDSPKR5 | **X** | |
| **10** | **International Calling Switched Access Peak - Mexico** | International calls that originate on a switched network access circuit during Peak Time | QLDSPMX7 | **X** | |
| **11** | **International Calling Switched Access Peak - Spain** | International calls that originate on a switched network access circuit during Peak Time | QLDSPSP5 | **X** | |
| **12** | **International Calling Switched Access Peak - Switzerland** | International calls that originate on a switched network access circuit during Peak Time | QLDDPCH5 | **X** | |
| **13** | **International Calling Switched Access Peak - United Kingdom** | International calls that originate on a switched network access circuit during Peak Time | QLDDPGB5 | **X** | |
| **Table 16.2.3.6.b - Long Distance International Calling Switched Access - Off-Peak** | | | | | |

| Table 16.2.3.6 - Long Distance International Calling | | | | | |
|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder Meets or Exceeds? Y** | **N** |
| **1** | **International Calling Switched Access Off-Peak - Brazil** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOBZ5 | **X** | |
| **2** | **International Calling Switched Access Off-Peak - Canada** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOCA1 | **X** | |
| **3** | **International Calling Switched Access Off-Peak - China** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOCN5 | **X** | |
| **4** | **International Calling Switched Access Off-Peak - France** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOFR5 | **X** | |
| **5** | **International Calling Switched Access Off-Peak - Germany** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDODE5 | **X** | |
| **6** | **International Calling Switched Access Off-Peak - Israel** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOIL5 | **X** | |
| **7** | **International Calling Switched Access Off-Peak - Italy** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOIT5 | **X** | |
| **8** | **International Calling Switched Access Off-Peak - Japan** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOJP5 | **X** | |
| **9** | **International Calling Switched Access Off-Peak - Korea** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOKR5 | **X** | |

| Table 16.2.3.6 - Long Distance International Calling | | | | | |
|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder Meets or Exceeds? Y** | **N** |
| **10** | **International Calling Switched Access Off-Peak - Mexico** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOMX7 | **X** | |
| **11** | **International Calling Switched Access Off-Peak - Spain** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOSP5 | **X** | |
| **12** | **International Calling Switched Access Off-Peak - Switzerland** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOCH5 | **X** | |
| **13** | **International Calling Switched Access Off-Peak - United Kingdom** | International calls that originate on a switched network access circuit during Off-Peak Time | QLDDOGB5 | **X** | |
| **Table 16.2.3.6.c - Long Distance International Calling Dedicated Access - Peak** | | | | | |
| **1** | **International Calling Dedicated Access Peak - Brazil** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPBZ5 | **X** | |
| **2** | **International Calling Dedicated Access Peak - Canada** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPCA1 | **X** | |
| **3** | **International Calling Dedicated Access Peak - China** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPCN5 | **X** | |
| **4** | **International Calling Dedicated Access Peak - France** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPFR5 | **X** | |

| Table 16.2.3.6 - Long Distance International Calling | | | | | |
|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder Meets or Exceeds? Y** | **N** |
| **5** | **International Calling Dedicated Access Peak - Germany** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPDE5 | **X** | |
| **6** | **International Calling Dedicated Access Peak - Israel** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPIL5 | **X** | |
| **7** | **International Calling Dedicated Access Peak - Italy** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPIT5 | **X** | |
| **8** | **International Calling Dedicated Access Peak - Japan** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPJP5 | **X** | |
| **9** | **International Calling Dedicated Access Peak - Korea** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPKR5 | **X** | |
| **10** | **International Calling Dedicated Access Peak - Mexico** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPMX7 | **X** | |
| **11** | **International Calling Dedicated Access Peak - Spain** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPSP5 | **X** | |
| **12** | **International Calling Dedicated Access Peak - Switzerland** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPCH5 | **X** | |
| **13** | **International Calling Dedicated Access Peak - United Kingdom** | International calls that originate on a dedicated network access circuit during Peak Time | QLDDPGB5 | **X** | |

| Table 16.2.3.6 - Long Distance International Calling | | | | | |
|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder Meets or Exceeds? Y** | **N** |
| **Table 16.2.3.6.d - Long Distance International Calling Dedicated Access – Off-Peak** | | | | | |
| **1** | **International Calling Dedicated Access Off-Peak – Brazil** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOBZ5 | **X** | |
| **2** | **International Calling Dedicated Access Off-Peak - Canada** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOCA1 | **X** | |
| **3** | **International Calling Dedicated Access Off-Peak - China** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOCN5 | **X** | |
| **4** | **International Calling Dedicated Access Off-Peak - France** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOFR5 | **X** | |
| **5** | **International Calling Dedicated Access Off-Peak - Germany** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDODE5 | **X** | |
| **6** | **International Calling Dedicated Access Off-Peak - Israel** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOIL5 | **X** | |
| **7** | **International Calling Dedicated Access Off-Peak - Italy** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOIT5 | **X** | |
| **8** | **International Calling Dedicated Access Off-Peak - Japan** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOJP5 | **X** | |

| Table 16.2.3.6 - Long Distance International Calling | | | | | |
|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder Meets or Exceeds? Y** | **N** |
| **9** | **International Calling Dedicated Access Off-Peak - Korea** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOKR5 | **X** | |
| **10** | **International Calling Dedicated Access Off-Peak - Mexico** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOMX7 | **X** | |
| **11** | **International Calling Dedicated Access Off-Peak - Spain** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOSP5 | **X** | |
| **12** | **International Calling Dedicated Access Off-Peak - Switzerland** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOCH5 | **X** | |
| **13** | **International Calling Dedicated Access Off-Peak - United Kingdom** | International calls that originate on a dedicated network access circuit during Off-Peak Time | QLDDOGB5 | **X** | |
| **Table 16.2.3.6.e - International Mobile Termination Charges** | | | | | |
| **1** | **International Mobile Termination Charges - Brazil** | Mobile telephone usage charge for international calling. | QLDI0BZ5 | **X** | |
| **2** | **International Mobile Termination Charges - Canada** | I Mobile telephone usage charge for international calling. | QLDI0CA1 | **X** | |
| **3** | **International Mobile Termination Charges - China** | Mobile telephone usage charge for international calling. | QLDI0CN5 | **X** | |

| Table 16.2.3.6 - Long Distance International Calling | | | | | |
|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder Meets or Exceeds? Y** | **N** |
| **4** | **International Mobile Termination Charges - France** | I Mobile telephone usage charge for international calling. | QLDI0FR5 | **X** | |
| **5** | **International Mobile Termination Charges - Germany** | Mobile telephone usage charge for international calling. | QLDI0DE5 | **X** | |
| **6** | **International Mobile Termination Charges - Israel** | Mobile telephone usage charge for international calling. | QLDI0IL5 | **X** | |
| **7** | **International Mobile Termination Charges - Italy** | Mobile telephone usage charge for international calling. | QLDI0IT5 | **X** | |
| **8** | **International Mobile Termination Charges - Japan** | Mobile telephone usage charge for international calling. | QLDI0JP5 | **X** | |
| **9** | **International Mobile Termination Charges - Korea** | Mobile telephone usage charge for international calling. | QLDI0KR5 | **X** | |
| **10** | **International Mobile Termination Charges - Mexico** | Mobile telephone usage charge for international calling. | QLDI0MX7 | **X** | |
| **11** | **International Mobile Termination Charges - Spain** | Mobile telephone usage charge for international calling. | QLDI0SP5 | **X** | |
| **12** | **International Mobile Termination Charges - Switzerland** | Mobile telephone usage charge for international calling. | QLDI0CH5 | **X** | |

| Table 16.2.3.6 - Long Distance International Calling | | | | | |
|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder Meets or Exceeds? Y** | **N** |
| **13** | **International Mobile Termination Charges - United Kingdom** | Mobile telephone usage charge for international calling. | QLDI0GB5 | **X** | |

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

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

| Table 16.2.3.6.f Additional International Long Distance Countries Offered by the Contactor. | | | | | | |
|---|---|---|---|---|---|---|
| | **Country** | **Switched Access** | | **Dedicated Access** | | **IMTC Product Identifier** |
| | | **Peak Product Identifier** | **Off-Peak Product Identifier** | **Peak Product Identifier** | **Off-Peak Product Identifier** | |
| **1** | **Afghanistan** | QLDSPAF5 | QLDSOAF5 | QLDDPAF5 | QLDDOAF5 | QLDI0AF5 |
| **2** | **Albania** | QLDSPAL5 | QLDSOAL5 | QLDDPAL5 | QLDDOAL5 | QLDI0AL5 |
| **3** | **Algeria** | QLDSPDZ5 | QLDSODZ5 | QLDDPDZ5 | QLDDODZ5 | QLDI0DZ5 |
| **4** | **Andorra** | QLDSPAD5 | QLDSOAD5 | QLDDPAD5 | QLDDOAD5 | QLDI0AD5 |
| **5** | **Angola** | QLDSPAO5 | QLDSOAO5 | QLDDPAO5 | QLDDOAO5 | QLDI0AO5 |
| **6** | **Anguilla** | QLDSPAI5 | QLDSOAI5 | QLDDPAI5 | QLDDOAI5 | QLDI0AI5 |
| **7** | **Antarctica (Casey)** | QLDSPAC5 | QLDSOAC5 | QLDDPAC5 | QLDDOAC5 | QLDI0AC5 |
| **8** | **Antarctica (Scott)** | QLDSPAQ5 | QLDSOAQ5 | QLDDPAQ5 | QLDDOAQ5 | QLDI0AQ5 |
| **9** | **Antigua and Barbuda** | QLDSPAG5 | QLDSOAG5 | QLDDPAG5 | QLDDOAG5 | QLDI0AG5 |
| **10** | **Argentina** | QLDSPAR5 | QLDSOAR5 | QLDDPAR5 | QLDDOAR5 | QLDI0AR5 |

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

| | Country | Switched Access | | Dedicated Access | | IMTC Product Identifier |
|---|---|---|---|---|---|---|
| | | Peak Product Identifier | Off-Peak Product Identifier | Peak Product Identifier | Off-Peak Product Identifier | |
| 11 | Armenia | QLDSPAM5 | QLDSOAM5 | QLDDPAM5 | QLDDOAM5 | QLDI0AM5 |
| 12 | Aruba | QLDSPAW5 | QLDSOAW5 | QLDDPAW5 | QLDDOAW5 | QLDI0AW5 |
| 13 | American Samoa | QLDSPAS5 | QLDSOAS5 | QLDDPAS5 | QLDDOAS5 | QLDI0AS5 |
| 14 | Ascension Island | QLDSPAX5 | QLDSOAX5 | QLDDPAX5 | QLDDOAX5 | QLDI0AX5 |
| 15 | Australia | QLDSPAU5 | QLDSOAU5 | QLDDPAU5 | QLDDOAU5 | QLDI0AU5 |
| 16 | Austria | QLDSPAT5 | QLDSOAT5 | QLDDPAT5 | QLDDOAT5 | QLDI0AT5 |
| 17 | Azerbaijan | QLDSPAZ5 | QLDSOAZ5 | QLDDPAZ5 | QLDDOAZ5 | QLDI0AZ5 |
| 18 | Bahamas | QLDSPBS5 | QLDSOBS5 | QLDDPBS5 | QLDDOBS5 | QLDI0BS5 |
| 19 | Bahrain | QLDSPBH5 | QLDSOBH5 | QLDDDBH5 | QLDDOBH5 | QLDI0BH5 |
| 20 | Bangladesh | QLDSPBD5 | QLDSOBD5 | QLDDPBD5 | QLDDOBD5 | QLDI0BD5 |
| 21 | Barbados | QLDSPBB5 | QLDSOBB5 | QLDDPBB5 | QLDDOBB5 | QLDI0BB5 |
| 22 | Belarus | QLDSPBY5 | QLDSOBY5 | QLDDPBY5 | QLDDOBY5 | QLDI0BY5 |
| 23 | Belgium | QLDSPBE5 | QLDSOBE5 | QLDDPBE5 | QLDDOBE5 | QLDI0BE5 |
| 24 | Belize | QLDSPBZ5 | QLDSOBZ5 | QLDDPBZ5 | QLDDOBZ5 | QLDI0BZ5 |
| 25 | Benin | QLDSPBJ5 | QLDSOBJ5 | QLDDPBJ5 | QLDDOBJ5 | QLDI0BJ5 |
| 26 | Bermuda | QLDSPBM5 | QLDSOBM5 | QLDDPBM5 | QLDDOBM5 | QLDI0BM5 |
| 27 | Bhutan | QLDSPBT5 | QLDSOBT5 | QLDDPBT5 | QLDDOBT5 | QLDI0BT5 |
| 28 | Bolivia | QLDSPBO5 | QLDSOBO5 | QLDDPBO5 | QLDDOBO5 | QLDI0BO5 |
| 29 | Bosnia and Herzegovina | QLDSPBA5 | QLDSOBA5 | QLDDPBA5 | QLDDOBA5 | QLDI0BA5 |
| 30 | Botswana | QLDSPBW5 | QLDSOBW5 | QLDDPBW5 | QLDDOBW5 | QLDI0BW5 |
| 31 | Brunei | QLDSPBN5 | QLDSOBN5 | QLDDPBN5 | QLDDOBN5 | QLDI0BN5 |
| 32 | Bulgaria | QLDSPBG5 | QLDSOBG5 | QLDDPBG5 | QLDDOBG5 | QLDI0BG5 |
| 33 | Burkina Faso | QLDSPBF5 | QLDSOBF5 | QLDDPBF5 | QLDDOBF5 | QLDI0BF5 |
| 34 | Burundi | QLDSPBI5 | QLDSOBI5 | QLDDPBI5 | QLDDOBI5 | QLDI0BI5 |
| 35 | British Virgin Islands | QLDSPVG5 | QLDSOVG5 | QLDDPVG5 | QLDDOVG5 | QLDI0VG5 |

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

| | Country | Switched Access | | Dedicated Access | | IMTC Product Identifier |
|---|---|---|---|---|---|---|
| | | Peak Product Identifier | Off-Peak Product Identifier | Peak Product Identifier | Off-Peak Product Identifier | |
| 36 | Central African Republic | QLDSPCF5 | QLDSOCF5 | QLDDPCF5 | QLDDOCF5 | QLDI0CF5 |
| 37 | Cambodia | QLDSPKH5 | QLDSOKH5 | QLDDPKH5 | QLDDOKH5 | QLDI0KH5 |
| 38 | Cameroon | QLDSPCM5 | QLDSOCM5 | QLDDPCM5 | QLDDOCM5 | QLDI0CM5 |
| 39 | Cape Verde | QLDSPCV5 | QLDSOCV5 | QLDDPCV5 | QLDDOCV5 | QLDI0CV5 |
| 40 | Cayman Islands | QLDSPKY5 | QLDSOKY5 | QLDDPKY5 | QLDDOKY5 | QLDI0KY5 |
| 41 | Chad | QLDSPTD5 | QLDSOTD5 | QLDDPTD5 | QLDDOTD5 | QLDI0TD5 |
| 42 | Chile | QLDSPCL5 | QLDSOCL5 | QLDDPCL5 | QLDDOCL5 | QLDI0CL5 |
| 43 | Christmas and Cocos Islands | QLDSPCX5 | QLDSOCX5 | QLDDPCX5 | QLDDOCX5 | QLDI0CX5 |
| 44 | Colombia | QLDSPCO5 | QLDSOCO5 | QLDDPCO5 | QLDDOCO5 | QLDI0CO5 |
| 45 | Comoros | QLDSPKM5 | QLDSOKM5 | QLDDPKM5 | QLDDOKM5 | QLDI0KM5 |
| 46 | Congo | QLDSPCG5 | QLDSOCG5 | QLDDPCG5 | QLDDOCG5 | QLDI0CG5 |
| 47 | Cook Islands | QLDSPCK5 | QLDSOCK5 | QLDDPCK5 | QLDDOCK5 | QLDI0CK5 |
| 48 | Costa Rica | QLDSPCR5 | QLDSOCR5 | QLDDPCR5 | QLDDOCR5 | QLDI0CR5 |
| 49 | Croatia | QLDSPHR5 | QLDSOHR5 | QLDDPHR5 | QLDDOHR5 | QLDI0HR5 |
| 50 | Cuba | QLDSPCU5 | QLDSOCU5 | QLDDPCU5 | QLDDOCU5 | QLDI0CU5 |
| 51 | Cyprus | QLDSPCY5 | QLDSOCY5 | QLDDPCY5 | QLDDOCY5 | QLDI0CY5 |
| 52 | Czech Republic | QLDSPCZ5 | QLDSOCZ5 | QLDDPCZ5 | QLDDOCZ5 | QLDI0CZ5 |
| 53 | Diego Garcia | QLDSPDG5 | QLDSODG5 | QLDDPDG5 | QLDDODG5 | QLDI0DG5 |
| 54 | Djibouti | QLDSPDJ5 | QLDSODJ5 | QLDDPDJ5 | QLDDODJ5 | QLDI0DJ5 |
| 55 | Denmark | QLDSPDK5 | QLDSODK5 | QLDDPDK5 | QLDDODK5 | QLDI0DK5 |
| 56 | Dominica | QLDSPDM5 | QLDSODM5 | QLDDPDM5 | QLDDODM5 | QLDI0DM5 |
| 57 | Dominican Republic | QLDSPDO5 | QLDSODO5 | QLDDPDO5 | QLDDODO5 | QLDI0DO5 |
| 58 | Ecuador | QLDSPEC5 | QLDSOEC5 | QLDDPEC5 | QLDDOEC5 | QLDI0EC5 |
| 59 | Egypt | QLDSPEG5 | QLDSOEG5 | QLDDPEG5 | QLDDOEG5 | QLDI0EG5 |
| 60 | El Salvador | QLDSPSV5 | QLDSOSV5 | QLDDPSV5 | QLDDOSV5 | QLDI0SV5 |

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

| | Country | Switched Access | | Dedicated Access | | IMTC Product Identifier |
|---|---|---|---|---|---|---|
| | | Peak Product Identifier | Off-Peak Product Identifier | Peak Product Identifier | Off-Peak Product Identifier | |
| 61 | Equatorial Guinea | QLDSPGQ5 | QLDSOGQ5 | QLDDPGQ5 | QLDDOGQ5 | QLDI0GQ5 |
| 62 | Eritrea | QLDSPER5 | QLDSOER5 | QLDDPER5 | QLDDOER5 | QLDI0ER5 |
| 63 | Estonia | QLDSPEE5 | QLDSOEE5 | QLDDPEE5 | QLDDOEE5 | QLDI0EE5 |
| 64 | Ethiopia | QLDSPET5 | QLDSOET5 | QLDDPET5 | QLDDOET5 | QLDI0ET5 |
| 65 | East Timor | QLDSPTP5 | QLDSOTP5 | QLDDPTP5 | QLDDOTP5 | QLDI0TP5 |
| 66 | Faeroe Islands | QLDSPFO5 | QLDSOFO5 | QLDDPFO5 | QLDDOFO5 | QLDI0FO5 |
| 67 | Falkland Islands | QLDSPFK5 | QLDSOFK5 | QLDDPFK5 | QLDDOFK5 | QLDI0FK5 |
| 68 | Fiji Islands | QLDSPFJ5 | QLDSOFJ5 | QLDDPFJ5 | QLDDOFJ5 | QLDI0FJ5 |
| 69 | Finland | QLDSPFI5 | QLDSOFI5 | QLDDPFI5 | QLDDOFI5 | QLDI0FI5 |
| 70 | French Antilles | QLDSPXA5 | QLDSOXA5 | QLDDPXA5 | QLDDOXA5 | QLDI0XA5 |
| 71 | French Guiana | QLDSPGF5 | QLDSOGF5 | QLDDPGF5 | QLDDOGF5 | QLDI0GF5 |
| 72 | French Polynesia | QLDSPPF5 | QLDSOPF5 | QLDDPPF5 | QLDDOPF5 | QLDI0PF5 |
| 73 | Gabon Republic | QLDSPGA5 | QLDSOGA5 | QLDDPGA5 | QLDDOGA5 | QLDI0GA5 |
| 74 | Gambia | QLDSPGM5 | QLDSOGM5 | QLDDPGM5 | QLDDOGM5 | QLDI0GM5 |
| 75 | Georgia | QLDSPGE5 | QLDSOGE5 | QLDDPGE5 | QLDDOGE5 | QLDI0GE5 |
| 76 | Ghana | QLDSPGH5 | QLDSOGH5 | QLDDPGH5 | QLDDOGH5 | QLDI0GH5 |
| 77 | Gibraltar | QLDSPGI5 | QLDSOGI5 | QLDDPGI5 | QLDDOGI5 | QLDI0GI5 |
| 78 | Greece | QLDSPGR5 | QLDSOGR5 | QLDDPGR5 | QLDDOGR5 | QLDI0GR5 |
| 79 | Greenland | QLDSPGL5 | QLDSOGL5 | QLDDPGL5 | QLDDOGL5 | QLDI0GL5 |
| 80 | Grenada | QLDSPGD5 | QLDSOGD5 | QLDDPGD5 | QLDDOGD5 | QLDI0GD5 |
| 81 | Guadeloupe | QLDSPGP5 | QLDSOGP5 | QLDDPGP5 | QLDDOGP5 | QLDI0GP5 |
| 82 | Guantanamo | QLDSPGX5 | QLDSOGX5 | QLDDPGX5 | QLDDOGX5 | QLDI0GX5 |
| 83 | Guatemala | QLDSPGT5 | QLDSOGT5 | QLDDPGT5 | QLDDOGT5 | QLDI0GT5 |
| 84 | Guinea-Bissau | QLDSPGW5 | QLDSOGW5 | QLDDPGW5 | QLDDOGW5 | QLDI0GW5 |
| 85 | Guinea, People's Revolutionary Republic | QLDSPGN5 | QLDSOGN5 | QLDDPGN5 | QLDDOGN5 | QLDI0GN5 |
| 86 | Guyana | QLDSPGY5 | QLDSOGY5 | QLDDPGY5 | QLDDOGY5 | QLDI0GY5 |

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

| | Country | Switched Access | | Dedicated Access | | IMTC Product Identifier |
|---|---|---|---|---|---|---|
| | | Peak Product Identifier | Off-Peak Product Identifier | Peak Product Identifier | Off-Peak Product Identifier | |
| 87 | Haiti | QLDSPHT5 | QLDSOHT5 | QLDDPHT5 | QLDDOHT5 | QLDI0HT5 |
| 88 | Hong Kong | QLDSPHK5 | QLDSOHK5 | QLDDPHK5 | QLDDOHK5 | QLDI0HK5 |
| 89 | Honduras | QLDSPHN5 | QLDSOHN5 | QLDDPHN5 | QLDDOHN5 | QLDI0HN5 |
| 90 | Hungary | QLDSPHU5 | QLDSOHU5 | QLDDPHU5 | QLDDOHU5 | QLDI0HU5 |
| 91 | Iceland | QLDSPIS5 | QLDSOIS5 | QLDDPIS5 | QLDDOIS5 | QLDI0IS5 |
| 92 | India | QLDSPIN5 | QLDSOIN5 | QLDDPIN5 | QLDDOIN5 | QLDI0IN5 |
| 93 | Indonesia | QLDSPID5 | QLDSOID5 | QLDDPID5 | QLDDOID5 | QLDI0ID5 |
| 94 | Iran | QLDSPIR5 | QLDSOIR5 | QLDDPIR5 | QLDDOIR5 | QLDI0IR5 |
| 95 | Iraq | QLDSPIQ5 | QLDSOIQ5 | QLDDPIQ5 | QLDDOIQ5 | QLDI0IQ5 |
| 96 | Ireland | QLDSPIE5 | QLDSOIE5 | QLDDPIE5 | QLDDOIE5 | QLDI0IE5 |
| 97 | Ivory Coast | QLDSPCI5 | QLDSOCI5 | QLDDPCI5 | QLDDOCI5 | QLDI0CI5 |
| 98 | Jamaica | QLDSPJM5 | QLDSOJM5 | QLDDPJM5 | QLDDOJM5 | QLDI0JM5 |
| 99 | Jordan | QLDSPJO5 | QLDSOJO5 | QLDDPJO5 | QLDDOJO5 | QLDI0JO5 |
| 100 | Kazakhstan | QLDSPKZ5 | QLDSOKZ5 | QLDDPKZ5 | QLDDOKZ5 | QLDI0KZ5 |
| 101 | Kenya | QLDSPKE5 | QLDSOKE5 | QLDDPKE5 | QLDDOKE5 | QLDI0KE5 |
| 102 | Kiribati | QLDSPKI5 | QLDSOKI5 | QLDDPKI5 | QLDDOKI5 | QLDI0KI5 |
| 103 | Korea, North | QLDSPKP5 | QLDSOKP5 | QLDDPKP5 | QLDDOKP5 | QLDI0KP5 |
| 104 | Kuwait | QLDSPKW5 | QLDSOKW5 | QLDDPKW5 | QLDDOKW5 | QLDI0KW5 |
| 105 | Kyrgyzstan | QLDSPKG5 | QLDSOKG5 | QLDDPKG5 | QLDDOKG5 | QLDI0KG5 |
| 106 | Laos | QLDSPLA5 | QLDSOLA5 | QLDDPLA5 | QLDDOLA5 | QLDI0LA5 |
| 107 | Latvia | QLDSPLV5 | QLDSOLV5 | QLDDPLV5 | QLDDOLV5 | QLDI0LV5 |
| 108 | Lebanon | QLDSPLB5 | QLDSOLB5 | QLDDPLB5 | QLDDOLB5 | QLDI0LB5 |
| 109 | Lesotho | QLDSPLS5 | QLDSOLS5 | QLDDPLS5 | QLDDOLS5 | QLDI0LS5 |
| 110 | Liberia | QLDSPLR5 | QLDSOLR5 | QLDDPLR5 | QLDDOLR5 | QLDI0LR5 |
| 111 | Libya | QLDSPLY5 | QLDSOLY5 | QLDDPLY5 | QLDDOLY5 | QLDI0LY5 |
| 112 | Liechtenstein | QLDSPLI5 | QLDSOLI5 | QLDDPLI5 | QLDDOLI5 | QLDI0LI5 |
| 113 | Lithuania | QLDSPLT5 | QLDSOLT5 | QLDDPLT5 | QLDDOLT5 | QLDI0LT5 |

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

| | Country | Switched Access | | Dedicated Access | | IMTC Product Identifier |
|---|---|---|---|---|---|---|
| | | Peak Product Identifier | Off-Peak Product Identifier | Peak Product Identifier | Off-Peak Product Identifier | |
| 114 | Luxembourg | QLDSPLU5 | QLDSOLU5 | QLDDPLU5 | QLDDOLU5 | QLDI0LU5 |
| 115 | Macao | QLDSPMO5 | QLDSOMO5 | QLDDPMO5 | QLDDOMO5 | QLDI0MO5 |
| 116 | Macedonia | QLDSPMK5 | QLDSOMK5 | QLDDPMK5 | QLDDOMK5 | QLDI0MK5 |
| 117 | Madagascar | QLDSPMG5 | QLDSOMG5 | QLDDPMG5 | QLDDOMG5 | QLDI0MG5 |
| 118 | Malawi | QLDSPMW5 | QLDSOMW5 | QLDDPMW5 | QLDDOMW5 | QLDI0MW5 |
| 119 | Malaysia | QLDSPMY5 | QLDSOMY5 | QLDDPMY5 | QLDDOMY5 | QLDI0MY5 |
| 120 | Maldives | QLDSPMV5 | QLDSOMV5 | QLDDPMV5 | QLDDOMV5 | QLDI0MV5 |
| 121 | Mali | QLDSPML5 | QLDSOML5 | QLDDPML5 | QLDDOML5 | QLDI0ML5 |
| 122 | Malta | QLDSPMT5 | QLDSOMT5 | QLDDPMT5 | QLDDOMT5 | QLDI0MT5 |
| 123 | Marshall Islands | QLDSPMH5 | QLDSOMH5 | QLDDPMH5 | QLDDOMH5 | QLDI0MH5 |
| 124 | Mauritius | QLDSPMU5 | QLDSOMU5 | QLDDPMU5 | QLDDOMU5 | QLDI0MU5 |
| 125 | Mauritania | QLDSPMR5 | QLDSOMR5 | QLDDPMR5 | QLDDOMR5 | QLDI0MR5 |
| 126 | Mayotte Island | QLDSPYT5 | QLDSOYT5 | QLDDPYT5 | QLDDOYT5 | QLDI0YT5 |
| 127 | Micronesia | QLDSPFM5 | QLDSOFM5 | QLDDPFM5 | QLDDOFM5 | QLDI0FM5 |
| 128 | Moldova | QLDSPMD5 | QLDSOMD5 | QLDDPMD5 | QLDDOMD5 | QLDI0MD5 |
| 129 | Monaco | QLDSPMC5 | QLDSOMC5 | QLDDPMC5 | QLDDOMC5 | QLDI0MC5 |
| 130 | Mongolian People's Republic | QLDSPMN5 | QLDSOMN5 | QLDDPMN5 | QLDDOMN5 | QLDI0MN5 |
| 131 | Montserrat | QLDSPMS5 | QLDSOMS5 | QLDDPMS5 | QLDDOMS5 | QLDI0MS5 |
| 132 | Morocco | QLDSPMA5 | QLDSOMA5 | QLDDPMA5 | QLDDOMA5 | QLDI0MA5 |
| 133 | Mozambique | QLDSPMZ5 | QLDSOMZ5 | QLDDPMZ5 | QLDDOMZ5 | QLDI0MZ5 |
| 134 | Myanmar | QLDSPMM5 | QLDSOMM5 | QLDDPMM5 | QLDDOMM5 | QLDI0MM5 |
| 135 | Namibia | QLDSPNA5 | QLDSONA5 | QLDDPNA5 | QLDDONA5 | QLDI0NA5 |
| 136 | Nauru | QLDSPNR5 | QLDSONR5 | QLDDPNR5 | QLDDONR5 | QLDI0NR5 |
| 137 | New Caledonia | QLDSPNC5 | QLDSONC5 | QLDDPNC5 | QLDDONC5 | QLDI0NC5 |
| 138 | Nepal | QLDSPNP5 | QLDSONP5 | QLDDPNP5 | QLDDONP5 | QLDI0NP5 |
| 139 | Netherlands | QLDSPNL5 | QLDSONL5 | QLDDPNL5 | QLDDONL5 | QLDI0NL5 |

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

| | Country | Switched Access | | Dedicated Access | | IMTC Product Identifier |
|---|---|---|---|---|---|---|
| | | Peak Product Identifier | Off-Peak Product Identifier | Peak Product Identifier | Off-Peak Product Identifier | |
| 140 | Nigeria | QLDSPNV5 | QLDSONV5 | QLDDPNV5 | QLDDONV5 | QLDI0NV5 |
| 141 | Nicaragua | QLDSPNG5 | QLDSONG5 | QLDDPNG5 | QLDDONG5 | QLDI0NG5 |
| 142 | Niger | QLDSPNI5 | QLDSONI5 | QLDDPNI5 | QLDDONI5 | QLDI0NI5 |
| 143 | Niue | QLDSPNE5 | QLDSONE5 | QLDDPNE5 | QLDDONE5 | QLDI0NE5 |
| 144 | Norfolk Island | QLDSPNU5 | QLDSONU5 | QLDDPNU5 | QLDDONU5 | QLDI0NU5 |
| 145 | Norway | QLDSPNF5 | QLDSONF5 | QLDDPNF5 | QLDDONF5 | QLDI0NF5 |
| 146 | Netherlands Antilles | QLDSPNO5 | QLDSONO5 | QLDDPNO5 | QLDDONO5 | QLDI0NO5 |
| 147 | New Zealand | QLDSPAN5 | QLDSOAN5 | QLDDPAN5 | QLDDOAN5 | QLDI0AN5 |
| 148 | Oman | QLDSPNZ5 | QLDSONZ5 | QLDDPNZ5 | QLDDONZ5 | QLDI0NZ5 |
| 149 | Pakistan | QLDSPOM5 | QLDSOOM5 | QLDDPOM5 | QLDDOOM5 | QLDI0OM5 |
| 150 | Palau | QLDSPPK5 | QLDSOPK5 | QLDDPPK5 | QLDDOPK5 | QLDI0PK5 |
| 151 | Panama | QLDSPPW5 | QLDSOPW5 | QLDDPPW5 | QLDDOPW5 | QLDI0PW5 |
| 152 | Papua New Guinea | QLDSPPA5 | QLDSOPA5 | QLDDPPA5 | QLDDOPA5 | QLDI0PA5 |
| 153 | Paraguay | QLDSPPG5 | QLDSOPG5 | QLDDPPG5 | QLDDOPG5 | QLDI0PG5 |
| 154 | Peru | QLDSPPY5 | QLDSOPY5 | QLDDPPY5 | QLDDOPY5 | QLDI0PY5 |
| 155 | Philippines | QLDSPPE5 | QLDSOPE5 | QLDDPPE5 | QLDDOPE5 | QLDI0PE5 |
| 156 | Poland | QLD0SPPH5 | QLDSOPH5 | QLDDPPH5 | QLDDOPH5 | QLDI0PH5 |
| 157 | Portugal | QLDSPPL5 | QLDSOPL5 | QLDDPPL5 | QLDDOPL5 | QLDI0PL5 |
| 158 | Qatar | QLDSPPT5 | QLDSOPT5 | QLDDPPT5 | QLDDOPT5 | QLDI0PT5 |
| 159 | Reunion | QLDSPQA5 | QLDSOQA5 | QLDDPQA5 | QLDDOQA5 | QLDI0QA5 |
| 160 | Romania | QLDSPRE5 | QLDSORE5 | QLDDPRE5 | QLDDORE5 | QLDI0RE5 |
| 161 | South Africa | QLDSPRO5 | QLDSORO5 | QLDDPRO5 | QLDDORO5 | QLDI0RO5 |
| 162 | Russia | QLDSPZA5 | QLDSOZA5 | QLDDPZA5 | QLDDOZA5 | QLDI0ZA5 |
| 163 | Rwanda | QLDSPRU5 | QLDSORU5 | QLDDPRU5 | QLDDORU5 | QLDI0RU5 |
| 164 | Samoa | QLDSPRW5 | QLDSORW5 | QLDDPRW5 | QLDDORW5 | QLDI0RW5 |
| 165 | Sao Tome | QLDSPWS5 | QLDSOWS5 | QLDDPWS5 | QLDDOWS5 | QLDI0WS5 |
| 166 | Saudi Arabia | QLDSPST5 | QLDSOST5 | QLDDPST5 | QLDDOST5 | QLDI0ST5 |

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

| | Country | Switched Access | | Dedicated Access | | IMTC Product Identifier |
|---|---|---|---|---|---|---|
| | | Peak Product Identifier | Off-Peak Product Identifier | Peak Product Identifier | Off-Peak Product Identifier | |
| 167 | Senegal Republic | QLDSPSA5 | QLDSOSA5 | QLDDPSA5 | QLDDOSA5 | QLDI0SA5 |
| 168 | Seychelles Islands | QLDSPSN5 | QLDSOSN5 | QLDDPSN5 | QLDDOSN5 | QLDI0SN5 |
| 169 | Sierra Leone | QLDSPSC5 | QLDSOSC5 | QLDDPSC5 | QLDDOSC5 | QLDI0SC5 |
| 170 | Singapore | QLDSPSL5 | QLDSOSL5 | QLDDPSL5 | QLDDOSL5 | QLDI0SL5 |
| 171 | Slovakia | QLDSPSG5 | QLDSOSG5 | QLDDPSG5 | QLDDOSG5 | QLDI0SG5 |
| 172 | Slovenia | QLDSPSK5 | QLDSOSK5 | QLDDPSK5 | QLDDOSK5 | QLDI0SK5 |
| 173 | San Marino | QLDSPSI5 | QLDSOSI5 | QLDDPSI5 | QLDDOSI5 | QLDI0SI5 |
| 174 | Solomon Islands | QLDSPSM5 | QLDSOSM5 | QLDDPSM5 | QLDDOSM5 | QLDI0SM5 |
| 175 | Somali Republic | QLDSPSB5 | QLDSOSB5 | QLDDPSB5 | QLDDOSB5 | QLDI0SB5 |
| 176 | Sri Lanka | QLDSPSO5 | QLDSOSO5 | QLDDPSO5 | QLDDOSO5 | QLDI0SO5 |
| 177 | St. Helena | QLDSPLK5 | QLDSOLK5 | QLDDPLK5 | QLDDOLK5 | QLDI0LK5 |
| 178 | St. Kitts - Nevis | QLDSPSH5 | QLDSOSH5 | QLDDPSH5 | QLDDOSH5 | QLDI0SH5 |
| 179 | St. Lucia | QLDSPKN5 | QLDSOKN5 | QLDDPKN5 | QLDDOKN5 | QLDI0KN5 |
| 180 | St. Pierre and Miquelon | QLDSPLC5 | QLDSOLC5 | QLDDPLC5 | QLDDOLC5 | QLDI0LC5 |
| 181 | St. Vincent and The Grenadines | QLDSPPM5 | QLDSOPM5 | QLDDPPM5 | QLDDOPM5 | QLDI0PM5 |
| 182 | Sudan | QLDSPVC5 | QLDSOVC5 | QLDDPVC5 | QLDDOVC5 | QLDI0VC5 |
| 183 | Suriname | QLDSPSD5 | QLDSOSD5 | QLDDPSD5 | QLDDOSD5 | QLDI0SD5 |
| 184 | Swaziland | QLDSPSR5 | QLDSOSR5 | QLDDPSR5 | QLDDOSR5 | QLDI0SR5 |
| 185 | Sweden | QLDSPSZ5 | QLDSOSZ5 | QLDDPSZ5 | QLDDOSZ5 | QLDI0SZ5 |
| 186 | Syrian Arab Republic | QLDSPSE5 | QLDSOSE5 | QLDDPSE5 | QLDDOSE5 | QLDI0SE5 |
| 187 | Taiwan | QLDSPSY5 | QLDSOSY5 | QLDDPSY5 | QLDDOSY5 | QLDI0SY5 |
| 188 | Tajikistan | QLDSPTW5 | QLDSOTW5 | QLDDPTW5 | QLDDOTW5 | QLDI0TW5 |
| 189 | Tanzania | QLDSPTJ5 | QLDSOTJ5 | QLDDPTJ5 | QLDDOTJ5 | QLDI0TJ5 |
| 190 | Thailand | QLDSPTZ5 | QLDSOTZ5 | QLDDPTZ5 | QLDDOTZ5 | QLDI0TZ5 |
| 191 | Turks and Caicos Islands | QLDSPTH5 | QLDSOTH5 | QLDDPTH5 | QLDDOTH5 | QLDI0TH5 |

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

| | Country | Switched Access | | Dedicated Access | | IMTC Product Identifier |
|---|---|---|---|---|---|---|
| | | Peak Product Identifier | Off-Peak Product Identifier | Peak Product Identifier | Off-Peak Product Identifier | |
| **192** | **Togo** | QLDSPTC5 | QLDSOTC5 | QLDDPTC5 | QLDDOTC5 | QLDI0TC5 |
| **193** | **Tonga Islands** | QLDSPTG5 | QLDSOTG5 | QLDDPTG5 | QLDDOTG5 | QLDI0TG5 |
| **194** | **Trinidad and Tobago** | QLDSPTO5 | QLDSOTO5 | QLDDPTO5 | QLDDOTO5 | QLDI0TO5 |
| **195** | **Turkmenistan** | QLDSPTT5 | QLDSOTT5 | QLDDPTT5 | QLDDOTT5 | QLDI0TT5 |
| **196** | **Tunisia** | QLDSPTM5 | QLDSOTM5 | QLDDPTM5 | QLDDOTM5 | QLDI0TM5 |
| **197** | **Turkey** | QLDSPTN5 | QLDSOTN5 | QLDDPTN5 | QLDDOTN5 | QLDI0TN5 |
| **198** | **Tuvalu** | QLDSPTR5 | QLDSOTR5 | QLDDPTR5 | QLDDOTR5 | QLDI0TR5 |
| **199** | **United Arab Emirates** | QLDSPTV5 | QLDSOTV5 | QLDDPTV5 | QLDDOTV5 | QLDI0TV5 |
| **200** | **Uganda** | QLDSPAE5 | QLDSOAE5 | QLDDPAE5 | QLDDOAE5 | QLDI0AE5 |
| **201** | **Ukraine** | QLDSPUG5 | QLDSOUG5 | QLDDPUG5 | QLDDOUG5 | QLDI0UG5 |
| **202** | **Uruguay** | QLDSPUA5 | QLDSOUA5 | QLDDPUA5 | QLDDOUA5 | QLDI0UA5 |
| **203** | **Uzbekistan** | QLDSPUY5 | QLDSOUY5 | QLDDPUY5 | QLDDOUY5 | QLDI0UY5 |
| **204** | **Vanuatu** | QLDSPUZ5 | QLDSOUZ5 | QLDDPUZ5 | QLDDOUZ5 | QLDI0UZ5 |
| **205** | **Vatican City** | QLDSPVU5 | QLDSOVU5 | QLDDPVU5 | QLDDOVU5 | QLDI0VU5 |
| **206** | **Venezuela** | QLDSPVA5 | QLDSOVA5 | QLDDPVA5 | QLDDOVA5 | QLDI0VA5 |
| **207** | **Vietnam** | QLDSPVE5 | QLDSOVE5 | QLDDPVE5 | QLDDOVE5 | QLDI0VE5 |
| **208** | **Wallis and Fortuna Islands** | QLDSPVN5 | QLDSOVN5 | QLDDPVN5 | QLDDOVN5 | QLDI0VN5 |
| **209** | **Yemen** | QLDSPWF5 | QLDSOWF5 | QLDDPWF5 | QLDDOWF5 | QLDI0WF5 |
| **210** | **Yugoslavia (Federal Republic)** | QLDSPYE5 | QLDSOYE5 | QLDDPYE5 | QLDDOYE5 | QLDI0YE5 |
| **211** | **Zaire** | QLDSPYU5 | QLDSOYU5 | QLDDPYU5 | QLDDOYU5 | QLDI0YU5 |
| **212** | **Zambia** | QLDSPZR5 | QLDSOZR5 | QLDDPZR5 | QLDDOZR5 | QLDI0ZR5 |
| **213** | **Zimbabwe** | QLDSPZM5 | QLDSOZM5 | QLDDPZM5 | QLDDOZM5 | QLDI0ZM5 |

## 16.2.4 OPERATOR SERVICES

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

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

16.2.4.1 Easy Access to Operators

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

*Bidder understands the Requirement and shall meet or exceed it? Yes_ X ____ No_____*

16.2.4.2 Emergency Call Handling

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

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

*Bidder understands the requirements in Section 16.2.4.2 and shall meet or exceed them? Yes__ X ___ No_____*

*Description:*

CenturyLink Operator Services occasionally may encounter a customer trying to report an emergency and who has dialed “0.” To help these customers, a manual file has been established for each geographic locality served by CenturyLink with the emergency numbers for local Ambulance, Fire, and Police.

When a line is subscribed (PIC'd and/or LPIC’d) to CenturyLink (CIC 0432) for 1+ long distance, any 0+ long distance call made from that line will be routed to CenturyLink Operator Services. CenturyLink operators will assist the caller to complete the call. CenturyLink offers multiple billing methods to the caller for completing the call (e.g., collect, 3rd party, LEC calling card, Major credit card).

16.2.4.3 Intentionally Left Blank

16.2.4.4 Intentionally Left Blank

16.2.4.5 Directory Assistance

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

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

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

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

16.2.4.6 Operator Assisted Calls

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

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

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

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

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

| Table 16.2.4.a – Operator Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **1** | **Directory Assistance** | Calls that utilize Directory Assistance. | QLD50247 | CenturyLink supports Directory Assistance in the manner described in Section 1.4.2.5.3. Busy Line Verification is supported. In addition we record the number the customer dialed to reach the Operator, the town/state where the customer is calling from, and the Customer's call back number, if available. Pertinent details of the call such as name and comments will be captured, and used to identify the correct place to send the call in an emergency situation. | **X** | |
| **2** | **Operator Assisted Calls** | Calls that utilize Operator services. | QLD50248 | CenturyLink standard operator services provide operator assistance with domestic, international, calling cards, and long distance calls. We have been a leader in operator services for many years and will support CALNET customers with the required operator services. | **X** | |

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

| Table 16.2.4.b – Unsolicited Operator Services | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **1** | | | |
| **2** | | | |
| **3** | | | |
| **4** | | | |
| **5** | | | |
| **6** | | | |
| **7** | | | |
| **8** | | | |
| **9** | | | |
| **10** | | | |

16.2.5 AUDIO CONFERENCING

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

Basic Audio Conferencing shall include the following:

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

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

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

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

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

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

| Table 16.2.5.a – Audio Conferencing Features | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **1** | **Caller Paid Dial-in Reservation-less Service** | Also known as "Meet-Me" service, participants dial a pre-established number and access code to join the conference call. | QLD50249 | CenturyLink's world-class Audio Conferencing solutions include a full-suite of traditional and VoIP-services to accommodate small-to- large events and less formal meetings. Audio Conferencing includes Reservationless (automated) conferencing and Reserved calls with global connectivity from approximately 90 local access points.<br><br>Dial-in Reservationless features include:<br>• No advanced scheduling necessary<br>• Toll and access<br>• One to 300 participants<br>• Easy, intuitive interface – no training required<br>• Integration with Microsoft Office Outlook<br>• Lock or unlock conference by moderator via touch tone commands<br>• Online participant list<br>• Quick dial-out capabilities to add attendees<br>• Keypad or web interface that controls the volume and muting of individual lines<br>• Helpdesk available 24x7x365<br>• Account code tracking on a per call basis<br>• Unique passcodes for moderators and attendees<br>• Customized introduction can be recorded by the moderator for each conference<br>• Moderators can customize their passcodes | **X** | |

| | | | | | | |
|---|---|---|---|---|---|---|
| **2** | **Toll-Free Dial-in Reservation-less Service** | Also known as "Meet-Me" service, participants dial a pre-established toll-free number and access code to join the conference call. | QLD50250 | CenturyLink's world-class Audio Conferencing solutions include a full-suite of traditional and VoIP services to accommodate small-to-large events and less formal meetings. Audio Conferencing includes: Reservationless (automated) conferencing, and Reserved calls with global connectivity from approximately 90 local access points.<br><br>Toll-Free Dial-in Reservationless features include:<br>• No advanced scheduling necessary<br>• Toll-free access<br>• One to 300 participants<br>• Easy, intuitive interface – no training required<br>• Integration with Microsoft Office Outlook<br>• Lock or unlock conference by moderator via touch tone commands<br>• Online participant list<br>• Quick dial-out capabilities to add attendees<br>• Keypad or web interface that controls the volume and muting of individual lines<br>• Helpdesk available 24x7x365<br>• Account code tracking on a per call basis<br>• Unique passcodes for moderators and attendees<br>• Customized introduction can be recorded by the moderator for each conference<br>• Moderators can customize their passcodes | **X** | |

| Table 16.2.5.a – Audio Conferencing Features | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **3** | **Caller Paid Dial-in Reserved Service** | Host reserves a conference session in advance and receives a temporary dial-in number and access code. Participants dial the number and enter the access code to join the call. | QLD50251 | CenturyLink Paid Dial-in Passcode Conferencing is reserved on the phone or through the CenturyLink Conferencing Control Center, our online management center, but entry into the call is automated. Each time a call is scheduled, a new access number and passcode is assigned (unlike Reservationless where the passcode never changes). The conference details are emailed to the moderator. A new dial-in number and passcode is required for Passcode conferences and a new reservation is required for each conference or series of meetings. Participants are required to enter the access number and passcode to join the conference call. This service offers the same features as Reservationless Conferencing and includes the following additional services at no additional cost:<br>• Calls will not terminate at the end of the reservation slot<br>• Calls can be scheduled within 20 minutes of the start time<br>• Reservations will be made using a toll-free number, direct dial number or website<br>• Operator Assisted features – Included:<br>o Toll call-in numbers<br>o Operator greets each participant<br>o Operator introduces the speakers<br>o Operator available at any time by pressing *0 | **X** | |

| Table 16.2.5.a – Audio Conferencing Features | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **4** | **Toll-Free Dial-in Reserved Service** | Host reserves a conference session in advance and receives a temporary toll-free dial-in number and access code. Participants dial the toll-free number and enter the access code to join the call. | QLD50252 | CenturyLink Toll-Free Dial-in Passcode Conferencing is reserved on the phone or through the CenturyLink Conferencing Control Center, our online management center, but entry into the call is automated. Each time a call is scheduled, a new access number and passcode is assigned (unlike Reservationless where the passcode never changes). The conference details are emailed to the moderator. A new dial-in number and passcode is required for Passcode conferences and a new reservation is required for each conference or series of meetings. Participants are required to enter the access number and passcode to join the conference call. This service offers the same features as Reservationless Conferencing and includes the following additional services at no additional cost:<br>• Calls will not terminate at the end of the reservation slot<br>• Calls can be scheduled within 20 minutes of the start time<br>• Reservations will be made using a toll-free number, direct dial number or website<br>• Operator Assisted features – Included:<br>o Toll-free call-in numbers<br>o Operator greets each participant<br>o Operator introduces the speakers<br>o Operator available at any time by pressing *0 | **X** | |

| Table 16.2.5.a – Audio Conferencing Features | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **5** | **Operator-Dialed Service** | An operator sets up the conference call by placing calls to each of the participants. | QLD50253 | With CenturyLink's Operator Dial-Out Audio Conferencing, the moderator coordinates the event with the Conferencing Operator and provides the list of participants and their phone numbers. Prior to the event, the operator will out-dial to each participant and place them in a hold queue until the event is started. | **X** | |
| **6** | **Operator-Assisted Dial-in Service** | Participants dial in to the conference number and the operator screens the callers for information such as password, name or location. | QLD50254 | Operator assisted or Event Conferencing.<br>An Operator will greet the callers for information such as passwords, names or location. | **X** | |
| **7** | **Recording Service** | The capability to record to various media including CD, audiocassette or the Digitized Replay option below. | QLD50255 | Recording Services are available for the Operator Assisted and Event platforms. | **X** | |
| **8** | **Digitized Replay** | A user can listen to a conference call at their convenience by dialing an access number/code. During replay the caller can control the session utilizing telephone keypad entries. | QLD50256 | The Recorded Audio Replay feature is available on all Audio Conferencing services. Using telephone keypad entries, the user can start, stop, pause, restart or skip through the recording. | **X** | |
| **9** | **Transcription** | The Contractor provided transcribing a conference call | QLD50257 | Transcription services are available in a CD, MP3 or WAV format. | **X** | |
| **10** | **Language Interpretation/ Translation** | Real-time interpretation and translation services | QLD50258 | Real-time interpretation and translation services are provided. | **X** | |

| Table 16.2.5.a – Audio Conferencing Features | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **11** | **Security List Screening** | Host specifies a list of participants who may dial into the conference call. Conference Attendant screens callers against the list. | QLD50259 | Prior to the scheduled event the reservation agent will work with scheduler to gather a list of participants who will be invited to the call. Than the Operator will screen the callers to insure they have access to the call. | **X** | |
| **12** | **Participant List** | Conference Attendant captures up to three (3) caller attributes and distributes a list of conference participants to the host immediately following the call. | QLD50260 | The participant list is available to the conference host post call. The participant list can be customized to add caller attributes like Name, Number, Joined time and Duration. | | |

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

| Table 16.2.5.b – Audio Conferencing Features | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **1** | Event only Conferencing | QLD50502 | CenturyLink Event Conferencing is a high profile or large Audio call that is reserved in advance. Participants are given a higher level of service and will be greeted by an operator. The entire call is monitored by an operator who is available throughout the conference to ensure the call goes smoothly and to assist with the call such as muting all lines or holding a Q&A during the call.<br>Event only Conferencing<br>• Passcode access, online registration and reporting<br>• If a participant disconnects from the call, the operator can reconnect the line<br>• 24x7x365 dedicated reservationists<br>• 24x7x365 operator assistance<br>• Audio Q&A managed by the operator<br>• Dedicated event manager to handle pre and post production details as well as the event itself<br>• Introduction scripting for the operator to begin the call<br>• Listen-only mutes all lines but the speakers'<br>• More than 4,000 Event participants with 48 hours notice<br>• Multiple speaker capability<br>• No scheduling or booking fees<br>• Online registration and reporting<br>• Operator assistance available to participants by touching *0<br>• Polling responses are registered via touch tone phone<br>• Pre and post conferences with the speakers for review and debrief purposes<br>• Reservation email confirmation<br>• Event cancellation |

| Table 16.2.5.b – Audio Conferencing Features | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **2** | Event Auditorium Conferencing | QLD50503 | CenturyLink Event Auditorium Conferencing is a call that must be reserved and requires passcode entry into the call. The entire call is monitored by an operator who is available throughout the conference to manage the call including putting all lines on mute or holding Q&A during the conference. These are typically larger or more formal calls that need an extra level of service.<br>Event Auditorium Conferencing includes:<br>• Passcode access, online registration and reporting<br>• If a participant disconnects from the call, the operator can reconnect the line<br>• 24x7x365 dedicated reservationists<br>• 24x7x365 operator assistance<br>• AudioQ&A managed by the operator<br>• Click and Join – an online entry into Event Auditorium (captures participant list)<br>• Conference cancellation<br>• Dedicated event manager to handle pre and post production details as well as the event itself<br>• Introduction scripting for the operator to begin the call<br>• Listen-only mutes all lines but the speakers<br>• More than 4,000 Event participants with 48 hours notice<br>• Multiple speaker capability<br>• No scheduling or booking fees<br>• Online registration and reporting<br>• Operator assistance available to participants by touching *0<br>• Polling responses are registered via touch tone phone<br>• Pre and post conferences with the speakers for review and debrief purposes<br>• Reservation email confirmation<br>• Event cancellation |
| **3** | Reservationless Dial Out/Dial me International | QLD50504 | Reservationless Dial out /Dial me International |
| **4** | Local Zone 2 International | QLD50505 | Local Zone 2 - Reservationless International Local Access from: France-Paris, Local; Germany-Frankfurt, Munich, Local; United Kingdom-Belfast, Edinburgh, London, Reading, Local |

| Table 16.2.5.b – Audio Conferencing Features | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **5** | Local Zone 3 International | QLD50506 | Local Zone 3 - Reservationless International Local Access from: Austria-Vienna; Belgium-Brussels; Denmark-Copenhagen; Finland-Helsinki; Ireland-Dublin, Local; Italy-Milan, Rome; Japan-Osaka,Tokyo; Netherlands-Amsterdam; Norway-Oslo; Poland-Warsaw; Singapore; Spain-Barcelona, Madrid; Sweden-Stockholm; Switzerland-Geneva, Zurich |
| **6** | Local Zone 4 International | QLD50507 | Local Zone 4 - Reservationless International Local Access from: Australia–Melbourne, Sydney; Brazil-Rio de Jeneiro, San Paulo; Bulgaria–Sophia; Czech Republic–Prague; Estonia-Tallinn; Hong Kong; Hungary-Budapest; Israel-Tel Aviv |
| **7** | Local Zone 5 International | QLD50508 | Zone 5 - Reservationless International Local Access from: Argentina-Buenos Aires; Chile-Santiago; Latvia–Riga; Lithuania–Vilnius; Luxembourg; New Zealand-Auckland; Panama-Panama City; Portugal-Lisbon; Romania–Bucharest; Slovakia–Bratislava; Slovenia–Ljubljana; South Korea–Seoul |
| **8** | Local Zone 6 International | QLD50509 | Local Zone 6 - Reservationless International Local Access from: Malaysia-Kula Lumpur; Mexico-Mexico City; Russia-Moscow |
| **9** | Local Zone 7 International | QLD50510 | Local Zone 7 - Reservationless International Local Access from: India – Mumbai |
| **10** | Local Zone 8 International | QLD50511 | Local Zone 8 - Reservationless International Local Access from: Bahrain-Manama; China–Beijing; South Africa–Johannesburg; Taiwan-Taipei |
| **11** | Local Zone 9 International | QLD50512 | Local Zone 9 - Reservationless International Local Access from: China-Local; Greece–Athens |
| **12** | ITFS Zone 1 | QLD50513 | ITFS Zone 1 - Reservationless ITFS Access from: France, Germany, Luxembourg, United Kingdom |
| **13** | ITFS Zone 2 | QLD50514 | ITFS Zone 2 - Reservationless ITFS Access from: Australia, Malaysia, Singapore, Denmark, Italy, New Zealand, Poland |
| **14** | ITFS Zone 3 | QLD50515 | ITFS Zone 3 - Reservationless ITFS Access from: Estonia, Finland, Hong Kong, Israel, Monaco, Switzerland |
| **15** | ITFS Zone 4 | QLD50516 | ITFS Zone 4 - Reservationless ITFS Access from: Austria, Russia, Belgium, Bulgaria, Greece, Netherlands, Hungary, South Korea, Sweden |
| **16** | ITFS Zone 5 | QLD50517 | ITFS Zone 5 - Reservationless ITFS Access from: Brazil, Mexico, Slovakia, Bahrain, Japan, Portugal, Norway, Slovenia |

| Table 16.2.5.b – Audio Conferencing Features | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **17** | ITFS Zone 6 | QLD50518 | ITFS Zone 6 - Reservationless ITFS Access from: Argentina, Czech Republic, Panama, South Africa, China, Latvia, Cyprus, India, Spain, Taiwan, Thailand, Trinidad & Tobago, Uruguay |
| **18** | ITFS Zone 7 | QLD50519 | ITFS Zone 7 - Reservationless ITFS Access from: Colombia, Costa Rica, Dominican Republic, Iceland, Indonesia, Lithuania, Philippines, Turkey, Venezuela |
| **19** | ITFS Zone 8 | QLD50520 | ITFS Zone 8 - Reservationless ITFS Access from: Chile, Croatia, Ireland, Peru, Ukraine, Vietnam |
| **20** | ITFS Zone 9 | QLD50521 | ITFS Zone 9 - Reservationless ITFS Access from: Saudi Arabia, United Arab Emirates |
| **21** | ITFS Zone 10 | QLD50522 | ITFS Zone 10 - Reservationless ITFS Access from: Romania |
| **22** | Custom Greeting | QLD50523 | Custom Greeting (Only available with dedicated toll and toll free numbers) |
| **23** | Passcode Toll Free Dial-In | QLD50524 | Passcode Toll Free Dial In. This is a one-time reserved call. No reservationless or operator accounts are setup for long term use. This is a one-time conference call and one time set up fee per call. |
| **24** | Passcode Dial-Out | QLD50525 | Passcode Dial Out (North America) Allows the conference moderator to call outside of the conference within North America to add an end user. This is a one-time reserved call. No reservationless or operator accounts are setup for long term use. This is a one-time conference call and one time set up fee per call. |
| **25** | ***Passcode Toll Dial-In*** | QLD50526 | Passcode Toll Dial In (North America) This is a one-time reserved call. No reservationless or operator accounts are setup for long term use. This is a one-time conference call and one time set up fee per call. |
| **26** | Passcode Dial Out (International) | QLD50527 | Passcode Dial Out (International) This is a one-time reserved call. No reservationless or operator accounts are setup for long term use. This is a one-time conference call and one time set up fee per call. |
| **27** | Operator Assisted Dial Out (International) | QLD50528 | Operator Assisted Dial Out (International) |
| **28** | ***Call Setup Fee - Operator Assisted*** | QLD50529 | This setup fee is waived if the scheduled Operator Assisted call takes place. If the call is cancelled the fee is charged. |
| **29** | Event Auditorium Toll Free Dial In | QLD50530 | Event Auditorium Toll Free Dial In |
| **30** | Event Auditorium Dial Out (North America) | QLD50531 | Event Auditorium Dial Out (North America) |

| Table 16.2.5.b – Audio Conferencing Features | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **31** | Event Auditorium Toll Dial In | QLD50532 | Event Auditorium Toll Dial In |
| **32** | Event Auditorium Dial Out (International) | QLD50533 | Event Auditorium Dial Out (International) |
| **33** | EA-ITFS Zone 1 | QLD50534 | EA-ITFS Zone 1 - Event Audio ITFS access from: Australia, Austria, Belgium, Brazil, Bulgaria, Chile, Denmark, Estonia, France, Germany, Hong Kong, Hungary, Israel, Luxembourg, Malaysia, Monaco, Netherlands, New Zealand, Poland, Singapore, South Korea, Switzerland, United Kingdom |
| **34** | EA-ITFS Zone 2 | QLD50535 | EA-ITFS Zone 3- Event Audio ITFS access from: China, Columbia, Costa Rica, Ireland, Italy, Lithuania, Panama, Philippines, South Africa, Taiwan, Thailand, Trinidad & Tobago, Venezuela |
| **35** | EA-ITFS Zone 3 | QLD50536 | EA-ITFS Zone 3- Event Audio ITFS access from: China, Columbia, Costa Rica, Ireland, Italy, Lithuania, Panama, Philippines, South Africa, Taiwan, Thailand, Trinidad & Tobago, Venezuela |
| **36** | Remote Replay Custom IVR – Event Service option | QLD50537 | Remote Replay Custom IVR event services option, allows for remote replay on Event & Event Auditorium services per a single recording. |
| **37** | Remote Replay Custom IVR additional menus – Event Service option | QLD50538 | Remote Replay Custom IVR additional menus event services option, allows for remote replay on Event & Event Auditorium services on additional recordings. |
| **38** | Easy Invite / Easy ID– Event Service option | QLD50539 | Easy Invite / Easy ID– Event and/or Event Auditorium Service option. |
| **39** | Communication Line – Event Service | QLD50540 | Event and/or Event Auditorium Service - Communication Line between a Customer Representative, who is not the speaker, and an Operator |
| **40** | Additional Communication Line– Event Service | QLD50541 | Additional Communication Line– Event and/or Event Auditorium Service option |
| **41** | Name on Entry (Event Auditorium only) | QLD50542 | Name on Entry (Event Auditorium only) |
| **42** | Host Controls– Event Service option | QLD50543 | Host Controls– Event and/or Event Auditorium Service option |
| **43** | RSVP Set Up– Event Service option | QLD50544 | RSVP Set Up– Event and/or Event Auditorium Service option |
| **44** | Basic RSVP up to 10 questions– Event Service option | QLD50545 | Basic RSVP up to 10 questions– Event and/or Event Auditorium Service option |

| Table 16.2.5.b – Audio Conferencing Features | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **45** | Enhanced RSVP up to 20 questions– Event Service option | QLD50546 | Enhanced RSVP up to 20 questions– Event and/or Event Auditorium Service option |
| **46** | RSVP Reports provided by CenturyLink– Event Service option | QLD50547 | RSVP Reports provided by CenturyLink– Event and/or Event Auditorium Service option |
| **47** | Web-based RSVP Reports– Event Service option | QLD50548 | Web-based RSVP Reports– Event and/or Event Auditorium Service option |
| **48** | Broadcast Email– Event Service option | QLD50549 | Broadcast Email– Event and/or Event Auditorium Service option |
| **49** | Broadcast Fax– Event Service option | QLD50550 | Broadcast Fax– Event and/or Event Auditorium Service option |
| **50** | Broadcast Fax or Email Rush (24 hours notice) – Event Service option | QLD50551 | Broadcast Fax or Email Rush (24 hours notice) – Event and/or Event Auditorium Service option |
| **51** | Broadcast Voice– Event Service option | QLD50552 | Broadcast Voice– Event and/or Event Auditorium Service option |
| **52** | Dedicated Dial-in Number– Event Service option | QLD50553 | Dedicated Dial-in Number– Event and/or Event Auditorium Service option… Allows hosting of all event calls on one dedicated number. |
| **53** | Polling Merge report provided by CenturyLink– Event Service option | QLD50554 | Polling Merge report provided by CenturyLink– Event and/or Event Auditorium Service option |
| **54** | RSVP File Hosting– Event Service option | QLD50555 | RSVP File Hosting– Event and/or Event Auditorium Service option |
| **55** | Translation – Event Service option | QLD50556 | Event and/or Event Auditorium Service option. Translation services offers real time langue translations |
| **56** | Transcription 3 hour– Event Service option | QLD50557 | Transcription 3 hour. Conference call transcription returned to the conference moderator within 3 hours of the conference call via email |
| **57** | Transcription 6 hour– Event Service option | QLD50558 | Transcription 6 hour Transcription 6 hour. Conference call transcription returned to the conference moderator within 6 hours of the conference call via email. |

| Table 16.2.5.b – Audio Conferencing Features | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **58** | Transcription 24-48 hour– Event Service option | QLD50559 | Transcription 24-48 hour Transcription 24-48 hour. Conference call transcription returned to the conference moderator within 24-48 hours of the conference call via email. |
| **59** | Translated Transcription– Event Service option | QLD50560 | Translated Transcription– Event Service option. Translated Transcription service converts the English transcription into another language. The translated transcription is returned to the conference moderator within one week of the original call. |
| **60** | Pre-Recording Session (Event Audio only) 3-5 days notice– Event Service option | QLD50561 | Pre-Recording Session (Event Audio only) 3-5 days notice– Event and/or Event Auditorium Service option |
| **61** | Pre-Recording Session (Event Audio only) 1-2 days notice– Event Service option | QLD50562 | Pre-Recording Session (Event Audio only) 1-2 days notice– Event and/or Event Auditorium Service option |
| **62** | Pre-Recording Session (Event Audio only) 6-24 hours notice– Event Service option | QLD50563 | Pre-Recording Session (Event Audio only) 6-24 hours notice– Event and/or Event Auditorium Service option |
| **63** | Pre-Recording Archival Fee - Storage of audio recording beyond 45 days– Event Service option | QLD50564 | Pre-Recording Archival Fee - Storage of audio recording beyond 45 days– Event and/or Event Auditorium Service option |
| **64** | Custom Hold Music (Event Audio only) – Event Service option | QLD50565 | Custom Hold Music (Event Audio only) – Event and/or Event Auditorium Service option |
| **65** | Operator Stand-by (order at reservation time) – Event Service option | QLD50566 | Operator Stand-by (order at reservation time) An additional live operator to help manage the call. The additional operator helps with call setup, management and completion to make sure there are no gaps within a certain call. |
| **66** | Presentation Management– Event Service option | QLD50567 | Presentation Management– Event and/or Event Auditorium Service option. CenturyLink will manage the presentation for the end user. |
| **67** | A la Carte Event Production Services (One hour minimum) – Event Service option | QLD50568 | A la Carte Event Production Services (One hour minimum) – Event and/or Event Auditorium Service option. Per service this allows CenturyLink to help the end user with additional event production services. There is a one hour minimum for this service. |

| Table 16.2.5.b – Audio Conferencing Features | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **68** | Creative Services - Design physical collateral– Event Service option | QLD50569 | Creative Services - Design physical collateral– Event and/or Event Auditorium Service option. CenturyLink will work with the conference moderator to plan and develop all the physical collateral for the conference. |
| **69** | Assembly/Modification– Event Service option | QLD50572 | Assembly/Modification– Event and/or Event Auditorium Service option |
| **70** | Black & white photocopies– Event Service option | QLD50573 | Black & white photocopies– Event and/or Event Auditorium Service option |
| **71** | Color photocopies– Event Service option | QLD50574 | Color photocopies– Event and/or Event Auditorium Service option |
| **72** | Event Basic Reports– Event Service option | QLD50578 | Event Basic Reports– Event and/or Event Auditorium Service option. These additional reports specific to the end users conference call. All reports are emailed to the conference moderator. |
| **73** | Event Data CD– Event Service option | QLD50579 | Event Data CD– Event and/or Event Auditorium Service option. Any event data gathered from the conference call, including reports will be burned to a CD and mailed to the conference moderator |
| **74** | Event CD Split/Editing– Event Service option | QLD50580 | Event CD Split/Editing – Event and/or Event Auditorium Service option. More than one CD required supporting the event data. |

## 16.2.6 SERVICE RESTORATION

### 16.2.6.1 Voice Network Disaster Operational Recovery

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

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

16.2.6.2 Data Network Disaster/Operational Recovery

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

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

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

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

## 16.3 OTHER SERVICES

16.3.1 HOURLY RATES FOR SERVICES

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

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

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

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

### 16.3.2 EXTENDED DEMARCATION WIRING SERVICES

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

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

Extended Demarc wiring is limited to the following:

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

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

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

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

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

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

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

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

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

**Table 16.3.2.a – Extended Demarcation Wiring Services**

| | Feature Name | Feature Description | Bidder's CALNET Product Identifier | Bidder's Description | Bidder Meets or Exceeds? Y | N |
|---|---|---|---|---|---|---|
| 1 | **Extended Demarcation – Copper four-Pair – Regular Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack. | QLD50371 | CenturyLink Demarcation Extension - Copper 4 pair. Meets the CALNET feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.<br>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during normal local business hours: 8:00 AM to 5:00 PM, Monday through Friday. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included. | **X** | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable. | | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **2** | **Extended Demarcation – Copper four-Pair – Overtime Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack. | QLD50372 | CenturyLink Demarcation Extension - Copper 4 pair Overtime hours. Meets the CALNET feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards. | **X** | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during overtime hours is beyond the standard description in 1.4.3.2.a #2. Overtime hours begin at 5:00PM and end at 8:00 AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included. | | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable. | | |
| **3** | **Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack. | QLD50373 | CenturyLink Demarcation Extension - Copper 4 pair Overtime hours. Meets the CALNET feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards. | **X** | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included. | | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable. | | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **4** | **Extended Demarcation – Copper 25 Pair – Regular Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | QLD50374 | CenturyLink Demarcation Extension - Copper 25 pair. Meets the CALNET feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.<br><br>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during normal local business hours: 8:00 AM to 5:00 PM, Monday through Friday, at a mutually agreed upon date unless otherwise specified and agreed to by both parties. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included. | **X** | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable. | | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **5** | **Extended Demarcation – Copper 25 Pair – Overtime Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | QLD50375 | CenturyLink Demarcation Extension - Copper 25 pair Overtime hours. Meets the CALNET feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards. | **X** | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during overtime hours is beyond the standard description in 1.4.3.2.a #2. Overtime hours begin at 5:00PM and end at 8:00 AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included. | | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable. | | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **6** | **Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | QLD50376 | CenturyLink Demarcation Extension - Copper 25 pair Sunday and Holiday Hours. Meets the CALNET feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.<br><br>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included. | **X** | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable. | | |
| **7** | **Extended Demarcation – Optical Fiber Link – Regular Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | QLD50377 | CenturyLink Demarcation Extension – Optical Fiber Link. Meets the CALNET feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards. | **X** | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during normal local business hours: 8:00 AM to 5:00 PM, Monday through Friday, at a mutually agreed upon date unless otherwise specified and agreed to by both parties. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included. | | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable. | | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **8** | **Extended Demarcation – Optical Fiber Link – Overtime Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | QLD50378 | CenturyLink Demarcation Extension – Optical Fiber Link Overtime hours. Meets the CALNET feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards. | **X** | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during overtime hours is beyond the standard description in 1.4.3.2.a #2. Overtime hours begin at 5:00 PM and end at 8:00AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included. | | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable. | | |
| **9** | **Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | QLD50379 | CenturyLink Demarcation Extension – Optical Fiber Link Sunday and Holiday Hours. Meets the CALNET feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards. | **X** | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included. | | |

| Table 16.3.2.a – Extended Demarcation Wiring Services | | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| | | | | Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer. | | |

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

| Table 16.3.2.b – Unsolicited Extended Demarcation Wiring Services | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **1** | Eight Pin | QLD50450 | Eight-pin connecting device; holds one 2-wire or 4-wire circuit (non-registered) |
| **2** | Converter | QLD50451 | Converts one modular jack to two modular jacks. |
| **3** | Data Jack | QLD50452 | Data jack—multiple mounting arrangement (maximum 8 lines). |
| **4** | 50-Pin | QLD50453 | 50-pin miniature ribbon connector to connect a maximum of eight jacks to customer's data equipment. |

| Table 16.3.2.b – Unsolicited Extended Demarcation Wiring Services | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **5** | Data Jack-16 | QLD50454 | Data jack—multiple line data jack (maximum eight lines). Each mounting cabinet supports a maximum of 16 data jacks. |
| **6** | Data Jack -4by8 | QLD50455 | Data jack—multiple line data jack with rack mounting for up to four 8-line multiple data jacks. |
| **7** | Weatherproof | QLD50456 | Weatherproof housing for RJ11C and RJ14C. |
| **8** | Mini Modular Jack | QLD50457 | Single line four-wire T/R - T1/R1 E/M, SB/SG, eight-pos mini-modular jack. |
| **9** | Wall Mount RJ11C | QLD50460 | RJ11C wall mount. |
| **10** | Wall mount RJ14C | QLD50462 | RJ14C wall mount. |
| **11** | Modular Jack | QLD50463 | Sixth position modular jack with a sliding cover to facilitate testing or each line. Holds up to two 2-wire circuits. |
| **12** | Single two-wire T/R | QLD50466 | Single two-wire T/R with make-busy leads, bridged connection, six-position hardware |
| **13** | Universal Data jack. | QLD50469 | Universal data jack. |
| **14** | Programmed Data Jack | QLD50470 | Programmed Data Jack for Dial-up |
| **15** | 1.544-Mbps Bridged Connection | QLD50471 | Single-line four-wire, 1.544-Mbps bridged connection, eight-position hardware; digital data/GDT/ADN. |
| **16** | Eight-position Jack | QLD50472 | Eight-position jack to connect terminal equipment for single line. Holds one 4-wire circuit. |
| **17** | Eight-position Ribbon Jack | QLD50473 | Eight-position ribbon jack to connect up to 12 lines of terminal equipment. |

| Table 16.3.2.b – Unsolicited Extended Demarcation Wiring Services | | | |
|---|---|---|---|
| | **Feature Name** | **Bidder's CALNET Product Identifier** | **Bidder's Description** |
| **18** | Eight-position Jack – 1.544 | QLD50474 | Eight-position jack to connect terminal equipment for single line 1.544. |
| **19** | Standard Mini-Jack | QLD50475 | Standard miniature jack for bridged connections. |
| **20** | Data Jack-2 Wire | QLD50476 | Data jack two-wire, switched data services 56 - single line. |
| **21** | Data Jack-4 Wire | QLD50477 | Data jack four-wire, switched data services 56 - multiple lines. |
| **22** | Standard 50-pin | QLD50478 | Standard 50-pin miniature ribbon connector jack for bridged connections. |
| **23** | Line Circuit Card | QLD50479 | Used with Data Exchange Service; line circuit card for use with RJ26X. |
| **24** | Multiple-Line universal data jack | QLD50480 | Used with Data Exchange Service; multiple-line universal data jack; eight lines maximum, common equipment. |
| **25** | Adaptor Cord | QLD50481 | Adaptor cord for RJ26X. Requires RJ26X. |
| **26** | 1.544-Mbps Bridged Connection (12by4) | QLD50482 | Up to 12 lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware. |
| **27** | 1.544-Mbps Bridged Connection (8by4) | QLD50483 | Up to eight lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware. |

## 16.3.3 SERVICES RELATED HOURLY SUPPORT

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractor's responsibilities. Work performed under this Section 16.3.3 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

In Cost Worksheet 16.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

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

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

| | **Table 16.3.3 – Services Related Hourly Support** | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **1** | **Field Service Repair Technician Regular Hours** | Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor. | QLD50264 | CenturyLink provides a field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET service problem that turns out to be caused by factors outside the responsibility of CenturyLink. | **X** | |

| | Table 16.3.3 – Services Related Hourly Support | | | | | |
|---|---|---|---|---|---|---|
| | **Feature Name** | **Feature Description** | **Bidder's CALNET Product Identifier** | **Bidder's Description** | **Bidder Meets or Exceeds? Y** | **N** |
| **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. | QLD50264 | CenturyLink provides a field technician properly trained to an expert level for the service being dispatched to diagnose a CALNET service problem that turns out to be caused by factors outside the responsibility of CenturyLink. | **X** | |
| **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. | QLD50264 | CenturyLink provides a field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET service problem that turns out to be caused by factors outside the responsibility of CenturyLink. | **X** | |

## 16.4 SERVICE LEVEL AGREEMENTS (SLA)

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

### 16.4.1 SERVICE LEVEL AGREEMENT FORMAT

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

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

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

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

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

### 16.4.2 SOW TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

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

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

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

### 16.4.3 OUTAGE REPORTING

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

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

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

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

### 16.4.4 BIDDER'S RESPONSE TO SERVICE LEVEL AGREEMENTS

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

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

### 16.4.5 CONTRACTOR'S SLA MANAGEMENT PLAN

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

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

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

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

16.4.6 TECHNICAL SLA GENERAL REQUIREMENTS

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

1. With the exception of the Provisioning SLA (Section 16.4.8.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent (100%) of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET Legacy 4 SLAs and remedies for services provided by Affiliates and/or Subcontractors under this Contract;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category is listed in the SLA, then all services under that Category are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all SLAs objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request form for the Provisioning SLA (Section 16.4.8.7);
8. To the extent that the Contractor offers additional SLAs or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to the CALNET CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET Legacy 4 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by the CALNET CMO of any SLA remedy covered by this Contract shall not exclude or limit the CALNET CMO's or any of the Customer's rights and remedies otherwise available within the Contract or at law or equity;

11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide the Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates, or resellers under this Contract;
13. The Customer Escalation Process (SOW Business Requirements Section L.3.4.2) and/or the CALNET CMO Escalation Process (SOW Business Requirements Section L.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x7x365 for CALNET Legacy 4 services;
15. SLAs apply 24x7x365 unless SLA specifies an exception;
16. The Contractor's invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section L.6.1, #13, *Billing and Invoicing Requirements*;
17. The Contractor shall provide a CALNET Legacy 4 SLA Manager responsible for CALNET Legacy 4 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address the CALNET CMO SLA oversight, report issues, and problem resolution concerns. The CALNET Legacy 4 SLA Manager shall also coordinate SLA support for the Customer SLA inquiries and issue resolution;
18. The Contractor shall provide the Customer and the CALNET CMO support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between the Contractor and third party service provider shall be passed through to the CALNET Legacy 4 Customer.

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

16.4.7 STOP CLOCK CONDITIONS

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

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

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

**Table 16.4.7 – Stop Clock Conditions (SCC)**

| # | Stop Clock Condition (SCC) | SCC Definition |
|---|---|---|
| 1 | **END-USER REQUEST** | Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period. |
| 2 | **OBSERVATION** | Time after a service has been restored but End-User requests ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the service has not been restored. |
| 3 | **END-USER NOT AVAILABLE** | Time after a service has been restored but End-User is not available to verify that the service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between the Contractor's reasonable attempt to notify the End-User that the Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored. |
| 4 | **WIRING** | Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by the Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply. |
| 5 | **POWER** | Trouble caused by a power problem outside of the responsibility of the Contractor. |
| 6 | **CUSTOMER PROVISIONING DELAY** | Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only. |

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

| # | Stop Clock Condition (SCC) | SCC Definition |
|---|---|---|
| **14** | **FORCE MAJEURE** | Force Majeure events, as defined in the PMAC General Provisions – Telecommunications, Section 28, *Force Majeure*. |

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

## 16.4.8 TECHNICAL SERVICE LEVEL AGREEMENTS

### 16.4.8.1 Availability (M-S)

**SLA Name:** Availability

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

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

**Service(s):**

| | |
|---|---|
| Long Distance Network Access Transport (16.2.2.2) | |

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

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

**Rights and Remedies**

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

**Monthly Aggregated Measurements:**

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

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

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

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

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

**SLA Name:** Catastrophic Outage 1 (CAT 1)

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

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

**Service(s):**

| | |
|---|---|
| Long Distance Network Access Transport (16.2.2.2) | |

**Objective(s):**

The objective restoral time shall be:

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

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

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

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

**SLA Name:** Catastrophic Outage 2 (CAT 2)

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

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

**Service(s):**

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

**Objective(s):**

The objective restoral time shall be:

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

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

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

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

**SLA Name:** Catastrophic Outage 3 (CAT 3)

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

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

**Service(s):**

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

**Objective(s):**

The objective restoral time shall be:

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

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

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

### 16.4.8.5 Excessive Outage (M-S)

**SLA Name:** Excessive Outage

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

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

**Service(s):**

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

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

| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) |
|---|---|---|---|---|
| Long Distance Network Access Transport | 16 hours | 12 hours | 8 hours | **S** |
| Long Distance Domestic Calling | 16 hours | 12 hours | 8 hours | **S** |
| Audio Conferencing | 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 per occurrence for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.<br>Upon request from the Customer or the CALNET CMO, the Contractor shall provide a briefing on the excessive outage restoration. |
| | **Monthly Aggregated Measurements:** N/A |

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

#### 16.4.8.6 Notification

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

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

### 16.4.8.7 Provisioning (M-S)

**SLA Name:** Provisioning

**Definition:** Provisioning shall include new services, moves, adds and changes completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work SOW in accordance with SOW Business Requirements Section L.2.5.4 #6, *Provisioning and Implementation*. The Contractor shall meet the committed interval dates or due date negotiated with the Customer. When the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per SOW Business Requirements Section L.8, *Contracted Service Project Work*.

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

**Measurement Process:**

Objective 1: Individual Service Installations: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor. This objective requires the Contractor to meet the due date for each individual service installation. This includes individual circuit/service/seat level installations for Coordinated and Managed Projects.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual installations per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must exceed the objective below in order to avoid the rights and remedies.

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

**Objective (s):**

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

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

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

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

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

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

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

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

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

**Service(s):**

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

**Objective(s):**

The Unavailable Time objective shall not exceed:

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

**Rights and Remedies**

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

**Monthly Aggregated Measurements:** N/A

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

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

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

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

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

**Service(s):**

| | |
|---|---|
| Long Distance Network Access Transport (16.2.2.2) | |

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

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

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

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

### 16.4.9 UNSOLICITED SERVICE ENHANCEMENT SLAS

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

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

### 16.4.10 PROPOSED UNSOLICITED OFFERINGS

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

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

### 16.4.11 CONTRACT AMENDMENT SERVICE ENHANCEMENT SLAS

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

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

### 16.4.12 ACCEPTANCE OF SLA LANGUAGE FOR UNSOLICITED SERVICES

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

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

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

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