INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 25 – SUSTAINED BANDWIDTH INTERNET SERVICE

AT&T Enterprises, LLC.

Statement of Work

TECHNICAL REQUIREMENTS

March 5, 2020

BAFO

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Disclaimer: The original PDF version and any subsequent addendums of the IFB released by the Procurement Official of this Bid remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

AMENDMENT LOG

Amendment #	Date	Amendment Description
4	12/15/20	Added Header Updated Table 25.2.5.1.c - Unsolicited InSBET Services Updated Table 25.2.6.1 - Unsolicited Sustained Bandwidth Internet Services and Features Deleted entire Table 25.5.2.2 - Unsolicited Services Related Infrastructure
19	5/23/24	Updated Table 25.2.6.1 – Unsolicited Sustained Bandwidth Internet Services and Features. Updated Table 25.4.3.2.b – Unsolicited DDoS Detection and Mitigation Services and Features. Updated Section 25.6.8.5 DDoS Mitigation (M-S).
25	11/07/2025	Changed contractor name from AT&T Corp. to AT&T Enterprises, LLC. on Title Page Updated Header

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TECHNICAL REQUIREMENTS

Category 25 – SUSTAINED BANDWIDTH INTERNET SERVICE

25.1 OVERVIEW

The California Department of Technology (CDT), Statewide Telecommunications Procurement (STP) is requesting proposals from responsive vendors to provide Sustained Bandwidth Internet services and features.

This Category 25 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Sustained Bandwidth Internet Services. This IFB also describes the CALNET technical requirements necessary to support the CALNET program requirements.

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

25.1.1 Bidder Response Requirements

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

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

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

Or,

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

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

25.1.2 Designation of Requirements

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

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

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

25.1.3 Pacific Time Zone

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

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

25.2 SUSTAINED BANDWIDTH INTERNET SERVICE

The Contractor shall provide dedicated Internet access service that provides high-speed Internet access through communications facilities managed by the Contractor.

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

25.2.1 Internet Services General Requirements Services

The Contractor's network shall connect a Customer's Local Area Network (LAN) or application to the Internet by providing highly reliable transport and Internet Protocol (IP) connectivity. The service shall use the Transmission Control Protocol/Internet Protocol (TCP/IP) to interconnect customer premise equipment (CPE) to the public Internet Service Provider (ISP) networks.

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

25.2.2 Network Capabilities

The Contractor's network shall have:

1. Established public peering arrangements from the Contractor's network to the Internet.

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

2. Private peering arrangements established from the Contractor's network with redundant links to connect to its private peering partners.

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

3. Support for Customer assigned and Internet Corporation for Assigned Names and Numbers (ICANN), registered IP addresses and domain names.

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

4. Primary and Secondary Domain Name Service (DNS) to provide an authoritative name server for the Customer.

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

The Contractor shall provide support for the border gateway protocol (BGP) for Customers with registered Autonomous System (AS) numbers, if applicable.

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

25.2.2.1 Contractor Wi-Fi Hotspot Service Offerings

The Contractor shall not configure services utilizing state-funded (or leased) infrastructure or resources to provide Contractor branded Wi-Fi hotspots for a fee/subscription to the general public. Use of any publicly funded power, facilities, or infrastructure in State leased or owned buildings to provide Contractor fee based Wi-Fi services is considered a gift of public funds.

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

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

25.2.3 Standards

Dedicated Internet Services shall comply with the following standards as applicable, and when commercially available by the Contractor:

1. Internet Engineering Task Force (IETF) Requests for Comments (RFCs);

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

2. ITU TSS Recommendations;

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

3. IEEE 802.3 Ethernet Standards;

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

4. Metro Ethernet Forum (MEF);

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

5. IETF RFCs for IPv6 when offered commercially by the Contractor; and,

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

6. All new versions, amendments, and modifications to the above documents and standards as they become commercially available.

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

25.2.4 Network Operations and Management

25.2.4.1 General Description

The Contractor's data network(s) shall meet established industry standards.

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

25.2.4.2 Network Operations Center

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

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

The NOC shall perform the following services:

1. Network surveillance;

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

2. Fault management (trouble identification, isolation and notification); and,

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

3. Monitor network performance in near real-time to identify capacity blockages and implement controls to optimize network health and performance immediately.

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

25.2.4.3 Security

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

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

25.2.4.3.1 Network Security

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

1. The Contractor's network equipment locations shall incorporate the following features:

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

2. All equipment shall be in a hardened facility and all unnecessary services shall be disabled or removed

25.2.4.3.2 Security Incident Notifications

Upon discovery, the Contractor shall provide the Customer and designated State representatives with security incident notifications that impact CALNET Customers, via telephonic means and email. For purposes of this section, Security Incident is defined in State Administrative Manual (SAM), Section 5300.4.

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

25.2.4.3.3 Data Breach Reporting

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

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

25.2.5 Internet Sustained Bandwidth Ethernet Service (InSBE)

The Contractor shall provide Internet Sustained Bandwidth Ethernet Service (InSBE). The service shall consist of a separately provisioned dedicated Internet port and transport from the Customer site to the nearest Contractor POP.

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

Service shall allow Customers to order Ethernet access at a specific data rate and to select a minimum monthly bandwidth commitment. Customers then pay an additional fee for sustained usage above the minimum commitment. Service shall allow Customers to "burst" up to the full capacity of the data rate assigned to the transport when needed.

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

25.2.5.1 Internet Sustained Bandwidth Ethernet Transport Service

The Internet Sustained Bandwidth Ethernet Transport Service (InSBET) transport service shall include all equipment, cabling and labor required to provide a User-to-Network Interface (UNI) at the Customer premise Minimum Point of Entry (MPOE).

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

Transport shall be provisioned at the data rates listed in Table 25.2.5.1.b. The assigned data rate shall be the maximum data rate a Customer may “burst" up to.

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

This service shall be provisioned in conjunction with Customer and Contractor owned, maintained and managed IP enabled routing device options as identified in Section 25.2.5.2 (InSBEP) and Section 25.2.5.3 (InSBEPM).

The service shall provide the User-to-Network Interface characteristics listed in Table 25.2.5.1.a.

Table 25.2.5.1.a – UNI Type

Line Item	Interface/Access Type	Network-Side Interface	Protocol
1	Ethernet Interface	1 Mbps up to 1 GbE (Gigabit Ethernet)	IPv4/v6 over Ethernet

Line Item	Interface/Access Type	Network-Side Interface	Protocol
		10 GbE	

Bidder shall provide the InSBET services detailed in 25.2.5.1.b.

Table 25.2.5.1.b – InSBET Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	InSBET 100-Base-TX/SX 2 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 2 Mbps.	2 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.	LNET2	Yes
2	InSBET 100-Base-TX/SX 4 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 4 Mbps	4 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-	LNET4	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.		
3	InSBET 100-Base-TX/SX 5 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 5 Mbps	5 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.	LNET5	Yes
4	InSBET 100-Base-TX/SX 8 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 8 Mbps	8 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area	LNET8	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.		
5	InSBET 100-Base-TX/SX 10 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 10 Mbps	10 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.	LNET10	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
6	InSBET 100-Base-TX/SX 20 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 20 Mbps	20 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.	LNET20	Yes
7	InSBET 100-Base-TX/SX 50 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 50 Mbps	50 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is	LNET50	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			subject to availability of facilities.		
8	InSBET 100-Base-TX/SX 100 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 100 Mbps	100 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.	LNET100	Yes
9	InSBET 1000-Base-TX 150 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 150 Mbps	150 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to	LNET150	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			provide the necessary facilities. Access is subject to availability of facilities.		
10	InSBET 1000-Base-TX 250 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 250 Mbps	250 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.	LNET250	Yes
11	InSBET 1000-Base-TX 500 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 500 Mbps	500 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and	LNET500	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.		
12	InSBET 1000-Base-TX 1000 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 1000 Mbps	1 Gbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.	LNET1G	Yes
13	InSBET 10G-Base-LSR 10 Gbps Ethernet Transport	InSBET Service with maximum burstable data rate of 10 Gbps	10 Gbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN)	LNET10G	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.		

Bidders may offer additional unsolicited InSBET services in Table 25.2.5.1.c.

Table 25.2.5.1.c – Unsolicited InSBET Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	InSBET 1000-Base-TX 600 Mbps Ethernet Transport On-Net	LNET600	600 Mbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities. Access is subject to availability of facilities.
2	InSBET 100 Gbps Ethernet Transport On-Net	LNE100G	100 Gbps Ethernet On-Net Access Service provides Ethernet access transport services for connection to Wide Area Network (WAN) services such as EPLS WAN, OPT-E-WAN, AVPN and ADI. Available in locations where AT&T is able to provide the necessary facilities.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Access is subject to availability of facilities.

25.2.5.2 Internet Sustained Bandwidth Ethernet Port Service (InSBEP)

Contractor shall provide Internet Sustained Bandwidth Ethernet Port (InSBEP) Service. Contractor shall provide an Internet port configuration that allows Customers to select a monthly minimum bandwidth commitment. Customers then pay an additional incremental usage charge for sustained usage above the monthly minimum bandwidth commitment. Service shall allow Customers to "burst" up to the full capacity of the InSBET when needed. This service shall be provisioned in conjunction with a Customer owned IP enabled routing device.

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

25.2.5.2.1 InSBEP Minimum Bandwidth Commitment

Contractor shall provide InSBEP Minimum Bandwidth Commitment port configuration that allows Customers to select a monthly minimum bandwidth commitment as described in Table 25.2.5.2.2.a

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

25.2.5.2.2 InSBEP Additional Incremental Usage Charge for sustained Usage

Contractor may charge an incremental usage charge for sustained usage above the minimum bandwidth commitment speed identified.

Contractor shall calculate sustained usage as follows:

1. Poll Access IP enabled routing device every five minutes and collect two readings (average Octets in and Octets out over the five minute period);
2. Both averages become data points (a total of 17,280 in a 30-day bill cycle) that are tracked over the Customer's monthly billing cycle;
3. All 17,280 data points are ranked in ascending order;

4. Discard the highest five percentiles (or 864 measurements in a 30-day bill cycle); and
5. The remaining ninety-fifth percentile is the Sustained Usage value for billing purposes.

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

Table 25.2.5.2.2.a – InSBEP Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 100-Base-TX 2 Mbps through 1000-Base-SX\LX 1000 Mbps Ethernet Transport (NOT to be provisioned with InSBET 10G-Base-LSR 10,000 Mbps Ethernet Transport - see Table 25.2.5.2.2.b)

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
1	InSBEP Minimum Bandwidth Commitment Ethernet 2 Mbps	Ethernet minimum monthly bandwidth commitment charge 2 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8301	Yes
2	InSBEP Additional Incremental Usage Charge over 2 Mbps	Charge for bandwidth usage over 2 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI400	Yes
3	InSBEP Minimum Bandwidth Commitment Ethernet 3 Mbps	Ethernet minimum monthly bandwidth commitment charge 3 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of	8302	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.		
4	InSBEP Additional Incremental Usage Charge over 3 Mbps	Charge for bandwidth usage over 3 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI401	Yes
5	InSBEP Minimum Bandwidth Commitment Ethernet 4 Mbps	Ethernet minimum monthly bandwidth commitment charge 4 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8303	Yes
6	InSBEP Additional Incremental Usage Charge over 4 Mbps	Charge for bandwidth usage over 4 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI402	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
7	InSBEP Minimum Bandwidth Commitment Ethernet 5 Mbps	Ethernet minimum monthly bandwidth commitment charge 5 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8304	Yes
8	InSBEP Additional Incremental Usage Charge over 5 Mbps	Charge for bandwidth usage over 5 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI403	Yes
9	InSBEP Minimum Bandwidth Commitment Ethernet 6 Mbps	Ethernet minimum monthly bandwidth commitment charge 6 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8305	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
10	InSBEP Additional Incremental Usage Charge over 6 Mbps	Charge for bandwidth usage over 6 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI404	Yes
11	InSBEP Minimum Bandwidth Commitment Ethernet 7 Mbps	Ethernet minimum monthly bandwidth commitment charge 7 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8306	Yes
12	InSBEP Additional Incremental Usage Charge over 7 Mbps	Charge for bandwidth usage over 7 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI405	Yes
13	InSBEP Minimum Bandwidth Commitment Ethernet 8 Mbps	Ethernet minimum monthly bandwidth commitment charge 8 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to	8307	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			availability of facilities.		
14	InSBEP Additional Incremental Usage Charge over 8 Mbps	Charge for bandwidth usage over 8 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI406	Yes
15	InSBEP Minimum Bandwidth Commitment Ethernet 9 Mbps	Ethernet minimum monthly bandwidth commitment charge 9 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8308	Yes
16	InSBEP Additional Incremental Usage Charge over 9 Mbps	Charge for bandwidth usage over 9 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI407	Yes
17	InSBEP Minimum Bandwidth Commitment Ethernet 10 Mbps	Ethernet minimum monthly bandwidth commitment charge 10 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately.	8309	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			Subject to availability of facilities.		
18	InSBEP Additional Incremental Usage Charge over 10 Mbps	Charge for bandwidth usage over 10 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI408	Yes
19	InSBEP Minimum Bandwidth Commitment Ethernet 15 Mbps	Ethernet minimum monthly bandwidth commitment charge 15 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8310	Yes
20	InSBEP Additional Incremental Usage Charge over 15 Mbps	Charge for bandwidth usage over 15 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI409	Yes
21	InSBEP Minimum Bandwidth Commitment Ethernet 20 Mbps	Ethernet minimum monthly bandwidth commitment charge 20 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided	8311	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			separately. Subject to availability of facilities.		
22	InSBEP Additional Incremental Usage Charge over 20 Mbps	Charge for bandwidth usage over 20 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI410	Yes
23	InSBEP Minimum Bandwidth Commitment Ethernet 25 Mbps	Ethernet minimum monthly bandwidth commitment charge 25 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8312	Yes
24	InSBEP Additional Incremental Usage Charge over 25 Mbps	Charge for bandwidth usage over 25 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI411	Yes
25	InSBEP Minimum Bandwidth Commitment Ethernet 30 Mbps	Ethernet minimum monthly bandwidth commitment charge 30 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port.	8313	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			Access is provided separately. Subject to availability of facilities.		
26	InSBEP Additional Incremental Usage Charge over 30 Mbps	Charge for bandwidth usage over 30 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI412	Yes
27	InSBEP Minimum Bandwidth Commitment Ethernet 35 Mbps	Ethernet minimum monthly bandwidth commitment charge 35 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8314	Yes
28	InSBEP Additional Incremental Usage Charge over 35 Mbps	Charge for bandwidth usage over 35 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI413	Yes
29	InSBEP Minimum Bandwidth Commitment Ethernet 40 Mbps	Ethernet minimum monthly bandwidth commitment charge 40 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated	8315	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			Internet Port. Access is provided separately. Subject to availability of facilities.		
30	InSBEP Additional Incremental Usage Charge over 40 Mbps	Charge for bandwidth usage over 40 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI414	Yes
31	InSBEP Minimum Bandwidth Commitment Ethernet 45 Mbps	Ethernet minimum monthly bandwidth commitment charge 45 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8316	Yes
32	InSBEP Additional Incremental Usage Charge over 45 Mbps	Charge for bandwidth usage over 45 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI415	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
33	InSBEP Minimum Bandwidth Commitment Ethernet 50 Mbps	Ethernet minimum monthly bandwidth commitment charge 50 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8382	Yes
34	InSBEP Additional Incremental Usage Charge over 50 Mbps	Charge for bandwidth usage over 50 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI416	Yes
35	InSBEP Minimum Bandwidth Commitment Ethernet 60 Mbps	Ethernet minimum monthly bandwidth commitment charge 60 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8317	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
36	InSBEP Additional Incremental Usage Charge over 60 Mbps	Charge for bandwidth usage over 60 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI417	Yes
37	InSBEP Minimum Bandwidth Commitment Ethernet 70 Mbps	Ethernet minimum monthly bandwidth commitment charge 70 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8318	Yes
38	InSBEP Additional Incremental Usage Charge over 70 Mbps	Charge for bandwidth usage over 70 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI418	Yes
39	InSBEP Minimum Bandwidth Commitment Ethernet 80 Mbps	Ethernet minimum monthly bandwidth commitment charge 80 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to	8319	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			availability of facilities.		
40	InSBEP Additional Incremental Usage Charge over 80 Mbps	Charge for bandwidth usage over 80 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI419	Yes
41	InSBEP Minimum Bandwidth Commitment Ethernet 90 Mbps	Ethernet minimum monthly bandwidth commitment charge 90 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8320	Yes
42	InSBEP Additional Incremental Usage Charge over 90 Mbps	Charge for bandwidth usage over 90 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI420	Yes
43	InSBEP Minimum Bandwidth Commitment Ethernet 100 Mbps	Ethernet minimum monthly bandwidth commitment charge 100 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately.	8321	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			Subject to availability of facilities.		
44	InSBEP Additional Incremental Usage Charge over 100 Mbps	Charge for bandwidth usage over 100 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI421	Yes
45	InSBEP Minimum Bandwidth Commitment Ethernet 200 Mbps	Ethernet minimum monthly bandwidth commitment charge 200 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8349	Yes
46	InSBEP Additional Incremental Usage Charge over 200 Mbps	Charge for bandwidth usage over 200 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI425	Yes
47	InSBEP Minimum Bandwidth Commitment Ethernet 500 Mbps	Ethernet minimum monthly bandwidth commitment charge 500 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided	8355	Yes

Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			separately. Subject to availability of facilities.		
48	InSBEP Additional Incremental Usage Charge over 500 Mbps	Charge for bandwidth usage over 500 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI431	Yes
49	InSBEP Minimum Bandwidth Commitment Ethernet 1000 Mbps	Ethernet minimum monthly bandwidth commitment charge 1000 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8362	Yes
50	InSBEP Additional Incremental Usage Charge over 1000 Mbps	Charge for bandwidth usage over 1000 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI438	Yes

Table 25.2.5.2.2.b – 10G InSBEP Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 10G-Base-LSR 10,000 Mbps (to be provisioned with InSBET 10G Base-LSR 10,000 Mbps Ethernet Transport)

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
1	10 G InSBEP Minimum Bandwidth Commitment Ethernet 2000 Mbps	Ethernet minimum monthly bandwidth commitment charge 2000 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8386	Yes
2	10 G InSBEP Additional Incremental Usage Charge over 2000 Mbps	Charge for bandwidth usage over 2000 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI440	Yes
3	10 G InSBEP Minimum Bandwidth Commitment Ethernet 3000 Mbps	Ethernet minimum monthly bandwidth commitment charge 3000 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8388	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
4	10 G InSBEP Additional Incremental Usage Charge over 3000 Mbps	Charge for bandwidth usage over 3000 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI442	Yes
5	10 G InSBEP Minimum Bandwidth Commitment Ethernet 4000 Mbps	Ethernet minimum monthly bandwidth commitment charge 4000 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8390	Yes
6	10 G InSBEP Additional Incremental Usage Charge over 4000 Mbps	Charge for bandwidth usage over 4000 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI444	Yes
7	10 G InSBEP Minimum Bandwidth Commitment Ethernet 5000 Mbps	Ethernet minimum monthly bandwidth commitment charge 5000 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to	8392	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			availability of facilities.		
8	10 G InSBEP Additional Incremental Usage Charge over 5000 Mbps	Charge for bandwidth usage over 5000 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI446	Yes
9	10 G InSBEP Minimum Bandwidth Commitment Ethernet 6000 Mbps	Ethernet minimum monthly bandwidth commitment charge 6000 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8394	Yes
10	10 G InSBEP Additional Incremental Usage Charge over 6000 Mbps	Charge for bandwidth usage over 6000 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI448	Yes
11	10G InSBEP Minimum Bandwidth Commitment Ethernet 7000 Mbps	Ethernet minimum monthly bandwidth commitment charge 7000 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately.	8396	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			Subject to availability of facilities.		
12	10G InSBEP Additional Incremental Usage Charge over 7000 Mbps	Charge for bandwidth usage over 7000 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI450	Yes
13	10G InSBEP Minimum Bandwidth Commitment Ethernet 8000 Mbps	Ethernet minimum monthly bandwidth commitment charge 8000 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8398	Yes
14	10G InSBEP Additional Incremental Usage Charge over 8000 Mbps	Charge for bandwidth usage over 8000 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI452	Yes
15	10G InSBEP Minimum Bandwidth Commitment Ethernet 9000 Mbps	Ethernet minimum monthly bandwidth commitment charge 9000 Mbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided	8400	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
			separately. Subject to availability of facilities.		
16	10G InSBEP Additional Incremental Usage Charge over 9000 Mbps	Charge for bandwidth usage over 9000 Mbps minimum commitment.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI454	Yes
17	10G InSBEP Minimum Bandwidth Commitment Ethernet 10 Gbps	Ethernet minimum monthly bandwidth commitment charge 10Gbps.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.	8402	Yes

25.2.5.3 InSBEP with Managed IP Enabled Routing Device Service (InSBEPM)

Contractor shall provide Internet sustained Bandwidth Ethernet Port with Managed IP Enabled Routing Device Service. Contractor shall provide a port configuration that allows Customers to select a monthly minimum bandwidth commitment. Customers then pay an additional incremental usage charge for sustained usage above the monthly minimum bandwidth commitment. Service shall allow Customers to "burst" up to the full capacity of the InSBET when needed.

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

The service shall include a Contractor owned, maintained and managed IP enabled routing device.

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

The Contactor's managed IP enabled routing device service shall include proactive Customer notification as identified in the Service Level Agreements.

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

The Contractor shall provide customers full read only access to the managed router or managed IP enabled routing device.

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

If the Contractor provides LTE backup services for Managed Equipment the Contractor shall use current CALNET Cellular providers. All Bidders are required to indicate below that they understand the requirement regardless of their intent to provide LTE backup services.

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

25.2.5.3.1 InSBEPM Minimum Bandwidth Commitment

Contractor shall provide InSBEPM Minimum Bandwidth Commitment port configuration that allows Customers to select a monthly minimum bandwidth commitment as described in Table 25.2.5.3.a. This service shall include a Contractor owned, maintained and managed IP enabled routing device with service commitments as described in the Bidder's response to Section 25.2.5.3.

Contractor shall calculate sustained usage as follows:

1. Poll Access IP enabled routing device every five minutes and collect two readings (average Octets in and Octets out over the five minute period);
2. Both averages become data points (a total of 17,280 in a 30- day bill cycle) that are tracked over the Customer's monthly billing cycle;
3. All 17,280 data points are ranked in ascending order;
4. Discard the top 5% (or 864 measurements in a 30-day bill cycle); and
5. The highest remaining data point is the sustained usage value for billing purposes.

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

Table 25.2.5.3.a – InSBEPM Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 100-Base-TX 2 Mbps through 1000 Mbps Ethernet Transport (NOT to be provisioned with InSBET 10G Ethernet Transport. See Table 25.2.5.3.b)

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
1	InSBEPM Minimum Bandwidth Commitment Ethernet 2 Mbps	Ethernet minimum monthly bandwidth commitment charge 2 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	8323	Yes
2	InSBEPM Additional Incremental Usage Charge over 2 Mbps	Charge for bandwidth usage over 2 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI500	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
3	InSBEPM Minimum Bandwidth Commitment Ethernet 3 Mbps	Ethernet minimum monthly bandwidth commitment charge 3 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	8324	Yes
4	InSBEPM Additional Incremental Usage Charge over 3 Mbps	Charge for bandwidth usage over 3 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI501	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
5	InSBEPM Minimum Bandwidth Commitment Ethernet 4 Mbps	Ethernet minimum monthly bandwidth commitment charge 4 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	8325	Yes
6	InSBEPM Additional Incremental Usage Charge over 4 Mbps	Charge for bandwidth usage over 4 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI502	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
7	InSBEPM Minimum Bandwidth Commitment Ethernet 5 Mbps	Ethernet minimum monthly bandwidth commitment charge 5 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	8326	Yes
8	InSBEPM Additional Incremental Usage Charge over 5 Mbps	Charge for bandwidth usage over 5 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI503	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
9	InSBEPM Minimum Bandwidth Commitment Ethernet 6 Mbps	Ethernet minimum monthly bandwidth commitment charge 6 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	8327	Yes
10	InSBEPM Additional Incremental Usage Charge over 6 Mbps	Charge for bandwidth usage over 6 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI504	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
11	InSBEPM Minimum Bandwidth Commitment Ethernet 7 Mbps	Ethernet minimum monthly bandwidth commitment charge 7 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	8328	Yes
12	InSBEPM Additional Incremental Usage Charge over 7 Mbps	Charge for bandwidth usage over 7 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI505	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
13	InSBEPM Minimum Bandwidth Commitment Ethernet 8 Mbps	Ethernet minimum monthly bandwidth commitment charge 8 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	8329	Yes
14	InSBEP Additional Incremental Usage Charge over 8 Mbps	Charge for bandwidth usage over 8 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI506	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
15	InSBEPM Minimum Bandwidth Commitment Ethernet 9 Mbps	Ethernet minimum monthly bandwidth commitment charge 9 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	8330	Yes
16	InSBEPM Additional Incremental Usage Charge over 9 Mbps	Charge for bandwidth usage over 9 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI507	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
17	InSBEPM Minimum Bandwidth Commitment Ethernet 10 Mbps	Ethernet minimum monthly bandwidth commitment charge 10 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	8331	Yes
18	InSBEPM Additional Incremental Usage Charge over 10 Mbps	Charge for bandwidth usage over 10 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI508	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
19	InSBEPM Minimum Bandwidth Commitment Ethernet 15 Mbps	Ethernet minimum monthly bandwidth commitment charge 15 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	8332	Yes
20	InSBEPM Additional Incremental Usage Charge over 15 Mbps	Charge for bandwidth usage over 15 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI509	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
21	InSBEPM Minimum Bandwidth Commitment Ethernet 20 Mbps	Ethernet minimum monthly bandwidth commitment charge 20 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.		8333	Yes
22	InSBEPM Additional Incremental Usage Charge over 20 Mbps	Charge for bandwidth usage over 20 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to	NI510	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			availability of facilities.		
23	InSBEPM Minimum Bandwidth Commitment Ethernet 25 Mbps	Ethernet minimum monthly bandwidth commitment charge 25 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8334	Yes
24	InSBEPM Additional Incremental Usage Charge over 25 Mbps	Charge for bandwidth usage over 25 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance.	NI511	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			Subject to availability of facilities.		
25	InSBEPM Minimum Bandwidth Commitment Ethernet 30 Mbps	Ethernet minimum monthly bandwidth commitment charge 30 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8335	Yes
26	InSBEPM Additional Incremental Usage Charge over 30 Mbps	Charge for bandwidth usage over 30 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for	NI512	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			maintenance. Subject to availability of facilities.		
27	InSBEPM Minimum Bandwidth Commitment Ethernet 35 Mbps	Ethernet minimum monthly bandwidth commitment charge 35 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8336	Yes
28	InSBEPM Additional Incremental Usage Charge over 35 Mbps	Charge for bandwidth usage over 35 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided	NI513	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			separately for maintenance. Subject to availability of facilities.		
29	InSBEPM Minimum Bandwidth Commitment Ethernet 40 Mbps	Ethernet minimum monthly bandwidth commitment charge 40 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8337	Yes
30	InSBEPM Additional Incremental Usage Charge over 40 Mbps	Charge for bandwidth usage over 40 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone	NI514	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			line provided separately for maintenance. Subject to availability of facilities.		
31	InSBEPM Minimum Bandwidth Commitment Ethernet 45 Mbps	Ethernet minimum monthly bandwidth commitment charge 45 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8338	Yes
32	InSBEPM Additional Incremental Usage Charge over 45 Mbps	Charge for bandwidth usage over 45 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately.	NI515	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			Requires phone line provided separately for maintenance. Subject to availability of facilities.		
33	InSBEPM Minimum Bandwidth Commitment Ethernet 50 Mbps	Ethernet minimum monthly bandwidth commitment charge 50 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8383	Yes
34	InSBEPM Additional Incremental Usage Charge over 50 Mbps	Charge for bandwidth usage over 50 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided	NI516	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.		
35	InSBEPM Minimum Bandwidth Commitment Ethernet 60 Mbps	Ethernet minimum monthly bandwidth commitment charge 60 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8339	Yes
36	InSBEPM Additional Incremental Usage Charge over 60 Mbps	Charge for bandwidth usage over 60 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is	NI517	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.		
37	InSBEPM Minimum Bandwidth Commitment Ethernet 70 Mbps	Ethernet minimum monthly bandwidth commitment charge 70 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8340	Yes
38	InSBEPM Additional Incremental Usage Charge over 70 Mbps	Charge for bandwidth usage over 70 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained	NI518	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.		
39	InSBEPM Minimum Bandwidth Commitment Ethernet 80 Mbps	Ethernet minimum monthly bandwidth commitment charge 80 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8341	Yes
40	InSBEPM Additional Incremental Usage Charge over 80 Mbps	Charge for bandwidth usage over 80 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and	NI519	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.		
41	InSBEPM Minimum Bandwidth Commitment Ethernet 90 Mbps	Ethernet minimum monthly bandwidth commitment charge 90 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8342	Yes
42	InSBEPM Additional Incremental Usage Charge over 90 Mbps	Charge for bandwidth usage over 90 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned,	NI520	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.		
43	InSBEPM Minimum Bandwidth Commitment Ethernet 100 Mbps	Ethernet minimum monthly bandwidth commitment charge 100 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8343	Yes
44	InSBEPM Additional Incremental Usage Charge over 100 Mbps	Charge for bandwidth usage over 100 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor	NI521	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.		
45	InSBEPM Minimum Bandwidth Commitment Ethernet 200 Mbps	Ethernet minimum monthly bandwidth commitment charge 200 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8368	Yes
46	InSBEPM Additional Incremental Usage Charge over 200 Mbps	Charge for bandwidth usage over 200 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port	NI525	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.		
47	InSBEPM Minimum Bandwidth Commitment Ethernet 500 Mbps	Ethernet minimum monthly bandwidth commitment charge 500 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8374	Yes
48	InSBEPM Additional Incremental Usage Charge over 500 Mbps	Charge for bandwidth usage over 500 Mbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated	NI531	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.		
49	InSBEPM Minimum Bandwidth Commitment Ethernet 1 Gbps	Ethernet minimum monthly bandwidth commitment charge 1 Gbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Charge for bandwidth usage over Minimum Bandwidth Commitment.	8381	Yes
50	InSBEPM Additional Incremental Usage Charge over 1 Gbps	Charge for bandwidth usage over 1 Gbps Minimum Bandwidth Commitment	Ethernet minimum monthly bandwidth commitment charge. The service consists	NI538	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
			of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.		

Table 25.2.5.3.b – 10G InSBEPM Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 10G-Base-LSR 10,000 Mbps (to be provisioned with InSBET 10G Base-LSR 10,000 Mbps Ethernet Transport)

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
1	10G InSBEPM Minimum Bandwidth Commitment Ethernet 2000 Mbps	Ethernet minimum monthly bandwidth commitment charge 2000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	NI541	Yes
2	10G InSBEPM Additional Incremental Usage Charge over 2000 Mbps	Charge for bandwidth usage over 2000 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI542	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
3	10G InSBEPM Minimum Bandwidth Commitment Ethernet 3000 Mbps	Ethernet minimum monthly bandwidth commitment charge 3000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	NI545	Yes
4	10G InSBEPM Additional Incremental Usage Charge over 3000 Mbps	Charge for bandwidth usage over 3000 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI546	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
5	10G InSBEPM Minimum Bandwidth Commitment Ethernet 4000 Mbps	Ethernet minimum monthly bandwidth commitment charge 4000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	NI549	Yes
6	10G InSBEPM Additional Incremental Usage Charge over 4000 Mbps	Charge for bandwidth usage over 4000 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI550	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
7	10G InSBEPM Minimum Bandwidth Commitment Ethernet 5000 Mbps	Ethernet minimum monthly bandwidth commitment charge 5000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	NI553	Yes
8	10G InSBEPM Additional Incremental Usage Charge over 5000 Mbps	Charge for bandwidth usage over 5000 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI554	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
9	10G InSBEPM Minimum Bandwidth Commitment Ethernet 6000 Mbps	Ethernet minimum monthly bandwidth commitment charge 6000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	NI557	Yes
10	10G InSBEPM Additional Incremental Usage Charge over 6000 Mbps	Charge for bandwidth usage over 6000 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI558	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
11	10G InSBEPM Minimum Bandwidth Commitment Ethernet 7000 Mbps	Ethernet minimum monthly bandwidth commitment charge 7000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	NI561	Yes
12	10G InSBEPM Additional Incremental Usage Charge over 7000 Mbps	Charge for bandwidth usage over 7000 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI562	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
13	10G InSBEPM Minimum Bandwidth Commitment Ethernet 8000 Mbps	Ethernet minimum monthly bandwidth commitment charge 8000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	NI565	Yes
14	10G InSBEPM Additional Incremental Usage Charge over 8000 Mbps	Charge for bandwidth usage over 8000 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI566	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
15	10G InSBEPM Minimum Bandwidth Commitment Ethernet 9000 Mbps	Ethernet minimum monthly bandwidth commitment charge 9000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	NI569	Yes
16	10G InSBEPM Additional Incremental Usage Charge over 9000 Mbps	Charge for bandwidth usage over 9000 Mbps Minimum Bandwidth Commitment	Charge for bandwidth usage over Minimum Bandwidth Commitment.	NI570	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
17	10G InSBEPM Minimum Bandwidth Commitment Ethernet 10 Gbps	Ethernet minimum monthly bandwidth commitment charge 10 Gbps. Includes Contractor owned, managed and maintained IP enabled routing device.	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.	NI573	Yes

25.2.6 Additional Unsolicited Sustained Bandwidth Internet Services

25.2.6.1 Unsolicited Internet Services Product Descriptions

Bidder shall describe in detail the additional high-speed Internet access service(s) that will be provided under this Contract.

All Bidder equipment, tasks and services required for provisioning of the services shall be identified in Table 25.2.6.1.

Table 25.2.6.1 – Unsolicited Sustained Bandwidth Internet Services and Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	InSBEP Minimum Bandwidth Commitment Ethernet 120 Mbps	EI135	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
2	InSBEP Additional Incremental Usage Charge over 120 Mbps	EI136	Charge for bandwidth usage over Minimum Bandwidth Commitment.
3	InSBEP Minimum Bandwidth Commitment Ethernet 144 Mbps	EI137	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
4	InSBEP Additional Incremental Usage Charge over 144 Mbps	EI138	Charge for bandwidth usage over Minimum Bandwidth Commitment.
5	InSBEP Minimum Bandwidth Commitment Ethernet 150 Mbps	EI139	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
6	InSBEP Additional Incremental Usage Charge over 150 Mbps	EI140	Charge for bandwidth usage over Minimum Bandwidth Commitment.
7	InSBEP Minimum Bandwidth Commitment Ethernet 155 Mbps	EI141	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
8	InSBEP Additional Incremental Usage Charge over 155 Mbps	EI142	Charge for bandwidth usage over Minimum Bandwidth Commitment.
9	InSBEP Minimum Bandwidth Commitment Ethernet 250 Mbps	EI143	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
10	InSBEP Additional Incremental Usage Charge over 250 Mbps	EI144	Charge for bandwidth usage over Minimum Bandwidth Commitment.
11	InSBEP Minimum Bandwidth Commitment Ethernet 300 Mbps	EI145	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
12	InSBEP Additional Incremental Usage Charge over 300 Mbps	EI146	Charge for bandwidth usage over Minimum Bandwidth Commitment.
13	InSBEP Minimum Bandwidth Commitment Ethernet 350 Mbps	EI147	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
14	InSBEP Additional Incremental Usage Charge over 350 Mbps	EI148	Charge for bandwidth usage over Minimum Bandwidth Commitment.
15	InSBEP Minimum Bandwidth Commitment Ethernet 400 Mbps	EI149	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
16	InSBEP Additional Incremental Usage Charge over 400 Mbps	EI150	Charge for bandwidth usage over Minimum Bandwidth Commitment.
17	InSBEP Minimum Bandwidth Commitment Ethernet 450 Mbps	EI151	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
18	InSBEP Additional Incremental Usage Charge over 450 Mbps	EI152	Charge for bandwidth usage over Minimum Bandwidth Commitment.
19	InSBEP Minimum Bandwidth Commitment Ethernet 550 Mbps	EI153	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
20	InSBEP Additional Incremental Usage Charge over 550 Mbps	EI154	Charge for bandwidth usage over Minimum Bandwidth Commitment.
21	InSBEP Minimum Bandwidth Commitment Ethernet 600 Mbps	EI155	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
22	InSBEP Additional Incremental Usage Charge over 600 Mbps	EI156	Charge for bandwidth usage over Minimum Bandwidth Commitment.
23	InSBEP Minimum Bandwidth Commitment Ethernet 622 Mbps	EI157	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
24	InSBEP Additional Incremental Usage Charge over 622 Mbps	EI158	Charge for bandwidth usage over Minimum Bandwidth Commitment.
25	InSBEP Minimum Bandwidth Commitment Ethernet 700 Mbps	EI159	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
26	InSBEP Additional Incremental Usage Charge over 700 Mbps	EI160	Charge for bandwidth usage over Minimum Bandwidth Commitment.
27	InSBEP Minimum Bandwidth Commitment Ethernet 800 Mbps	EI161	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
28	InSBEP Additional Incremental Usage Charge over 800 Mbps	EI162	Charge for bandwidth usage over Minimum Bandwidth Commitment.
29	InSBEP Minimum Bandwidth Commitment Ethernet 900 Mbps	EI163	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
30	InSBEP Additional Incremental Usage Charge over 900 Mbps	EI164	Charge for bandwidth usage over Minimum Bandwidth Commitment.
31	10G InSBEP Minimum Bandwidth Commitment Ethernet 1500 Mbps	EI165	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
32	10G InSBEP Additional Incremental Usage Charge over 1500 Mbps	EI166	Charge for bandwidth usage over Minimum Bandwidth Commitment.
33	10G InSBEP Minimum Bandwidth Commitment Ethernet 2500 Mbps	EI167	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
34	10G InSBEP Additional Incremental Usage Charge over 2500 Mbps	EI168	Charge for bandwidth usage over Minimum Bandwidth Commitment.
35	10G InSBEP Minimum Bandwidth Commitment Ethernet 3500 Mbps	EI169	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
36	10G InSBEP Additional Incremental Usage Charge over 3500 Mbps	EI170	Charge for bandwidth usage over Minimum Bandwidth Commitment.
37	10G InSBEP Minimum Bandwidth Commitment Ethernet 4500 Mbps	EI171	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
38	10G InSBEP Additional Incremental Usage Charge over 4500 Mbps	EI172	Charge for bandwidth usage over Minimum Bandwidth Commitment.
39	10G InSBEP Minimum Bandwidth Commitment Ethernet 5500 Mbps	EI173	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
40	10G InSBEP Additional Incremental Usage Charge over 5500 Mbps	EI174	Charge for bandwidth usage over Minimum Bandwidth Commitment.
41	10G InSBEP Minimum Bandwidth Commitment Ethernet 6500 Mbps	EI175	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
42	10G InSBEP Additional Incremental Usage Charge over 6500 Mbps	EI176	Charge for bandwidth usage over Minimum Bandwidth Commitment.
43	10G InSBEP Minimum Bandwidth Commitment Ethernet 7500 Mbps	EI177	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
44	10G InSBEP Additional Incremental Usage Charge over 7500 Mbps	EI178	Charge for bandwidth usage over Minimum Bandwidth Commitment.
45	10G InSBEP Minimum Bandwidth Commitment Ethernet 8500 Mbps	EI179	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.
46	10G InSBEP Additional Incremental Usage Charge over 8500 Mbps	EI180	Charge for bandwidth usage over Minimum Bandwidth Commitment.
47	10G InSBEP Minimum Bandwidth Commitment Ethernet 9500 Mbps	EI181	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated Internet Port. Access is provided separately. Subject to availability of facilities.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
48	10G InSBEP Additional Incremental Usage Charge over 9500 Mbps	EI182	Charge for bandwidth usage over Minimum Bandwidth Commitment.
49	InSBEPM Minimum Bandwidth Commitment Ethernet 120 Mbps	EI183	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
50	InSBEPM Additional Incremental Usage Charge over 120 Mbps	EI184	Charge for bandwidth usage over Minimum Bandwidth Commitment.
51	InSBEPM Minimum Bandwidth Commitment Ethernet 144 Mbps	EI185	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
52	InSBEPM Additional Incremental Usage Charge over 144 Mbps	EI186	Charge for bandwidth usage over Minimum Bandwidth Commitment.
53	InSBEPM Minimum Bandwidth Commitment Ethernet 150 Mbps	EI187	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			for maintenance. Subject to availability of facilities.
54	InSBEPM Additional Incremental Usage Charge over 150 Mbps	EI188	Charge for bandwidth usage over Minimum Bandwidth Commitment.
55	InSBEPM Minimum Bandwidth Commitment Ethernet 155 Mbps	EI189	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
56	InSBEPM Additional Incremental Usage Charge over 155 Mbps	EI190	Charge for bandwidth usage over Minimum Bandwidth Commitment.
57	InSBEPM Minimum Bandwidth Commitment Ethernet 250 Mbps	EI191	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
58	InSBEPM Additional Incremental Usage Charge over 250 Mbps	EI192	Charge for bandwidth usage over Minimum Bandwidth Commitment.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
59	InSBEPM Minimum Bandwidth Commitment Ethernet 300 Mbps	EI193	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
60	InSBEPM Additional Incremental Usage Charge over 300 Mbps	EI194	Charge for bandwidth usage over Minimum Bandwidth Commitment.
61	InSBEPM Minimum Bandwidth Commitment Ethernet 350 Mbps	EI195	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
62	InSBEPM Additional Incremental Usage Charge over 350 Mbps	EI196	Charge for bandwidth usage over Minimum Bandwidth Commitment.
63	InSBEPM Minimum Bandwidth Commitment Ethernet 400 Mbps	EI197	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
64	InSBEPM Additional Incremental Usage Charge over 400 Mbps	EI198	Charge for bandwidth usage over Minimum Bandwidth Commitment.
65	InSBEPM Minimum Bandwidth Commitment Ethernet 450 Mbps	EI199	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
66	InSBEPM Additional Incremental Usage Charge over 450 Mbps	EI200	Charge for bandwidth usage over Minimum Bandwidth Commitment.
67	InSBEPM Minimum Bandwidth Commitment Ethernet 550 Mbps	EI201	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
68	InSBEPM Additional Incremental Usage Charge over 550 Mbps	EI202	Charge for bandwidth usage over Minimum Bandwidth Commitment.
69	InSBEPM Minimum Bandwidth Commitment Ethernet 600 Mbps	EI203	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			for maintenance. Subject to availability of facilities.
70	InSBEPM Additional Incremental Usage Charge over 600 Mbps	EI204	Charge for bandwidth usage over Minimum Bandwidth Commitment.
71	InSBEPM Minimum Bandwidth Commitment Ethernet 622 Mbps	EI205	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
72	InSBEPM Additional Incremental Usage Charge over 622 Mbps	EI206	Charge for bandwidth usage over Minimum Bandwidth Commitment.
73	InSBEPM Minimum Bandwidth Commitment Ethernet 700 Mbps	EI207	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
74	InSBEPM Additional Incremental Usage Charge over 700 Mbps	EI208	Charge for bandwidth usage over Minimum Bandwidth Commitment.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
75	InSBEPM Minimum Bandwidth Commitment Ethernet 800 Mbps	EI209	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
76	InSBEPM Additional Incremental Usage Charge over 800 Mbps	EI210	Charge for bandwidth usage over Minimum Bandwidth Commitment.
77	InSBEPM Minimum Bandwidth Commitment Ethernet 900 Mbps	EI211	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
78	InSBEPM Additional Incremental Usage Charge over 900 Mbps	EI212	Charge for bandwidth usage over Minimum Bandwidth Commitment.
79	InSBEPM Minimum Bandwidth Commitment Ethernet 1500 Mbps	EI213	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
80	InSBEPM Additional Incremental Usage Charge over 1500 Mbps	EI214	Charge for bandwidth usage over Minimum Bandwidth Commitment.
81	InSBEPM Minimum Bandwidth Commitment Ethernet 2500 Mbps	EI215	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
82	InSBEPM Additional Incremental Usage Charge over 2500 Mbps	EI216	Charge for bandwidth usage over Minimum Bandwidth Commitment.
83	InSBEPM Minimum Bandwidth Commitment Ethernet 3500 Mbps	EI217	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
84	InSBEPM Additional Incremental Usage Charge over 3500 Mbps	EI218	Charge for bandwidth usage over Minimum Bandwidth Commitment.
85	InSBEPM Minimum Bandwidth Commitment Ethernet 4500 Mbps	EI219	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			for maintenance. Subject to availability of facilities.
86	InSBEPM Additional Incremental Usage Charge over 4500 Mbps	EI220	Charge for bandwidth usage over Minimum Bandwidth Commitment.
87	InSBEPM Minimum Bandwidth Commitment Ethernet 5500 Mbps	EI221	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
88	InSBEPM Additional Incremental Usage Charge over 5500 Mbps	EI222	Charge for bandwidth usage over Minimum Bandwidth Commitment.
89	InSBEPM Minimum Bandwidth Commitment Ethernet 6500 Mbps	EI223	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
90	InSBEPM Additional Incremental Usage Charge over 6500 Mbps	EI224	Charge for bandwidth usage over Minimum Bandwidth Commitment.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
91	InSBEPM Minimum Bandwidth Commitment Ethernet 7500 Mbps	EI225	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
92	InSBEPM Additional Incremental Usage Charge over 7500 Mbps	EI226	Charge for bandwidth usage over Minimum Bandwidth Commitment.
93	InSBEPM Minimum Bandwidth Commitment Ethernet 8500 Mbps	EI227	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.
94	InSBEPM Additional Incremental Usage Charge over 8500 Mbps	EI228	Charge for bandwidth usage over Minimum Bandwidth Commitment.
95	InSBEPM Minimum Bandwidth Commitment Ethernet 9500 Mbps	EI229	Ethernet minimum monthly bandwidth commitment charge. The service consists of a dedicated internet port and Contractor owned, managed and maintained router. Access is provided separately. Requires phone line provided separately for maintenance. Subject to availability of facilities.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
96	InSBEPM Additional Incremental Usage Charge over 9500 Mbps	EI230	Charge for bandwidth usage over Minimum Bandwidth Commitment.
97	InSBEP Flat Rate Internet Port 40G	EI233	Port Only Internet Flat Rate Service Port at 40Gbps for Ethernet transport. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
98	InSBEP Flat Rate Internet Port 50G	EI234	Port Only Internet Flat Rate Service Port at 50Gbps for Ethernet transport. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
99	InSBEP Flat Rate Internet Port 60G	EI235	Port Only Internet Flat Rate Service Port at 60Gbps for Ethernet transport. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
100	InSBEP Flat Rate Internet Port 70G	EI236	Port Only Internet Flat Rate Service Port at 70Gbps for Ethernet transport. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
101	InSBEP Flat Rate Internet Port 80G	EI237	Port Only Internet Flat Rate Service Port at 80Gbps for Ethernet transport. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
102	InSBEP Flat Rate Internet Port 90G	EI238	Port Only Internet Flat Rate Service Port at 90Gbps for Ethernet transport. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
103	InSBEP Flat Rate Internet Port 100G	EI239	Port Only Internet Flat Rate Service Port at 100Gbps for Ethernet transport. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
104	InSBEPM Flat Rate Internet Port 40G	EI242	Port Only Internet Flat Rate Service Port at 40Gbps for Ethernet transport with Contractor owned, maintained and managed router. Requires phone line provided separately for maintenance. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
105	InSBEPM Flat Rate Internet Port 50G	EI243	Port Only Internet Flat Rate Service Port at 50Gbps for Ethernet transport with Contractor owned, maintained and managed router. Requires phone line provided separately for maintenance. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
106	InSBEPM Flat Rate Internet Port 60G	EI244	Port Only Internet Flat Rate Service Port at 60Gbps for Ethernet transport with Contractor owned, maintained and managed router. Requires phone line provided separately for maintenance. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
107	InSBEPM Flat Rate Internet Port 70G	EI245	Port Only Internet Flat Rate Service Port at 70Gbps for Ethernet transport with Contractor owned, maintained and managed router. Requires phone line provided separately for maintenance. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
108	InSBEPM Flat Rate Internet Port 80G	EI246	Port Only Internet Flat Rate Service Port at 80Gbps for Ethernet transport with Contractor owned, maintained and managed router. Requires phone line provided separately for maintenance. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
109	InSBEPM Flat Rate Internet Port 90G	EI247	Port Only Internet Flat Rate Service Port at 90Gbps for Ethernet transport with Contractor owned, maintained and managed router. Requires phone line provided separately

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			for maintenance. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
110	InSBEPM Flat Rate Internet Port 100G	EI248	Port Only Internet Flat Rate Service Port at 100Gbps for Ethernet transport with Contractor owned, maintained and managed router. Requires phone line provided separately for maintenance. Available from select AT&T Points of Presence (POPs). Subject to availability of facilities. Access provided separately.
111	Flat Rate Internet Port 1.5M	NI460	Flat Rate Internet Port at 1.5Mbps for DS1 Transport. Access provided separately. Subject to availability of facilities.
112	Flat Rate Internet Port 3M	NI461	Flat Rate Internet Port at 3.0Mbps for NxDS1 Transport. Access provided separately. Subject to availability of facilities.
113	Flat Rate Internet Port 4.5M	NI462	Flat Rate Internet Port at 4.5Mbps for NxDS1 Transport. Access provided separately. Subject to availability of facilities.
114	Flat Rate Internet Port 6M	NI463	Flat Rate Internet Port at 6.0Mbps for NxDS1 Transport. Access provided separately. Subject to availability of facilities.
115	Flat Rate Internet Port and Router 1.5M	NI475	Flat Rate Internet Port with Router at 1.5Mbps for DS1 Transport. Access provided separately. Subject to availability of facilities.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
116	Flat Rate Internet Port and Router 3M	NI476	Flat Rate Internet Port with Router at 3.0Mbps for NxDS1 Transport. Access provided separately. Subject to availability of facilities.
117	Flat Rate Internet Port and Router 4.5M	NI477	Flat Rate Internet Port with Router at 4.5Mbps for NxDS1 Transport. Access provided separately. Subject to availability of facilities.
118	Flat Rate Internet Port and Router 6M	NI478	Flat Rate Internet Port with Router at 6.0Mbps for NxDS1 Transport. Access provided separately. Subject to availability of facilities.

25.2.7 Internet Service Geographic Service Areas

Bidder shall identify the locations where their InSBET, InSBEP, and InSBEPM Services are available in Table 25.2.7.a. The Contractor shall provide the service where commercially available through Contractor owned facilities, third-party agreements, and as allowed by State or Federal regulations.

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

Special construction charges that may be required to provide this service are not included in this offering or contained within the CALNET contracts and must be acquired by the customer directly through other procurement means.

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

Bidders may reference Table 25.2.7.a, in their Catalog A.

Table 25.2.7.a – Bidder's Sustained Bandwidth Internet Service Locations

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
1	Agoura Hills	Yes	Yes
2	Alameda	Yes	Yes
3	Albany	Yes	Yes
4	Alhambra	Yes	Yes
5	Aliso Viejo	Yes	Yes
6	American Canyon	Yes	Yes
7	Anaheim	Yes	Yes

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
8	Anderson	Yes	Yes
9	Antioch	Yes	Yes
10	Arcadia	Yes	Yes
11	Arcata	Yes	Yes
12	Arroyo Grande	Yes	Yes
13	Arvin	Yes	Yes
14	Atascadero	Yes	Yes
15	Atherton	Yes	Yes
16	Atwater	Yes	Yes
17	Auburn	Yes	Yes
18	Avalon	Yes	Yes
19	Avenal	Yes	Yes
20	Bakersfield	Yes	Yes
21	Baldwin Park	Yes	Yes
22	Bell	Yes	Yes
23	Bellflower	Yes	Yes
24	Belmont	Yes	Yes
25	Belvedere	Yes	Yes
26	Benicia	Yes	Yes
27	Berkeley	Yes	Yes
28	Beverly Hills	Yes	Yes
29	Biggs	Yes	Yes
30	Blue Lake	Yes	Yes
31	Brawley	Yes	Yes
32	Brea	Yes	Yes
33	Brentwood	Yes	Yes
34	Brisbane	Yes	Yes
35	Buena Park	Yes	Yes
36	Burbank	Yes	Yes
37	Burlingame	Yes	Yes
38	Calabasas	Yes	Yes
39	Calexico	Yes	Yes
40	Calipatria	Yes	Yes
41	Calistoga	Yes	Yes
42	Camarillo	Yes	Yes

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
43	Campbell	Yes	Yes
44	Capitola	Yes	Yes
45	Carlsbad	Yes	Yes
46	Carmel-By-The-Sea	Yes	Yes
47	Carson	Yes	Yes
48	Ceres	Yes	Yes
49	Chico	Yes	Yes
50	Chino	Yes	Yes
51	Chowchilla	Yes	Yes
52	Chula Vista	Yes	Yes
53	Citrus Heights	Yes	Yes
54	Claremont	Yes	Yes
55	Clayton	Yes	Yes
56	Clearlake	Yes	Yes
57	Cloverdale	Yes	Yes
58	Coalinga	Yes	Yes
59	Colma	Yes	Yes
60	Colton	Yes	Yes
61	Commerce	Yes	Yes
62	Compton	Yes	Yes
63	Concord	Yes	Yes
64	Corning	Yes	Yes
65	Corona	Yes	Yes
66	Coronado	Yes	Yes
67	Corte Madera	Yes	Yes
68	Costa Mesa	Yes	Yes
69	Cotati	Yes	Yes
70	Cudahy	Yes	Yes
71	Culver City	Yes	Yes
72	Cupertino	Yes	Yes
73	Cypress	Yes	Yes
74	Daly City	Yes	Yes
75	Dana Point	Yes	Yes
76	Danville	Yes	Yes

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
77	Davis	Yes	Yes
78	Del Mar	Yes	Yes
79	Del Rey Oaks	Yes	Yes
80	Delano	Yes	Yes
81	Diamond Bar	Yes	Yes
82	Dinuba	Yes	Yes
83	Dixon	Yes	Yes
84	Downey	Yes	Yes
85	Dublin	Yes	Yes
86	Dunsmuir	Yes	Yes
87	East Palo Alto	Yes	Yes
88	El Cajon	Yes	Yes
89	El Centro	Yes	Yes
90	El Cerrito	Yes	Yes
91	El Monte	Yes	Yes
92	El Paso De Robles	Yes	Yes
93	El Segundo	Yes	Yes
94	Elk Grove	Yes	Yes
95	Emeryville	Yes	Yes
96	Encinitas	Yes	Yes
97	Escalon	Yes	Yes
98	Escondido	Yes	Yes
99	Eureka	Yes	Yes
100	Fairfax	Yes	Yes
101	Fairfield	Yes	Yes
102	Farmersville	Yes	Yes
103	Fillmore	Yes	Yes
104	Firebaugh	Yes	Yes
105	Folsom	Yes	Yes
106	Fontana	Yes	Yes
107	Fort Bragg	Yes	Yes
108	Fortuna	Yes	Yes
109	Foster City	Yes	Yes
110	Fountain Valley	Yes	Yes

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
111	Fremont	Yes	Yes
112	Fresno	Yes	Yes
113	Fullerton	Yes	Yes
114	Galt	Yes	Yes
115	Garden Grove	Yes	Yes
116	Gardena	Yes	Yes
117	Gilroy	Yes	Yes
118	Glendale	Yes	Yes
119	Glendora	Yes	Yes
120	Gonzales	Yes	Yes
121	Grand Terrace	Yes	Yes
122	Grass Valley	Yes	Yes
123	Greenfield	Yes	Yes
124	Gridley	Yes	Yes
125	Grover Beach	Yes	Yes
126	Gustine	Yes	Yes
127	Half Moon Bay	Yes	Yes
128	Hanford	Yes	Yes
129	Hawthorne	Yes	Yes
130	Hayward	Yes	Yes
131	Healdsburg	Yes	Yes
132	Hercules	Yes	Yes
133	Hermosa Beach	Yes	Yes
134	Hidden Hills	Yes	Yes
135	Highland	Yes	Yes
136	Hillsborough	Yes	Yes
137	Hollister	Yes	Yes
138	Holtville	Yes	Yes
139	Hughson	Yes	Yes
140	Huntington Beach	Yes	Yes
141	Huntington Park	Yes	Yes
142	Huron	Yes	Yes
143	Imperial	Yes	Yes
144	Imperial Beach	Yes	Yes

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
145	Inglewood	Yes	Yes
146	Ione	Yes	Yes
147	Irvine	Yes	Yes
148	Jackson	Yes	Yes
149	King City	Yes	Yes
150	Kingsburg	Yes	Yes
151	La Canada Flintridge	Yes	Yes
152	La Habra	Yes	Yes
153	La Mesa	Yes	Yes
154	La Mirada	Yes	Yes
155	La Puente	Yes	Yes
156	Lafayette	Yes	Yes
157	Laguna Beach	Yes	Yes
158	Laguna Hills	Yes	Yes
159	Laguna Niguel	Yes	Yes
160	Laguna Woods	Yes	Yes
161	Lake Elsinore	Yes	Yes
162	Lake Forest	Yes	Yes
163	Lakeport	Yes	Yes
164	Lakewood	Yes	Yes
165	Lancaster	Yes	Yes
166	Larkspur	Yes	Yes
167	Lemon Grove	Yes	Yes
168	Lemoore	Yes	Yes
169	Lincoln	Yes	Yes
170	Live Oak	Yes	Yes
171	Livermore	Yes	Yes
172	Livingston	Yes	Yes
173	Lodi	Yes	Yes
174	Lomita	Yes	Yes
175	Long Beach	Yes	Yes
176	Loomis	Yes	Yes
177	Los Alamitos	Yes	Yes
178	Los Altos	Yes	Yes

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
179	Los Altos Hills	Yes	Yes
180	Los Angeles	Yes	Yes
181	Los Banos	Yes	Yes
182	Los Gatos	Yes	Yes
183	Loyalton	Yes	Yes
184	Lynwood	Yes	Yes
185	Madera	Yes	Yes
186	Manhattan Beach	Yes	Yes
187	Marina	Yes	Yes
188	Martinez	Yes	Yes
189	Marysville	Yes	Yes
190	Maywood	Yes	Yes
191	Mendota	Yes	Yes
192	Menlo Park	Yes	Yes
193	Merced	Yes	Yes
194	Mill Valley	Yes	Yes
195	Millbrae	Yes	Yes
196	Milpitas	Yes	Yes
197	Mission Viejo	Yes	Yes
198	Modesto	Yes	Yes
199	Monrovia	Yes	Yes
200	Montague	Yes	Yes
201	Montclair	Yes	Yes
202	Montebello	Yes	Yes
203	Monterey	Yes	Yes
204	Monterey Park	Yes	Yes
205	Moorpark	Yes	Yes
206	Moraga	Yes	Yes
207	Morgan Hill	Yes	Yes
208	Morro Bay	Yes	Yes
209	Mount Shasta	Yes	Yes
210	Mountain View	Yes	Yes
211	Napa	Yes	Yes
212	National City	Yes	Yes

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
213	Nevada City	Yes	Yes
214	Newark	Yes	Yes
215	Newman	Yes	Yes
216	Newport Beach	Yes	Yes
217	Norco	Yes	Yes
218	Norwalk	Yes	Yes
219	Novato	Yes	Yes
220	Oakdale	Yes	Yes
221	Oakland	Yes	Yes
222	Oakley	Yes	Yes
223	Oceanside	Yes	Yes
224	Ojai	Yes	Yes
225	Ontario	Yes	Yes
226	Orange	Yes	Yes
227	Orange Cove	Yes	Yes
228	Orinda	Yes	Yes
229	Orland	Yes	Yes
230	Oroville	Yes	Yes
231	Oxnard	Yes	Yes
232	Pacific Grove	Yes	Yes
233	Pacifica	Yes	Yes
234	Palmdale	Yes	Yes
235	Palo Alto	Yes	Yes
236	Paradise	Yes	Yes
237	Paramount	Yes	Yes
238	Parlier	Yes	Yes
239	Pasadena	Yes	Yes
240	Petaluma	Yes	Yes
241	Pico Rivera	Yes	Yes
242	Piedmont	Yes	Yes
243	Pinole	Yes	Yes
244	Pismo Beach	Yes	Yes
245	Pittsburg	Yes	Yes
246	Placentia	Yes	Yes

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
247	Placerville	Yes	Yes
248	Pleasant Hill	Yes	Yes
249	Pleasanton	Yes	Yes
250	Plymouth	Yes	Yes
251	Point Arena	Yes	Yes
252	Pomona	Yes	Yes
253	Port Hueneme	Yes	Yes
254	Porterville	Yes	Yes
255	Portola	Yes	Yes
256	Portola Valley	Yes	Yes
257	Poway	Yes	Yes
258	Rancho Cordova	Yes	Yes
259	Rancho Cucamonga	Yes	Yes
260	Rancho Santa Margarita	Yes	Yes
261	Red Bluff	Yes	Yes
262	Redding	Yes	Yes
263	Redondo Beach	Yes	Yes
264	Redwood City	Yes	Yes
265	Rialto	Yes	Yes
266	Richmond	Yes	Yes
267	Rio Dell	Yes	Yes
268	Ripon	Yes	Yes
269	Riverbank	Yes	Yes
270	Riverside	Yes	Yes
271	Rocklin	Yes	Yes
272	Rohnert Park	Yes	Yes
273	Rolling Hills	Yes	Yes
274	Rosemead	Yes	Yes
275	Roseville	Yes	Yes
276	Ross	Yes	Yes
277	Sacramento	Yes	Yes
278	Salinas	Yes	Yes
279	San Anselmo	Yes	Yes
280	San Bernardino	Yes	Yes

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
281	San Bruno	Yes	Yes
282	San Buenaventura	Yes	Yes
283	San Carlos	Yes	Yes
284	San Clemente	Yes	Yes
285	San Diego	Yes	Yes
286	San Fernando	Yes	Yes
287	San Francisco	Yes	Yes
288	San Gabriel	Yes	Yes
289	San Jose	Yes	Yes
290	San Juan Bautista	Yes	Yes
291	San Juan Capistrano	Yes	Yes
292	San Leandro	Yes	Yes
293	San Luis Obispo	Yes	Yes
294	San Marcos	Yes	Yes
295	San Marino	Yes	Yes
296	San Mateo	Yes	Yes
297	San Pablo	Yes	Yes
298	San Rafael	Yes	Yes
299	San Ramon	Yes	Yes
300	Sand City	Yes	Yes
301	Santa Ana	Yes	Yes
302	Santa Clara	Yes	Yes
303	Santa Clarita	Yes	Yes
304	Santa Cruz	Yes	Yes
305	Santa Fe Springs	Yes	Yes
306	Santa Maria	Yes	Yes
307	Santa Monica	Yes	Yes
308	Santa Rosa	Yes	Yes
309	Santee	Yes	Yes
310	Saratoga	Yes	Yes
311	Sausalito	Yes	Yes
312	Scotts Valley	Yes	Yes
313	Seaside	Yes	Yes
314	Sebastopol	Yes	Yes

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
315	Selma	Yes	Yes
316	Shafter	Yes	Yes
317	Shasta Lake	Yes	Yes
318	Simi Valley	Yes	Yes
319	Solana Beach	Yes	Yes
320	Soledad	Yes	Yes
321	Sonoma	Yes	Yes
322	Sonora	Yes	Yes
323	South El Monte	Yes	Yes
324	South Gate	Yes	Yes
325	South Lake Tahoe	Yes	Yes
326	South Pasadena	Yes	Yes
327	South San Francisco	Yes	Yes
328	Stanton	Yes	Yes
329	Stockton	Yes	Yes
330	Suisun City	Yes	Yes
331	Sunnyvale	Yes	Yes
332	Sutter Creek	Yes	Yes
333	Tehachapi	Yes	Yes
334	Tehama	Yes	Yes
335	Temple City	Yes	Yes
336	Thousand Oaks	Yes	Yes
337	Tiburon	Yes	Yes
338	Torrance	Yes	Yes
339	Tracy	Yes	Yes
340	Trinidad	Yes	Yes
341	Truckee	Yes	Yes
342	Tulare	Yes	Yes
343	Turlock	Yes	Yes
344	Tustin	Yes	Yes
345	Ukiah	Yes	Yes
346	Union City	Yes	Yes
347	Upland	Yes	Yes
348	Vacaville	Yes	Yes

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
349	Vallejo	Yes	Yes
350	Vernon	Yes	Yes
351	Villa Park	Yes	Yes
352	Visalia	Yes	Yes
353	Vista	Yes	Yes
354	Walnut Creek	Yes	Yes
355	Wasco	Yes	Yes
356	Waterford	Yes	Yes
357	Watsonville	Yes	Yes
358	Weed	Yes	Yes
359	West Covina	Yes	Yes
360	West Hollywood	Yes	Yes
361	West Los Angeles	Yes	Yes
362	West Sacramento	Yes	Yes
363	Westlake Village	Yes	Yes
364	Westminster	Yes	Yes
365	Westmorland	Yes	Yes
366	Wheatland	Yes	Yes
367	Whittier	Yes	Yes
368	Willits	Yes	Yes
369	Willows	Yes	Yes
370	Windsor	Yes	Yes
371	Winters	Yes	Yes
372	Woodlake	Yes	Yes
373	Woodland	Yes	Yes
374	Woodside	Yes	Yes
375	Yorba Linda	Yes	Yes
376	Yountville	Yes	Yes
377	Yreka	Yes	Yes
378	Yuba City	Yes	Yes

25.3 NETWORK DISASTER/OPERATIONAL RECOVERY

25.3.1 Telecommunications Service Priority (TSP) Program

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

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

25.4 DISTRIBUTED DENIAL OF SERVICE MITIGATION SERVICES

The Contractor shall provide a network based Distributed Denial of Service (DDoS) mitigation service, in support of Contractor's Internet services. All hardware/software necessary to provide service shall reside in the Contractor's network and shall be maintained, monitored and supported by the Contractor. Mitigation shall occur in the Contractor IP Network before traffic reaches Customer edge router. Contractor shall establish User and Entity Behavior Analytical (UEBA) traffic patterns to minimize false positives during the detection/mitigation process and perform periodic "tuning" of normal traffic patterns established. The Contractor shall analyze, identify, report and alert on anomalies in Customer traffic under DDoS attacks. Upon detection of a DDoS attack, Contractor shall reroute traffic to a network based mitigation center where DDoS attack packets are identified and dropped. Valid packets shall be routed to the Customer edge router. Upon Contractor determination that the DDoS attack has subsided, Contractor shall restore the normal routing of Customer traffic.

The Bidder's DDoS solution shall mitigate volumetric, protocol or resource, and application layer (Layers 3, 4 & 7) attacks. Bidder's DDoS offering shall defend against the following threats/attacks at a minimum:

1. Network flood attacks (SYN, SYN-ACK, TCP, UDP, IP, ICMP, etc.);
2. Address, port scanning and sniffing attacks;
3. DNS attacks;
4. Web application attacks (HTTP flood attacks, etc.); and,
5. Protocol abuse attacks.

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

25.4.1 DDoS Initiation

The Contractor shall support the initiation of DDoS mitigation described below:

1. Customer identifies the DDoS attack and initiates the mitigation; or,
2. Contractor identifies the DDoS attack and Customer authorizes the mitigation.

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

25.4.2 DDoS Activities

The Contractor shall perform the following activities at a minimum:

1. Monitoring of Customer traffic patterns;
2. Establish network traffic baselines;
3. Detection of Customer traffic anomalies;
4. Scrubbing of Customer traffic by dropping DDoS attack packets;
5. Perform detection and anomaly analysis;
6. Develop and provide access to a strategy for identifying and mitigating real time attacks;
7. Issuance of email alert and a verbal person-to-person telephone call to authorized users within 15 minutes when an anomaly or attack is detected;
8. Issuance of email alert and a verbal person-to-person telephone call to authorized users within 15 minutes of when mitigation services commence; and,
9. Analyze attack patterns throughout Contractor IP backbone and alerting authorized users of IP threats, provide authorized users the information via secure portal for addressing/mitigating IP threats.

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

25.4.2.1 U.S. Based DDoS Mitigation Services Waiver

The provisions detailed in eVAQ General Provisions Section 92, U.S. Based Services, will not apply to the Contractor's DDoS mitigation efforts under the following conditions:

1. Attacks where malicious traffic originates outside of the U.S. and is mitigated outside of the U.S.;
2. Contractor personnel located outside the U.S. may access public information (including Public IP address information) only to the extent necessary to mitigate a DDoS attack; and,

3. CPNI shall not be provided to individuals outside of the U.S.

Bidder understands the Requirement and shall meet or exceed it? Yes

25.4.3 DDoS Detection and Mitigation Web Portal and Reporting

Contractor shall provide a secure web based portal for authorized users. The Contractor's portal shall provide authorized users the following at a minimum:

1. A view of their traffic patterns;

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

2. A view of the real time attack and mitigation strategy;

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

3. IP threat alerts;

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

4. Information for addressing and mitigating IP threats; and,

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

25.4.3.1 DDoS Detection and Mitigation Reports

Contractor's portal shall provide authorized users access to the following reports at a minimum:

1. Traffic anomaly detection;

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

2. TCP and UDP protocol summary; and,

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

3. Top IP "talkers" summary.

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

25.4.3.2 DDoS Detection and Mitigation Service

The Contractor shall offer the DDoS Detection and Mitigation Service detailed in Table 25.4.3.2.a.

Table 25.4.3.2.a – DDoS Detection and Mitigation Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	DDoS Mitigation 1.544–10 Mbps	DDoS Mitigation Services for 1.544–10 Mbps of traffic flow.	AT&T Distributed Denial of Service (DDoS) Defense is a service that is designed to detect and mitigate distributed denial of service attacks on your network using best practices and best of breed tools. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic. DDoS Defense is the service based on the data from the AT&T IP backbone network and doesn't require you to purchase additional	DOS1	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			bandwidth or premises equipment. Depending on your configuration, a shared or dedicated set of network mitigation devices scrub your traffic for denial of service attacks. A shared configuration allows you to share network detector devices and a farm of network mitigation devices with other AT&T customers. A dedicated configuration provides you with network mitigation devices dedicated to you. AT&T circuits are supported. 1.544 - 10 Mbps of traffic flow.		

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
2	DDoS Mitigation 15 Mbps	DDoS Mitigation Services for 15 Mbps of traffic flow.	AT&T Distributed Denial of Service (DDoS) Defense is a service that is designed to detect and mitigate distributed denial of service attacks on your network using best practices and best of breed tools. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic. DDoS Defense is the service based on the data from the AT&T IP backbone network and doesn't require you to purchase additional bandwidth or premises	DOS2	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			equipment. Depending on your configuration, a shared or dedicated set of network mitigation devices scrub your traffic for denial of service attacks. A shared configuration allows you to share network detector devices and a farm of network mitigation devices with other AT&T customers. A dedicated configuration provides you with network mitigation devices dedicated to you. AT&T circuits are supported. 10.01 - 15 Mbps of traffic flow.		

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
3	DDoS Mitigation 25 Mbps	DDoS Mitigation Services for 25 Mbps of traffic flow.	AT&T Distributed Denial of Service (DDoS) Defense is a service that is designed to detect and mitigate distributed denial of service attacks on your network using best practices and best of breed tools. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic. DDoS Defense is the service based on the data from the AT&T IP backbone network and doesn't require you to purchase additional bandwidth or premises	DOS3	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			equipment. Depending on your configuration, a shared or dedicated set of network mitigation devices scrub your traffic for denial of service attacks. A shared configuration allows you to share network detector devices and a farm of network mitigation devices with other AT&T customers. A dedicated configuration provides you with network mitigation devices dedicated to you. AT&T circuits are supported. 15.01 - 25 Mbps of traffic flow.		

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
4	DDoS Mitigation 50 Mbps	DDoS Mitigation Services for 50 Mbps of traffic flow.	AT&T Distributed Denial of Service (DDoS) Defense is a service that is designed to detect and mitigate distributed denial of service attacks on your network using best practices and best of breed tools. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic. DDoS Defense is the service based on the data from the AT&T IP backbone network and doesn't require you to purchase additional bandwidth or premises	DOS4	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			equipment. Depending on your configuration, a shared or dedicated set of network mitigation devices scrub your traffic for denial of service attacks. A shared configuration allows you to share network detector devices and a farm of network mitigation devices with other AT&T customers. A dedicated configuration provides you with network mitigation devices dedicated to you. AT&T circuits are supported. 25.01 - 50 Mbps of traffic flow.		

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
5	DDoS Mitigation 100 Mbps	DDoS Mitigation Services for 100 Mbps of traffic flow.	AT&T Distributed Denial of Service (DDoS) Defense is a service that is designed to detect and mitigate distributed denial of service attacks on your network using best practices and best of breed tools. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic. DDoS Defense is the service based on the data from the AT&T IP backbone network and doesn't require you to purchase additional bandwidth or premises	DOS5	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			equipment. Depending on your configuration, a shared or dedicated set of network mitigation devices scrub your traffic for denial of service attacks. A shared configuration allows you to share network detector devices and a farm of network mitigation devices with other AT&T customers. A dedicated configuration provides you with network mitigation devices dedicated to you. AT&T circuits are supported. 50.01 - 100 Mbps of traffic flow.		

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
6	DDoS Mitigation 250 Mbps	DDoS Mitigation Services for 250 Mbps of traffic flow.	AT&T Distributed Denial of Service (DDoS) Defense is a service that is designed to detect and mitigate distributed denial of service attacks on your network using best practices and best of breed tools. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic. DDoS Defense is the service based on the data from the AT&T IP backbone network and doesn't require you to purchase additional bandwidth or premises	DOS6	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			equipment. Depending on your configuration, a shared or dedicated set of network mitigation devices scrub your traffic for denial of service attacks. A shared configuration allows you to share network detector devices and a farm of network mitigation devices with other AT&T customers. A dedicated configuration provides you with network mitigation devices dedicated to you. AT&T circuits are supported. 100.01 - 250Mbps of traffic flow.		

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
7	DDoS Mitigation 500 Mbps	DDoS Mitigation Services for 500 Mbps of traffic flow.	AT&T Distributed Denial of Service (DDoS) Defense is a service that is designed to detect and mitigate distributed denial of service attacks on your network using best practices and best of breed tools. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic. DDoS Defense is the service based on the data from the AT&T IP backbone network and doesn't require you to purchase additional bandwidth or premises	DOS7	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			equipment. Depending on your configuration, a shared or dedicated set of network mitigation devices scrub your traffic for denial of service attacks. A shared configuration allows you to share network detector devices and a farm of network mitigation devices with other AT&T customers. A dedicated configuration provides you with network mitigation devices dedicated to you. AT&T circuits are supported. 250.01 - 500Mbps of traffic flow.		

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
8	DDoS Mitigation 1Gbps	DDoS Mitigation Services for 1 Gbps of traffic flow.	AT&T Distributed Denial of Service (DDoS) Defense is a service that is designed to detect and mitigate distributed denial of service attacks on your network using best practices and best of breed tools. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic. DDoS Defense is the service based on the data from the AT&T IP backbone network and doesn't require you to purchase additional bandwidth or premises	DOS8	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			equipment. Depending on your configuration, a shared or dedicated set of network mitigation devices scrub your traffic for denial of service attacks. A shared configuration allows you to share network detector devices and a farm of network mitigation devices with other AT&T customers. A dedicated configuration provides you with network mitigation devices dedicated to you. AT&T circuits are supported. 500.01 Mbps - 1000 Mbps traffic flow.		

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
9	DDoS Mitigation 5 Gbps	DDoS Mitigation Services for 5 Gbps of traffic flow.	AT&T Distributed Denial of Service (DDoS) Defense is a service that is designed to detect and mitigate distributed denial of service attacks on your network using best practices and best of breed tools. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic. DDoS Defense is the service based on the data from the AT&T IP backbone network and doesn't require you to purchase additional bandwidth or premises	DOS9	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
			equipment. Depending on your configuration, a shared or dedicated set of network mitigation devices scrub your traffic for denial of service attacks. A shared configuration allows you to share network detector devices and a farm of network mitigation devices with other AT&T customers. A dedicated configuration provides you with network mitigation devices dedicated to you. AT&T circuits are supported. 1001Mbps - 5 Gbps of traffic flow.		

The Contractor may offer Unsolicited DDoS Detection and Mitigation features in Table 25.4.2.b.

Table 25.4.3.2.b – Unsolicited DDoS Detection and Mitigation Services and Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	DDoS Mitigation Carrier Agnostic Option	DOS10	DDoS Mitigation Carrier Agnostic Option service must be ordered in conjunction with one of the DDoS Mitigation service options in table 24.4.4.a or table 24.4.4.b to enable the ability for AT&T to provide DDoS mitigation for other carrier circuits.
2	DDoS Mitigation 10Gbps	DOS11	AT&T Distributed Denial of Service (DDoS) Defense is a service that is designed to detect and mitigate distributed denial of service attacks on your network using best practices and best of breed tools. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic. DDoS Defense is the service based on the data from the AT&T IP backbone network and doesn't require you to purchase additional bandwidth or premises equipment. Depending on your configuration, a shared or dedicated set of network mitigation devices scrub your traffic for denial of service attacks. A shared configuration allows you to share network detector devices and a farm of network mitigation devices with other AT&T customers. A dedicated configuration provides you with network mitigation devices

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			dedicated to you. AT&T circuits are supported. 5.001 Gbps - 10 Gbps of traffic flow.
3	DDoS Mitigation 10Gbps-100Gbps	DOS12	AT&T Distributed Denial of Service (DDoS) Defense is a service that is designed to detect and mitigate distributed denial of service attacks on your network using best practices and best of breed tools. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic. DDoS Defense is the service based on the data from the AT&T IP backbone network and doesn't require you to purchase additional bandwidth or premises equipment. Depending on your configuration, a shared or dedicated set of network mitigation devices scrub your traffic for denial of service attacks. A shared configuration allows you to share network detector devices and a farm of network mitigation devices with other AT&T customers. A dedicated configuration provides you with network mitigation devices dedicated to you. AT&T circuits are supported. 10.001 Gbps - 100 Gbps of traffic flow.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
4	DDoS PIM	DOS13	AT&T Distributed Denial of Service (DDoS) Defense PIM or Platform Initiated Mitigation provides an upgraded "time to mitigate" option available for the AT&T DDoS Defense Service. This feature allows groups of specific hosts to be configured for the customer so that a mitigation will be triggered when a certain threshold is reached.

25.5 OTHER SERVICES

25.5.1 Hourly Rates for Services

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

4. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.
5. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.
6. 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 this Requirement and shall meet or exceed it? Yes

25.5.2 Services Related Infrastructure (SRI)

The Contractor shall offer infrastructure service as defined below.

25.5.2.1 Extended Demarcation Wiring Services

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

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

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

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

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

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

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

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

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

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

Bidder shall provide the Extended Demarcation Wiring Services described in Table 25.5.2.1

Table 25.5.2.1 – Extended Demarcation Wiring Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Extended Demarcation -Copper – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	AT&T assumes customer has adequate pathways.	EDCR	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
2	Extended Demarcation -Copper – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	AT&T assumes customer has adequate pathways.	EDCO	Yes
3	Extended Demarcation -Copper – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	AT&T assumes customer has adequate pathways.	EDCH	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
4	Extended Demarcation -Copper 25 Pair – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	AT&T assumes customer has adequate pathways.	EDC25R	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
5	Extended Demarcation -Copper 25 Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	AT&T assumes customer has adequate pathways.	EDC25O	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
6	Extended Demarcation -Copper 25 Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	AT&T assumes customer has adequate pathways.	EDC25H	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
7	Extended Demarcation - Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	AT&T assumes customer has adequate pathways.	EDOR	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
8	Extended Demarcation - Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	AT&T assumes customer has adequate pathways.	EDOO	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
9	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	AT&T assumes customer has adequate pathways.	EDOH	Yes

25.5.2.2 Unsolicited Services Related Infrastructure

Bidder may offer additional unsolicited Services Related Infrastructure in Table 25.5.2.2.

Table 25.5.2.2 – Unsolicited Services Related Infrastructure

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

25.5.3 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 Contractors responsibilities. Work performed under this section is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

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

In Cost Worksheet 25.5.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten hours per dispatch/occurrence.

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

The Contractor shall offer emergency restoration services as detailed in Table 25.5.3

Table 25.5.3 – Services Related Hourly Support

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Field Service Repair Technician Regular Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	MVV	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
2	Field Service Repair Technician Overtime Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	MVVO	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
3	Field Service Repair Technician Sunday and Holiday Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	MVVH	Yes

25.6 SERVICE LEVEL AGREEMENTS (SLA)

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

25.6.1 Service Level Agreement Format

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

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

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

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

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

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

25.6.2 Technical Requirements versus SLA Objectives

Sections 25.2 (Sustained Bandwidth Internet Service), 25.3 (Network Disaster/Operational Recovery), 25.4 (DDoS Mitigation Services), and 25.5 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

25.6.3 Methods of Outage Reporting: Customer or Contractor

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

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

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

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

25.6.4 Bidder Response to Service Level Agreements

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

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

25.6.5 Contractor SLA Management Plan

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

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
3. Creation and delivery of SLA Reports (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage

Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);

4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET Program; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET Program.

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

25.6.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements, which apply to all CALNET Technical SLAs (Section 25.6.8):

1. With the exception of the Provisioning SLA (Section 25.6.8.9), the total SLA rights and remedies for any given month shall not exceed the sum of 100% of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET SLAs and remedies for services provided by Subcontractors and/or Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA; and,
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.

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

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

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

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

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

8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), The State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET Program for possible inclusion via amendments;
9. The Contractor shall apply CALNET DNCS SLAs and remedies to services provided in all areas the Contractor provides service and/or open to competition (as defined by the CPUC). Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET DNCS Customer;
10. The election by CALNET Program of any SLA remedy covered by this Contract shall not exclude or limit CALNET Program or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;
13. The Customer Escalation Process and/or the CALNET CMO Escalation Process shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x7 for CALNET services;

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

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

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

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

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

25.6.7 Trouble Ticket Stop Clock Conditions

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 25.6.7, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service Request for each application of an SCC.

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

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

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

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

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

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

Table 25.6.7 – Stop Clock Conditions

Line Item	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.

Line Item	Stop Clock Condition (SCC)	SCC Definition
6	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. 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.

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

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

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

The Contractor shall provide and manage the following Technical SLAs.

25.6.8 Technical Service Level Agreements (SLA)

25.6.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET DNCS service is fully functional and available for use each calendar month.

Measurement Process:

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

Services:

Sustained Bandwidth Internet Service

Objectives:

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

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
InSBET	≥ 99.2%	≥ 99.5%	≥ 99.9%	S
InSBEP	≥ 99.2%	≥ 99.5%	≥ 99.9%	S
InSBEPM	≥ 99.2%	≥ 99.5%	≥ 99.9%	S

Rights and Remedies:

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

the TMRC and two Business Days of the ADUC, when usage applies.

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

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

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition:

The total loss of service at a single site resulting in the loss of service to five or more circuits or any single service at 500Mbps or greater.

Measurement Process:

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

Services:

Sustained Bandwidth Internet Service

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Sustained Bandwidth Internet Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	S

Rights and Remedies:

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

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

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

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

A total failure of a service type in a central office (or equivalent facility), other than access, that results in a CALNET DNCS service failure. Or, a backbone failure or failure of any part of the equipment associated with the backbone that causes a CALNET DNCS service failure.

Measurement Process:

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

Services:

Sustained Bandwidth Internet Service

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Sustained Bandwidth Internet Service	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	S

Rights and Remedies:

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

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

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of Internet Service on a system wide basis.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list for each End-User service (Circuit ID or Service ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the

Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Sustained Bandwidth Internet Service

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Sustained Bandwidth Internet Service	≤ 30 Minutes	N/A	≤ 15 Minutes	P

Rights and Remedies:

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

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

25.6.8.5 DDoS Mitigation (M-S)

SLA Name: DDoS Time to Initiate Mitigation

Definition:

The time to initiate DDoS mitigation upon the identification of an attack.

Measurement Process:

The amount of time between the detection via Customer or Contractor identification of an anomaly or attack, and the initiation of the mitigation process.

Services:

DDoS Mitigation

Objectives:

Mitigation shall begin within:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
DDoS Mitigation	≤ 45 Minutes	≤ 30 Minutes	≤ 15 Minutes	S
PIM DDoS Mitigation			≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:

DDoS Mitigation:

Basic Time to Initiate Mitigation Minutes	Standard Time to Initiate Mitigation Minutes	Premier Time to Initiate Mitigation Minutes	Percentage Credit or Refund of TMRC for all components of DDoS feature per event
46 – 75	31 – 45	16 – 30	25%
76 – 135	46 – 75	31 – 45	50%
136 and over	76 and over	46 and over	100%

PIM DDoS Mitigation:

Basic **Time to Initiate Mitigation Minutes**	**Standard** **Time to Initiate Mitigation Minutes**	**Premier** **Time to Initiate Mitigation Minutes**	**Percentage Credit or Refund of TMRC for all components of DDoS feature per event**
		6 – 15	25%
		16 – 30	50%
		31 and over	100%

2. Monthly Aggregated Measurements:
    - N/A

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

25.6.8.6 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition:

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

Measurement Process:

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

Services:

Sustained Bandwidth Internet Service

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Sustained Bandwidth Internet Service	16 Hours	12 Hours	8 Hours	S

Rights and Remedies:

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

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

25.6.8.7 Managed Service Proactive Notification (M-S)

SLA Name: Managed Service Proactive Notification

Definition:

The proactive outage notification SLA provides credits if the Contractor fails to open a trouble ticket and notify Customer of an Outage for a managed service. Notification to the Customer shall occur through means agreed to by Contractor and CALNET Program.

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

Measurement Process:

The Outage Duration start shall be determined by the first Contractor network alarm resulting from the outage-causing event or the opening of a trouble

ticket by the Customer, whichever occurs first. The Contractor has fifteen minutes (Notification Period) to open a trouble ticket and notify the Customer from the start point of the first network alarm. The Contractor is in compliance with the proactive outage notification SLA if the Customer opened the trouble ticket prior to the network alarm or Customer is notified by the Contractor within the Notification Period.

Services:

Sustained Bandwidth Internet Service with Managed Router or IP Enabled Routing Device

Objectives:

15 Minutes

Rights and Remedies:

1. Per Occurrence:
    - Customer will receive a credit equal to 10% of the TMRC for each Contractor Managed Service (Circuit ID) that was impacted during an outage if the Customer was not proactively notified within the notification period
2. Monthly Aggregated Measurements:
    - N/A

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

25.6.8.8 Notification

SLA Name: Notification

Definition:

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

Measurement Process:

The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section G.3.3, Network Outage Response) and notify the CALNET Program and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

Services:

Sustained Bandwidth Internet Service

Objectives:

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

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

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

Rights and Remedies:

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

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

25.6.8.9 Provisioning (M-S)

SLA Name: Provisioning

Definition:

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

Provisioning SLAs have two objectives:

Objective 1: Individual service installation; and,
Objective 2: Successful Install Monthly Percentage by service type.
Note: Provisioning timelines include extended demarcation wiring when appropriate.

Measurement Process:

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

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

Services:

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

Service	Committed Interval Days	Coordinated/Managed Project
InSBET	30	Coordinated/Managed Project
InSBEP	30	Coordinated/Managed Project
InSBEPM	45	Coordinated/Managed Project

Objectives:

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

Objective 2: Monthly Average percent by service type

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
InSBET	≥ 90%	N/A	≥ 95%	P
InSBEP	≥ 90%	N/A	≥ 95%	P
InSBEPM	≥ 90%	N/A	≥ 95%	P

Rights and Remedies:

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

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

25.6.8.10 Time to Repair (M-S)

SLA Name: Time to Repair

Definition:

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

Measurement Process:

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

Services:

Sustained Bandwidth Internet Service

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Sustained Bandwidth Internet Service	6 Hours	5 Hours	4 Hours	P

Rights and Remedies:

1. Per Occurrence:
    - 25% credit or refund of the TMRC for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.
2. Monthly Aggregated Measurements:

- N/A

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

25.6.8.11 Unsolicited Service Enhancement SLAs

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

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

25.6.8.12 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 25.6.8 for each unsolicited offering determined by the CALNET Program not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

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

25.6.8.13 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 25.6.8.

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