INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 29 – CONVERGED VOIP

Verizon Business Services

Statement of Work

TECHNICAL REQUIREMENTS

September 14, 2020

BAFO

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AMENDMENT LOG

Amendment #	Date	Amendment Description
6	3/31/21	Table 29.2.5.b Inserted Line Item Table 29.2.5.b Updated Line Item Table 29.2.5.b Updated Subsequent Line Item Numbering Table 29.2.5.b Removed Line Items Table 29.2.5.b Updated Subsequent Line Item Numbering Table 29.2.6.4.b Updated Line Items Table 29.2.6.4.d Updated Line Items Table 29.2.6.4.f Updated Line Items Table 29.3.2.2 Removed Line Items Table 29.3.2.2 Inserted New Row Table 29.3.2.2 Updated Subsequent Line Item Numbering Table 29.3.4.a Updated Line Item Table 29.3.4.b Removed Line Item Table 29.3.4.b Updated Subsequent Line Item Numbering
10	10/30/2023	Updated Headers Updated Table of Contents Updated Table 29.2.5.b to add lines 144 - 159 new service content
13	08/14/2024	Updated Headers Updated Table of Contents Updated Table 29.2.5.b to add lines 160 - 170 new service content
16	07/01/2025	Updated Headers Updated Table of Contents Updated Table 29.2.5.b to add lines 171-178 with new services content

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TECHNICAL REQUIREMENTS

CATEGORY 29 – Converged VoIP

29.1 OVERVIEW

This Category 29 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Converged VoIP. This IFB also describes the 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 Networks and Communications (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).

29.1.1 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 this requirement and shall meet or exceed it? Choose an item.**"**

Or,

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

"Bidder understands this requirement and shall meet or exceed it? Choose an item."

Bidder's Description:

Or,

3. Example C (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					**Choose an item.**

29.1.2 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 Category Cost Worksheets. Items not listed in the Category Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in this IFB and are not included as billable in the Category Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

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

29.1.3 Pacific Time Zone

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

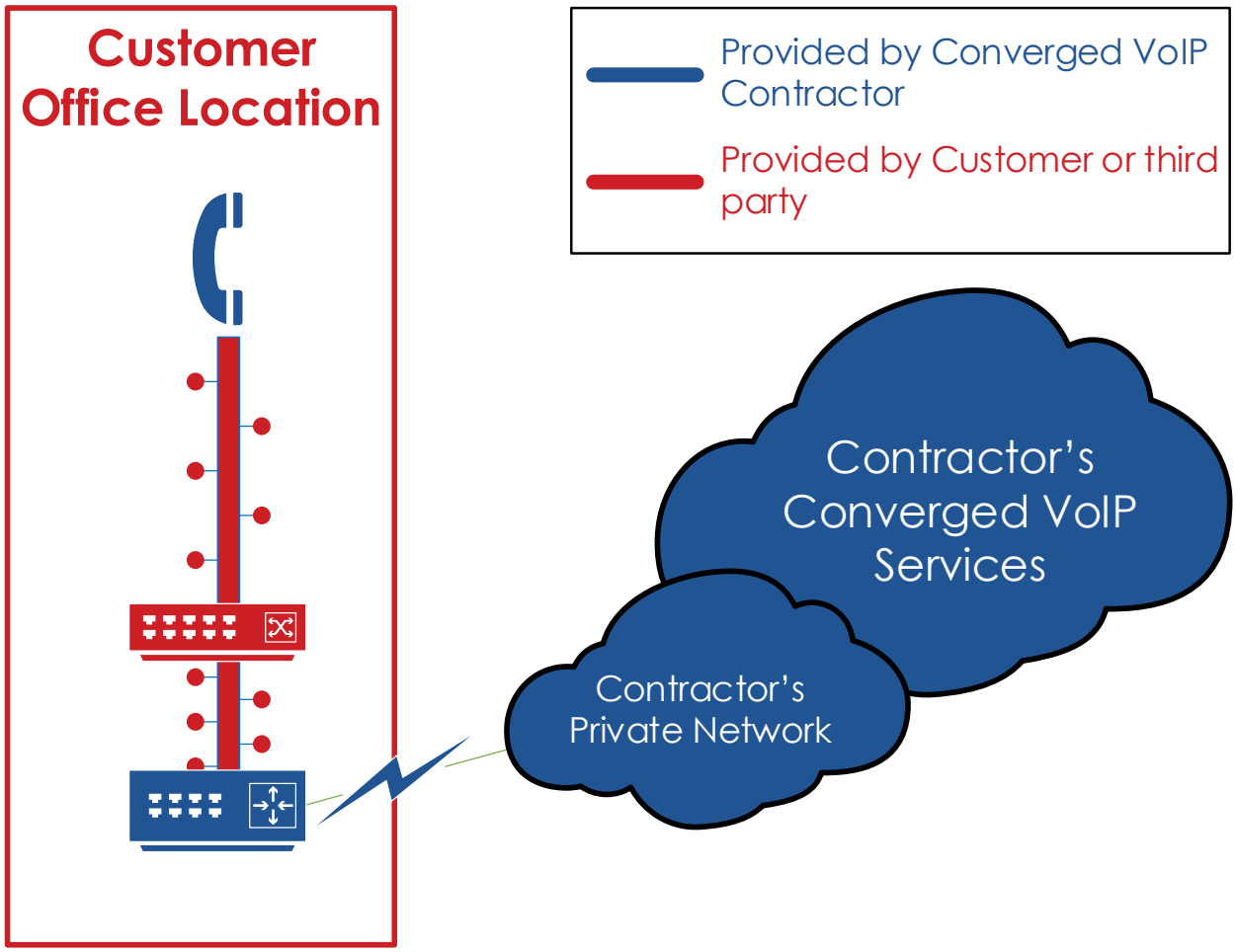
Bidder understands the Requirement and shall meet or exceed it? Yes

29.2 CONVERGED VOICE OVER INTERNET PROTOCOL

29.2.1 Converged Voice over Internet Protocol Minimum Network Requirements

The Contractor shall provide a Voice over Internet Protocol (VoIP) solution that utilizes the Contractor's private network services available on another CALNET category.

Converged VoIP Topography Example:



The VoIP network shall deliver business-class features that support standard business lines, Direct Inward Dial (DID) lines, gateway services to local Public Switched Telephone Networks (PSTNs), and least cost (monetary) routing.

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

29.2.1.1 Converged VoIP Network Designs and Diagrams

The Bidder shall provide network designs and diagrams for the network and converged VoIP services.

The Bidder shall provide electronic drawings with their proposal. The electronic drawings shall be in .dwg, .dfx, .vsd, .pdf, or any mutually agreed format.

Network designs and diagrams shall include physical and logical representations of all critical network elements, including geographic locations, and detail how the Contractor's network(s) for each Service will address the following:

1. **Redundancy** – Having one or more circuits/systems deployed in case of failure of the main circuits/systems, and;
2. **Diversity** – Backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

The Contractor shall provide revisions upon CALNET CMO request.

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

29.2.1.2 Public Switched Telephone Network Interoperability

The VoIP solution must be interoperable with the Public Switched Telephone Network (PSTN).

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

29.2.1.3 Number Portability

The Contractor must comply with the Local Number Portability (LNP) regulations set forth by the Federal Communications Commission (FCC).

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

29.2.1.5 Network Based

1. The Converged VoIP solution shall be network based with all call control components residing in the Contractor's network, including network gatekeepers and gateways.

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

2. The Contractor shall not use State property for the deployment, collocation, or supplementation of the Contractor's network signaling and management, call control and setup, or access to other PSTN or VoIP network providers with the exception of equipment required to provide Site Survivability Network Failure as described in Section 29.2.5.1.

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

29.2.1.6 Private VoIP Network (M)

The Contractor shall not allow voice traffic to route through the public internet. All voice traffic will traverse the Contractor's private network. If remote access is needed for mobility solutions, voice traffic may securely traverse the public internet to route back into the Contractor's private VoIP network.

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

29.2.1.7 Open Architecture Based on Session Initiation Protocol

The Contractor's Converged VoIP solution shall be non-proprietary and utilize open architecture based on Session Initiation Protocol (SIP) standards.

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

29.2.1.8 Directory Redundancy and Addressing

The Converged VoIP network shall include redundant network-based directory or gatekeeper functionality to prevent call set up failure. The network shall partition call addressing in such a manner that failure of gatekeepers will not result in a VoIP network failure for all Customers.

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

29.2.1.9 Technical Measurement Metrics

The VoIP network shall meet the technical measurement metrics listed below.

1. Mean Opinion Score ITU-T P.800 – 3.6 or above (or equivalent industry standard measurement).

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

2. Dial Tone Delay – Not to exceed 300 ms for any call.

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

3. Call Setup Time – Not to exceed three seconds for any call.

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

29.2.1.10 Standards Conformance

Bidders shall confirm that the Contractor's CALNET Converged VoIP services meet all applicable International Telecommunication Union (ITU-T) standards, International Engineering Task Force (IETF) standards and Request for Comments (RFC's).

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

29.2.1.11 Voice Compression

The VoIP network solution shall include voice compression that will:

1. Pass all applicable ITU test vectors.

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

2. Support configurable packetization for maximum flexibility; and,

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

3. Not degrade when all channels are active.

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

29.2.1.12 Network Operations Center

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

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

The Contractor shall be responsible for the following:

1. Fault management (trouble identification, isolation, and notification).

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

2. Monitor network performance to identify capacity blockages and implement controls to optimize network health and performance.

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

29.2.1.13 VoIP Security

The Contractor shall implement security measures that detect and prevent unauthorized access to the network for Denial of Service (DoS), Telephony Denial of Service (TDoS), and Man-in-the-Middle (MITM) attacks.

29.2.1.13.1 Physical Access

The Contractor shall comply with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

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

29.2.1.13.2 Network Security

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

1. All core network equipment shall be in a hardened, secure facility.

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

2. All unnecessary services shall be disabled or removed.

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

3. Access control policies shall be used to deny suspicious traffic.

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

4. Administrators shall be required to log into a central server to access any other server on the network.

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

29.2.1.13.3 Client Authentication

1. The Contractor shall utilize the SIP Digest Authentication scheme to authenticate users.

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

2. The Contractor shall set passwords on VoIP handsets before shipping.

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

3. The Contractor shall disable Telnet to all VoIP handsets.

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

29.2.1.14 Service Restoration

29.2.1.14.1 Telecommunications Service Priority Program

When Applicable, the Contractor shall comply with the Telecommunications Service Priority (TSP) program, an FCC mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) comply with all California Public Utilities Commission (CPUC) and FCC requirements.

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

29.2.2 Emergency Services

The Contractor shall comply with Federal Communications Commission (FCC) emergency service requirements, including Enhanced 911 (E911), Kari's Law, and the Ray Baum's Act, to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

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

29.2.2.1 Enhanced 911 Database Updates

The Contractor shall be responsible for updating the E911 database when notified End-User equipment is moving to a new location with a different street address and Local Area Network.

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

29.2.2.1.1 Dynamic Location Mapping

The Contractor shall provide Customers with a solution to map logical network attributes (e.g. port, subnet, VLAN, Wireless AP, etc.) to dispatchable locations. Dispatchable locations shall include the street address and additional information such as room number, floor number, or other information necessary to identify the location of the calling party.

The Bidder shall describe their Dynamic Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will allow a Customer to configure dispatchable locations. This description should include the level of detail that can be configured in terms of dispatchable locations and network attributes.
2. How the Bidder's solution will provide a dispatchable location to the PSAP when an End-User dials 911.

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

Bidder's Description:

Verizon's Hosted solution will allow a Customer to configure dispatchable locations with the following network attributes. This designation can map logical and physical network attributes, (e.g. MAC address, switchport or IP address) to a dispatchable location (e.g. 2nd floor, North side) in a Verizon hosted web

interface. In addition, Verizon Hosted solution will determine the most accurate data available by having the end user immediately validate their location. If necessary, the end user shall designate their physical location upon remote client login.

Verizon's solution requires the end user to immediately designate their physical location. In addition, the product solution for remote 911 requires the end user to immediately validate their location and if incorrect requires them to populate accurate and current location information. Verizon solution will provide a dispatchable location to the PSAP when an end user dials 911. Functionality includes:

A. User logs into the client using their secure unique credentials tied to their assigned unique Telephone Number.

B. The question is immediately asked of the user, upon login, to validate current location address.

a. If the end user approves of the listed address, they are allowed to click through the message and continue using their softphone services.

b. If the user selects NO, that their currently reflected location address is incorrect, they are immediately redirected to their user portal via the default internet browser on the local desktop device. The user logs in using the same credentials and is landed on the change address page where they enter their current address and submit. The request occurs electronically back to Verizon 911 and Intrado systems to update the 911 address in real time. A validation success message is then sent to the end user who is then allowed to use their client for phone service.

Verizon provides an additional option to update the PSAP database by allowing the end user to call into the VoIP support team upon any difficulty with the interface. The VoIP support team can work directly with the user to have the 911 address updated during normal business hours.

29.2.2.1.2 Remote End-User Location Mapping

The Contractor may provide mobility solutions as part of their Converged VoIP service or as unsolicited items.

All mobility solutions provided by the Contractor shall automatically locate remote End-Users based on the most accurate location data available. Location data sources may include, but are not limited to, GPS, Wi-Fi, Bluetooth, and mobile networks.

In situations where location data is not available, the Contractor's solution shall require the End-User to immediately designate their physical location upon connecting to an unknown network.

The Bidder shall describe their Remote End-User Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will determine the most accurate location data available. The Bidder must include device-specific detail if determining location varies across different types of devices.
2. How the Bidder's solution will require the End-User to immediately designate their physical location. The Bidder must demonstrate how End-Users are able to designate their physical location within the softphone application. Requiring an End-User to call in or use a separate portal to designate their location is not an acceptable solution.
3. Any other means used to pass the End-User's dispatchable location to the PSAP.

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

Bidder's Description:

Verizon's unsolicited Unified Communications features assume no location data is available. Verizon will determine the most accurate data available by having the end user immediately validate their location. If necessary, the end user shall designate their physical location upon remote client login.

Verizon's solution requires the end user to immediately designate their physical location. In addition, the product solution for remote 911 requires the end user to immediately validate their location and if incorrect requires them to populate accurate and current location information. This is done in the following manner:

A. User logs into the client using their secure unique credentials tied to their assigned unique Telephone Number.

B. The question is immediately asked of the user, upon login, to validate current location address.

a. If the end user approves of the listed address, they are allowed to click through the message and continue using their softphone services.

b. If the user selects NO, that their currently reflected location address is incorrect, they are immediately redirected to their user portal via the default internet browser on the local desktop device. The user logs in using the same credentials and is landed on the change address page where they enter their current address and submit. The request occurs electronically back to Verizon 911 and Intrado systems to update the 911 address in real time. A validation success message is then sent to the end user who is then allowed to use their client for phone service.

Verizon provides an additional option to update the PSAP database by allowing the end user to call into the VoIP support team upon any difficulty with the interface. The VoIP support team can work directly with the user to have the 911 address updated during normal business hours.

29.2.3 Converged VoIP Services

1. The Contractor shall provide Converged VoIP that will connect to a Customer's Local Area Network (LAN). This service will allow for the ordering and provisioning of hosted voice and data over a single VoIP network interface. This service shall be interoperable with and traverse successfully across the Customer's firewalls and security layers.

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

2. The proposed design shall be network based where all major components reside at a central office or off-premises location. Bandwidth requirements shall be determined by the ITU compression mechanisms defined by the Contractor's network design.

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

3. The handsets shall be provided by the Contractor as part of the service package and per-seat pricing structure but will connect directly to the Customer's LAN.

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

4. The Converged VoIP service shall be charged on a per-seat basis. The Contractor's per-seat pricing structure shall include all handsets, network gatekeepers, gateways, call control components, labor and materials to make the service fully operational on a Customer provided LAN.

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

5. Converged VoIP service shall provide dial tone and full functionality of features to the on-site telephone.

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

6. All LAN functionality, components, cabling, equipment, and remediation shall be the responsibility of the Customer and shall be acquired elsewhere.

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

7. Any service provided by this Section shall only be used for Converged VoIP and shall not be used for LAN installations.

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

8. The Converged VoIP service shall be provisioned in conjunction with the Contractor's private network services available on another CALNET category.

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

9. Additional service or feature components required to comply with the requirements of this section shall be bundled into the service components identified.

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

29.2.4 Converged VoIP Minimum Requirements

The Converged VoIP service shall include all equipment, hardware, software, training and ongoing administration, maintenance and upgrades in the per-seat pricing structure.

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

29.2.4.1 Converged VoIP Equipment and Hardware

1. Unless otherwise noted in the detailed product listing below, the Contractor shall furnish and install all equipment and hardware required to deliver the service to the workstation handset excluding Customer LAN components.

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

2. Horizontal closet racks, raceway, environmental components and AC electrical power will be acquired separately.

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

3. Horizontal station cabling will be the responsibility of the Customer and will be acquired separately.

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

4. All LAN functionality, components, cabling, and equipment shall be the responsibility of the Customer and shall be acquired separately.

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

29.2.4.1.1 Converged VoIP Software

The Contractor shall provide all software and ongoing software patches or upgrades necessary to deliver the Converged VoIP service to the workstation handset.

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

The Contractor shall provide all configuration and programming.

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

29.2.4.1.2 Converged VoIP Administration

The Contractor shall perform all initial and ongoing administrative functions to deliver the Converged VoIP service to the workstation handset.

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

The Contractor shall provide the Customer with the option to perform selected on-site administrative functions in lieu of the Contractor's obligation, at the sole discretion of the Customer.

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

29.2.4.1.3 Converged VoIP Handset Power Supplies

The Contractor shall provide ancillary handset power supplies with the handset when requested by the Customer.

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

The Contractor shall provide handsets that utilize PoE at the Customer's request.

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

29.2.4.2 Converged VoIP Basic Feature Package

The Contractor shall provide a basic feature package for all handset configurations. The basic feature package shall include the call features described below.

1. 9XX Blocking – No calls to or from 9xx-xxx-xxxx will be processed.

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

2. Auto Attendant – A service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant.

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

3. Call Forward (Busy Don't Answer) – Allows an End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls on a busy or ring-no-answer condition.

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

4. Call Forward (All Calls) – Allows the End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers.

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

5. Call Hold – Allows the called party to put a caller on hold and retrieve them from the hold state.

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

6. Call Notify - Enables a subscriber to define criteria that causes certain incoming calls to initiate an email notification.

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

7. Call Transfer – Allows an End-User to transfer any call in progress to another telephone number.

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

8. Call Pickup – Allows an End-User to answer any calls directed to another station line within his or her own predefined call pickup group.

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

9. Call Park – Allows a call to be parked at an End-User's number for retrieval by another End-User's line.

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

10. Conference – Allows an End-User to establish a multiparty conference connection of a minimum of three conferees including themselves without attendant assistance.

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

11. Call Waiting - When a second call is received while an End-User is engaged in a call, the End-User is informed via an audible tone.

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

12. Caller ID – Phone number of the calling party is displayed on the terminal equipment.

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

13. Conference Bridge – Allows callers from diverse locations/platforms to dial in to a specified telephone number to participate in a conference call.

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

14. DID - Direct Inward Dial phone number including Single Line appearance.

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

15. Directory Phone Display – Directory of Customer's VoIP subscribers via the phone display.

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

16. Extension Dialing – All on-net numbers can be reached by dialing the fewest number of digits, taking into account size of deployment, number contention, and E911 emergency requirements.

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

17. Group Pickup – Allows an incoming call to be picked up from any one of a predefined group of phones.

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

18. Hunt Groups – Route inbound calls to a predetermined sequence of telephone numbers until it is answered.

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

19. Message Waiting Indicator – Visual indication on phone that a message is in queue for review.

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

20. Multi-Line Appearance – Provide the ability for multiple line appearances on an End-User's phone.

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

21. Redial – Allow an End-User to automatically originate a call to the last number dialed from the End-User's phone.

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

22. Speed Dial – Allows abbreviated digit dialing capability on a per station basis.

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

The Bidder shall identify any additional features available at no additional charge.

Bidder's Description:

Verizon will provide the following additional features at no additional charge:

Verizon Converged VoIP offers one standard feature package. All of the features listed below come with the feature profile at no additional charge. Features can be managed by the user/administrator.

End User Features

Features	Feature Profile
Anonymous Call Rejection	Anonymous Call Rejection - Enables a subscriber to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via the end-user Communication Manager web interface, callers without available caller identification are informed that the subscriber is not accepting calls at that time. The subscriber's phone does not ring and the subscriber sees or hears no indication of the attempted call. This service does not apply to intra-location calls. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that the called party is not

Features	Feature Profile
	accepting calls from unidentified callers. ("The party you are trying to reach is not accepting calls at this time.")
Alternate Numbers	Alternate Numbers - Enables an administrator to configure up to two additional phone numbers and/or extensions to a subscriber. Normal ringing is provided for incoming calls to the primary phone number and subscribers have the option of enabling a distinctive ring for calls to their second and third phone numbers. If distinctive ringing is enabled, a distinctive call waiting tone will also apply. For outgoing calls from the subscriber, the subscriber's primary phone number is the calling line identity.
Blind Call Transfer	Blind Call Transfer - Enables a subscriber to transfer a call unattended before or after the call is answered. Subscribers can only execute blind call transfer from the Communication Manager.
Call Blast Personal	Call Blast Personal - Enables subscribers to have multiple phones ring simultaneously when any calls are received on their VoIP phone number. The first phone to be answered is connected. Callers can also select to have simultaneous devices not ring while already on a call or ring on all incoming calls.
Call Forwarding – Multi-Phone	Call Forwarding - Multi-Phone - Multi-Phone call forwarding allows an end-user to specify a different forwarding number for each entry of Selective Call Forwarding. Call Forward Selective sets the criteria to make this feature work.
Call Pickup Directed	Call Pickup Directed - Enables a subscriber to answer a call directed to another phone in their pick-up group by dialing the respective feature access code followed by the extension of the ringing phone.
Call Pickup – Directed with Barge-in	Call Pickup Directed with Barge-in - Directed Call Pickup with Barge-in (DPUBI) allows users to dial a feature access code (FAC) followed by an extension to pick-up (answer) a call directed to another user in the same customer group, or barge-in on the call if the call was already answered. When

Features	Feature Profile
	a barge-in occurs, a three-way call is established between the parties with the DPUBI user as the controller. Subscribers can configure themselves as barge-in exempt so their calls cannot be barged in on.
Call Transfer with 3-Way Consultation	Call Transfer with 3-Way Consultation - Enables a subscriber to make a three-way call with the caller and add-on party before transferring the caller.
Calling Line ID Blocking	Calling Line ID Blocking - Subscribers can block delivery of his/her identity when they make all outbound calls. The subscriber controls the service via the Communication Manager, which provides the ability to activate and deactivate the service. If activated, all calls made by the subscriber have the subscriber's identity blocked. Calling Line ID Delivery Blocking allows subscribers to block their number from being shown when calling other numbers except for intra-site calls which will always display the calling line ID. The feature can be enabled for all calls or it can be enabled selectively using the feature access codes.
Calling Line ID Blocking per Call	Calling Line ID Blocking per Call - In addition to being able to block the presentation of their Calling Line ID on all outgoing calls, subscribers also have the option of blocking on a per-call basis by dialing a feature code before making the call.
Consultation Hold	Consultation Hold - Enables a subscriber to put the caller on hold, and make a consultation call to another party. To initiate consultation hold, the subscriber depresses the flash hook and dials the add-on party. When the call is answered, the subscriber can consult with the add-on party. To drop the add-on party and reconnect to the original party, the subscriber depresses the flash hook twice. Subscribers can also execute consultation hold from the Communication Manager.

Features	Feature Profile
Distinctive Alert/Ringing	Distinctive Alert/Ringing - Provides a different call waiting tone (i.e., alert) or a different ringing cadence for Priority Alert and Alternate Numbers calls. This is a feature of the Priority Alert and Alternate Number capabilities. When setting the Priority Alert capability on, a distinctive ring will be given to those priority numbers. Likewise, when the Alternate Number feature is enabled, the user has the option of requesting a Distinctive Ringing when receiving a call from one of the Alternate Numbers.
Do Not Disturb	Do Not Disturb - Subscribers can choose to receive no incoming calls during the time when their "do not disturb" functionality is activated. Allows subscribers to set their station as unavailable so that incoming calls are given a busy treatment. Subscribers have the option to activate and deactivate the service by dialing a feature code or configuring the service via the Subscriber Web Interface. A status indicator on the Communication Manager identifies whether this service is enabled.
Extension Dialing	Extension Dialing - Subscribers can more easily contact other subscribers at their site. Enables subscribers to dial extensions via their Communication Manager or phone to call other Subscribers at their location.
Find Me – Personal	Find Me - Personal - Subscribers who prefer to have the system find them in a priority order may prefer this service over call blast. This is a feature that used to be supported and is now available again. This service sequentially attempts up to five phone numbers (in addition to, optionally, the base location) to reach the user. Upon triggering the Sequential Ring service, the callers are played an announcement stating to hold while the system is

Features	Feature Profile
	attempting to reach the user. The callers are then provided with ring back and comfort announcements, in sequence. The service sequentially tries the configured numbers until an answer is received, at which point the call is connected as usual. If all numbers are tried without receiving an answer, the caller is redirected to an overflow destination like voice mail. There is also an option to allow the caller to press a key to skip the search process.
Flash Call Hold	Flash Call Hold - Subscribers can use call hold functionality from any phone; even one without robust call control functionality. Enables subscribers to hold a call for any length of time by flashing the switch-hook on their phone and dialing the respective feature activation code. Parties are reconnected again when the switch-hook is flashed and the feature activation code is dialed again.
Inbound Caller ID	Inbound Caller ID - Subscribers can choose to take a call when they see the caller's identity via the Communication Manager and phone (if capable). Delivered information includes the caller's phone number. The information is delivered to the Communication Manager and the phone (if capable) only if the information is available and has not been blocked by the caller. Enables subscribers with Calling Line ID Blocking enabled to allow the delivery of their Calling Line ID on a specific call by entering the respective feature code (*65 default). Once the call is over, Calling Line ID Blocking is restored. Calling Party Name Delivery is available for On-Net calls to a SIP phone from another on-net SIP device.
Last Number Redial	Last Number Redial - Easy-to-use last number redial.

Features	Feature Profile
	Enables Subscribers to redial the last number they called by clicking the 'Redial' button on their Communication Manager or by dialing a feature code (e.g., *66).
Malicious Call Trace	Malicious Call Trace (MCT) - enables a trace to identify the originator of an obscene or harassing call. When MCT is assigned and active, a call originating from and/or terminating to a user will generate an alarm. Provided the information is available at the moment the alarm is generated, data such as originating number can often be determined. This subscriber service must be configured and administered by the corporate level administrator.
Multi-Path Forwarding	Multi-Path Forwarding - Enables a subscriber to have more than one forwarded call active at a time. There are no limitations on the number of simultaneous calls a subscriber can forward. Calls are specified for forwarding via the web portal interface.
Multi-Forward to Phone Number in Call Forward Selective	Multi-Forward to Phone Number in Call Forward Selective - Enables end-users to be more selective on how they can be reached by specific people. Call Forward Selective allows users to forward to a different phone number for each entry of the Call Forwarding Selective service. During call processing, if the incoming number matches a predefined call forwarding criteria, the call will terminate to the specified forward-to-number. For example, a user can now dictate that all calls from his supervisor forward to his mobile phone number, whereas all calls from a particular client forward to a colleague's phone number. If a new forwarding number is not configured for a particular Call Forwarding Selective entry, incoming calls will forward to the default destination number.
Outbound Caller ID	Outbound Caller ID - Originator ensures that receiver can identify caller and will not reject the call.

Features	Feature Profile
	Originating location sends Billing Telephone Number (BTN) of caller. Currently, station level Automatic Number Identification (ANI) is not available.
Outlook Integration	Outlook Integration - Subscribers can leverage their office tools-VoIP and Outlook-for easier contact management. This service enables subscribers to integrate their personal contacts in Microsoft Outlook with their Communication Manager. Using the Outlook Contacts tab in the Communication Manager, subscribers can perform a search of their personal Outlook contacts by name or company. Once the desired contact is located, subscribers may click-to-dial one of the contact's phone numbers or the subscriber may choose to display the contact's v-card by clicking their name. All the Outlook contact information is pulled directly from the subscriber's personal Outlook files. Essentially the Communication Manager, a java-based program, pulls all the appropriate information from the Subscriber's Microsoft Exchange server or personal computer (PC) each time they log onto Communication Manager. The Outlook contact info is automatically refreshed when the Communication Manager is accessed. Subscribers can also manually refresh it with a simple point and click on the Communication Manager screen. Verizon suggests less than 1000 contacts in any single folder for optimal performance.
Personalized Name Recording	Personalized Name Recording - Enables subscribers to record their name to be played back to incoming callers. Name recording in conjunction with Auto Attendant. A .WAV file is recorded via phone and then uploaded via the Verizon Customer Center Personal Dashboard web screen. Users can use any application to record the .wav file. The format should be a CCITT u-Law, 8.000 kHz, 8 bit Mono .wav file.

Features	Feature Profile
Phone List Group	Phone List Group - This phone list enables subscribers to dial other members of their enterprise by selecting from a list of names on their Communication Manager. The list also serves as a searchable company directory, listing names, numbers and email addresses. Each subscriber added to the location is automatically added to this group list. Also included are the extensions for reaching the Auto Attendant(s), and Hunt Group(s), when applicable. Using the common Phone List Feature, the administrator can add additional phone numbers to the Group List by either adding them individually via their web portal or by importing them from a file. This flexibility would allow the administrator to create a directory that lists all subscribers in the entire enterprise.
Phone List Personal	Phone List Personal - Enables subscribers to dial frequently called numbers by selecting from a searchable list of names on their Communication Manager. Each subscriber can add, delete, edit and reorder numbers in their Personal Phone List, which serves as a personal speed dial list. Subscribers can add multiple numbers to this list by uploading them from a flat file.
Phone List Call Log	Phone List Call Log - The Call Log enables subscribers to view and dial from the following lists of stored numbers: missed, received, and dialed. The call log is accessed through the Communication Manager and includes the most recent numbers registered for each category, as well as the respective call times and dates.
Private Dial Plans	Private Dial Plans - Companies can create their own virtual phone network for ease of use and long distance cost savings. Many customers depend on private dial plans to facilitate intra-enterprise communications. The customer can assign their own private number plan between locations. VoIP can

Features	Feature Profile
	support private numbers up to 32 digits or can utilize an existing DAP-based dial plan.
Ring Splash	Ring Splash - Enables subscribers to have a short ring burst played on their phone when the following services are triggered: Call Forwarding Always, Call Forwarding Selective, and Do Not Disturb. Ring Splash can be enabled for each of these services individually and serves as a reminder that the respective service is active.
Send to Voicemail Feature Access Code	Send to Voicemail Feature Access Code - Offers end-users an alternative to handling a call after it is answered. Enables a user to transfer a post-answer call directly to voicemail via a new feature access code (FAC). A user will be able to place a caller on hold, enter the FAC (*55), and follow a series of simple prompts to transfer the held party to the user's voicemail or to another party's voicemail. Experienced users will be able to dial through and perform the transfer without waiting for the prompts.
Telephony User Interface	Telephony User Interface - Enables administrators and Subscribers to customize select features when they do not have Internet access. Enables subscribers to call from any phone and modify their call forwarding features, their Communication Manager Express features, or their Auto Attendant greeting. Administrators may also use the Telephony User Interface to record Auto Attendant greetings remotely.
Telephony User Interface – Calling	Telephony User Interface – Calling - This feature is particularly useful for traveling users that already access the Telephony User Interface to retrieve voice messages and configure services. Traveling users typically access the Telephony User Interface using a toll-free number and this feature allows them to originate calls that eventually get charged against their account. For similar reasons, this feature can be useful for the employee working at home that needs to make long distance or international calls on behalf of the company. Dialing in to the Telephony User Interface first allows the

Features	Feature Profile
	subsequent long distance call to be charged to the company instead of the user's home line. This feature enhances the Communication Manager Telephony User Interface by allowing an authenticated user to originate calls. Once the Telephony User Interface authenticates the user, the user makes calls as if they originated from their normal location. This means that services such as OCP, account/auth code and voice VPN will apply on the outgoing calls made from the Telephony User Interface. This also means that accounting records will be generated against the user's account. The user can make as many calls as desired. The user can either wait for the remote party to hang up, or hit an escape sequence to originate a new call from the Telephony User Interface.
Three-Way Calling	Three-Way Calling - Enables a subscriber to make a three-way call with two parties, where all parties can communicate with each other.
Time Schedule	Time Schedule - Eliminates the need to set schedules for individual features. Administrators and subscribers can now build predefined time schedules that can be applied to several incoming calling features including Call Forwarding Selective, Call Notify, Selective Call Acceptance and Selective Call Rejection. The time schedules can contain up to 20 date and time ranges per week. Time schedules created by an administrator are visible to both groups and users; schedules created by an individual subscriber are specific to the subscriber.

Administrative and Enterprise Network Features:

Features	Description
Administrator Web Dashboard (Verizon Customer Center Enterprise Dashboard)	Administrator Web Dashboard (Verizon Customer Center Enterprise Dashboard) - Allows administrator easy access to configure, manage and monitor features and settings. Web portal that empowers an administrator to provision services for subscribers, a location or the entire enterprise.
Call Intercept	Call Intercept - Administrators can ensure that calls coming into non-working lines are not lost. Enables administrators to intercept calls routed to a non-working internal line with informative announcements and alternate routing options. Administrators can use a default intercept message that says, "The number you are trying to reach is out of service." If they prefer, administrators can opt to add language that says callers can press "0" to speak with an operator or they can provide callers with the new telephone number. The message can also be customized by the administrator. The service may be assigned to an individual subscriber's phone number (e.g., when they have left the company) or it can be assigned to all subscribers at a location.
Calling Location ID Delivery	Calling Location ID Delivery - Gives call recipient location-level information. Provides number of the location (or company) for outgoing calls from subscribers in the location, rather than providing the subscribers own name and number. The location number may be defined on a per subscriber basis.
Calling Line ID Configuration	Calling Line ID Configuration - Administrators can manage the appearance of all calling line IDs. Enables the administrator to suppress the presentation of Calling Party Identification on outbound calls. This feature is enabled if you do not want the number displayed on Caller ID when making outbound calls.
Calling Plan Incoming	Calling Plan Incoming - Enables administrators to block specified incoming calls to their company and/or individual

Features	Description
	subscribers. For example, some subscribers may be prevented from receiving calls from outside the company. For example, subscribers may be prevented from receiving calls from a competitor's number or a particular area code or country code. The Incoming Calling Plan is configured via the Verizon Customer Center Location Dashboard web interface (the administrative GUI). In addition to being able to configure which types of calls each subscriber is restricted from receiving (e.g., intra-location), administrators may regulate incoming calling by restricting specific digit patterns. This is done with the Digit String feature in the administrator web portal. If a profile has not been configured for a particular subscriber, the default set of incoming call privileges for the location is applied. Use of the Custom Check Box on the administrator screen allows that subscriber to use their own call settings which can override location restrictions. The Incoming Calling Plan also enables administrators to reject the following types of incoming calls: • Collect calls • Calls from within the location • Calls from outside the location
Calling Plan Outgoing	Calling Plan Outgoing - Enables administrators to block subscribers from making certain types of outgoing calls, such as long distance, toll, or premium numbers. For example, subscribers may be prevented from calling a competitors number or a particular area code or country code. The Outgoing Calling Plan is configured via the Verizon Customer Center Administrator Dashboard web interface. In addition to being able to configure which types of calls each subscriber is restricted from making, administrators may regulate outgoing calling by restricting specific digit

Features	Description
	patterns. This is done with the Digit String feature in Administrator web portal. If a profile has not been configured for a particular subscriber, the default set of outgoing call privileges for the location is applied. Use of the Custom Checkbox allows that subscriber to have separate call settings which can override the location level restrictions.
Calling Plan Outgoing Enhanced	Calling Plan Outgoing Enhanced - Provides administrators with even greater degree of control over outgoing calls made from within their location. Administrators can choose from different types of call restrictions including: Location Calls from within the subscriber's location. Local Calls within the same geographic region. Toll Free calls to numbers beginning with 1, usually followed by 800, 877, or 888. Toll Chargeable calls within the same geographic region. International Chargeable calls to other countries. Operator Assisted Calls made with the chargeable assistance of an operator. Chargeable Directory Assistance Chargeable calls made to Directory Assistance such as 411 or 555-1212. Special Services I Calls to 700 numbers. These calls may or may not be chargeable. Special Services II (Reserved for system administrators discretion.) Premium Services I Chargeable calls to 900 numbers. Premium Services II Chargeable calls to 976 numbers. Casual 1010XXX chargeable calls, such as 1010321.

Features	Description
	URL Dialing Calls made to URLs, which are outside of the location (for example, to an email address outside of the location). This call type is reserved for future VoIP product enhancements. In addition to blocking or allowing given call types and digit strings, administrators have the following options for configuring the outgoing calling profile of their location and individual subscribers: Authorization Codes Selected subscribers can be prompted for an authorization code to allow specified call types or digit strings. Administrators can pre-configure one or multiple authorization codes to be entered by subscribers. Use of this feature within the Enhanced Outgoing Calling Plan takes precedence over the standalone Authorization Code service. Call Transfer Specified outgoing call types and digit strings can be automatically transferred to one of up to three transfer destinations that Administrators can pre-configure. For example, international calls made from a conference room may be transferred to a company operator who will validate the Subscribers identity and their purpose for making an international call. Existing configurations are retained when the Enhanced Outgoing Calling plan is assigned to replace the basic version of the service. Provides Subscribers with the option to enter a Sustained Authorization Code to unlock calling from their phone. When the feature is enabled, subscribers will not be prompted for an authorization code every time they make a call that requires an authorization code, as defined by the Enhanced Operations Channel (EOCP). Separate feature access codes are used to turn this feature on and off.
Calling Plan Forwarded/Transferred	Calling Plan Forwarded/Transferred - Enables administrators to prevent fraudulent calling, such as company employees

Features	Description
	calling their office number at night or on the weekend to make personal calls to international destinations. Enables administrators to prevent specified subscribers from forwarding or transferring calls to certain types of numbers, such as long distance, toll, or premium numbers. Calling plans are configured via the Verizon Customer Center Administrator Dashboard web interface. If a profile has not been configured for a particular subscriber, the default set of incoming call privileges for the location is applied.
Configurable Extension Dialing	Configurable Extension Dialing - Provides the ability to map directory numbers (DNs) within a location to unique extensions. The extensions can be of any length (2 to 6 digits) as defined by the administrator and dialed via the Administrator Web Interface or by phone. All extensions within a location must be of the same length.
Device Inventory	Device Inventory - Enables administrators to more effectively manage stock. Enables administrators to inventory their equipment including premise gateways and IP phones via their Verizon Customer Center Administrator Dashboard web interface. Devices may be easily added, deleted and modified. In addition, administrators can assign subscribers directly to a device and/or a port on a device.
E911 Support Enhancement	E911 Support Enhancement - Provides 911 support in case of emergency. Enables routing of emergency calls to the correct tandem switch based on the caller's phone number. The system ignores subscriber disconnects and disallows features to be used when an emergency number (i.e., 911) is dialed.

Features	Description
Enhanced Business Hours Support for Auto Attendant	Enhanced Business Hours Support for Auto Attendant - The feature offers a company the flexibility to accommodate varying business hours within the work week.
Hunt Groups	Hunt Groups - Allows users to be included in a specified hunt group to handle incoming calls received by an assigned Hunt Group phone number. This is a virtual number not a specific subscriber telephone number. Administrators can choose from any of the following hunt schemes, each of which rings the specified phones in a different manner: Circular sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off. The Circular option tries the agent after the last agent to take a call. The search continues including looping around the list until it reaches the agent it started with. Regular sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list. Call Blast all of the users in the group simultaneously; the first user to pick up the ringing phone is connected. With Uniform, as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle for the longest. If a user receives a call that was not directed to them through the hunt group, the call will not be included in the receiving order for Uniform calls. No Answer Timeout enables calls that have been distributed to a phone, but not answered in a specific number of rings, to be redirected to the next available phone. If all idle phones have been visited once without answer, there are two options for handling the call: forward call to an external number, or give the call a Temporarily Unavailable treatment, which can trigger a service such as voicemail.

Features	Description
	There is no limit to the number of users that can be included in a hunt group.
Music on Hold	Music on Hold - Provides opportunity to play music and messages to enhance customer calling experience. Description: Enables administrators to upload an audio file onto the system to be played to parties on hold. Users can use any application to record the .wav file. The format should be a CCITT u-Law, 8.000 kHz, 8 bit Mono .WAV file. There is a 10 minute maximum threshold or approximately (4.7 meg).
Origination Fully Restricted	Origination Fully Restricted - Offers additional screening criteria for administrators Provides additional restrictions that can be enabled by an administrator in the Outgoing Calling Plan. The new functionality provides a new screening criterion that will prevent a specified user from being transferred to a party outside of his or her location.
Priority Alert for Hunt Groups	Priority Alert for Hunt Groups - Identifies incoming calls as part of the hunt group vs. another type of call. Assigns a distinctive ring tone to calls that meet a predefined criterion, can now be assigned to a hunt group. Previously the feature could only be assigned to individual users. The administrator has the ability to create a set of criteria at the hunt group level which then impacts the ring pattern for all of the agents within the hunt group.
Series Completion	Series Completion - Supports key system functionality. The Series Completion service can be assigned to a selected series of lines to forward calls on a busy condition. It is a form of hunting in which the next line in the series completion group is tried in a prearranged order, without any limit on the number of sequential forwards. Unlike hunt group functionality, the lead number for a series completion is associated with a specific subscriber. The call is only

Features	Description
	forwarded if the subscriber's line is busy. If the user's line is not busy then the network will route the call according to the rules that have been configured for a "no answer" condition. This service is used to support Key System functionality. Key systems typically ring all available lines in a specified order for incoming calls, regardless of the number dialed to reach the company. For example, when calling a tech support hotline, the subscriber dials (800) 555-HELP. That number attempts to ring line 1 of the company. If line 1 is busy, it will attempt to ring line 2. If line 2 is busy and so on. If all lines are busy, the call can be sent to or another assigned service of the series completion group. Similarly, if all lines or subscribers of this company were assigned to a Series Completion group, Verizon VoIP acts just like a key system.
Termination Fully Restricted	Termination Fully Restricted - Provides distinctions for calls from outside the location found within the Incoming Calling Plan. The screening criterion allows a distinction among the three following criteria: allow calls from outside the location, allow calls from outside of the location only if transferred by specific users (partial), and block calls from outside the location. The feature also provides support for Incoming Calling Plan over city-wide Centrex locations. This will allow any city-wide Centrex call between different hosting applications servers to be treated as an intra-group call.

Management Features:

Features	Description
Call reporting details via web screen	Call reporting details via web screen - Ease of administrative management. Billing reports can be generated daily, weekly, monthly for call detail and printable via website.
Administrative site management via web screen	Administrative site management via web screen - Ease of administrative management and timely access to information. Via the Verizon Customer Center, VoIP provides administrator accounts on a central website for setting up default feature classes for a range of users.
User self-provisioning and management via web screen	User self-provisioning and management via web screen - Allows users the ability to manage their voice application needs including call forwarding and find-me, follow-me lists. Via the Verizon Customer Center, VoIP provides web access for users to set up their phones and administer features and calling treatments.

29.2.4.3 Converged VoIP Handsets

The Contractor shall provide the Converged VoIP service in five specific handset configurations as defined below.

29.2.4.3.1 Standard Converged VoIP Handset Features

Standard Converged VoIP handsets shall include the following features:

1. Single line.

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

2. LCD Display.

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

3. Full Duplex Hands-Free Speakerphone.

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

4. Visual message waiting indicator.

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

5. Ring volume control.

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

6. Minimum three programmable function keys or a soft key interface.

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

7. Single Ethernet port.

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

8. Lightweight Directory Access Protocol (LDAP) and/or Active Directory (AD) integration.

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

9. Compliant with Section 508 of the Rehabilitation Act.

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

29.2.4.3.2 Midrange Converged VoIP Handset Features

Midrange Converged VoIP handsets shall include the following features in addition to the standard Converged VoIP handset features described in Section 29.2.4.3.1:

1. Minimum three lines.

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

2. Intercom feature.

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

3. Two Ethernet Ports.

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

4. End-User Configurable Contact Directory.

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

29.2.4.3.3 Attendant Converged VoIP Handset Features

Attendant Converged VoIP handsets shall include the following features in addition to the midrange Converged VoIP handset features described in Section 29.2.4.3.2:

1. Minimum Six Lines.

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

2. Expansion Module(s) Capability.

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

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

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

29.2.4.3.4 Standard Converged VoIP Conference Room Speakerphone Features and Functionality

Standard Converged VoIP conference room speakerphones shall include the following features:

1. Full duplex.

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

2. Expansion microphone compatible.

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

3. Ethernet connection.

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

4. LCD display.

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

5. LDAP and/or AD integration.

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

29.2.4.3.5 Executive Converged VoIP Conference Room Speakerphone Features and Functionality

Executive Converged VoIP conference room speakerphones shall include the following features in addition to the standard Converged VoIP conference room speakerphone features described in Section 29.2.4.3.4:

1. Integration with video conferencing systems.

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

2. Wideband audio.

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

3. Multi-unit connectivity.

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

4. Two expansion microphones included.

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

Bidders shall provide the Converged VoIP Handset Service Packages described in Table 29.2.4.3.a.

Table 29.2.4.3.a – Converged VoIP Handset Service Packages

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	Standard Converged VoIP Handset Service Package	Service Package with Standard Converged VoIP Handset.		SHNS0000	**Yes**
2	Midrange Converged VoIP Handset Service Package	Service Package with Midrange Converged VoIP Handset.		SMRH0000	**Yes**
3	Attendant Converged VoIP Handset Service Package	Service Package with Attendant Converged VoIP Handset.		SAHS0000	**Yes**
4	Standard Converged VoIP Conference Room Speakerphone	Service Package with Standard Conference Room Converged VoIP Speakerphone with no external speakers.		SCSP0000	**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	Executive Converged VoIP Conference Room Speakerphone	Service Package with Executive Conference Room Converged VoIP Speakerphone with two external speakers.		ECSP0000	**Yes**

The Contractor may offer additional unsolicited Converged VoIP Handset Service Packages in Table 29.2.4.3.b.

Table 29.2.4.3.b – Unsolicited Converged VoIP Handset Service Packages

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom VVX 101 Service	VSWG0101	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
2	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom VVX 150 Service	VSWG0150	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
3	Handset Substitute Upgrade Standard Converged VoIP	VSWG0201	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Handset Service Pkg Polycom VVX 201 Service		Customer and the Basic Feature Package as described in 29.2.4.2.
4	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom VVX 250 Service	VSWG0250	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
5	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom VVX 311 Service	VSWG0311	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
6	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom VVX 350 Service	VSWG0350	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
7	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom VVX 401 Service	VSWG0401	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
8	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom VVX 411 Service	VSWG0411	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
9	Handset Substitute Upgrade Standard Converged VoIP	VSWG0450	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Handset Service Pkg Polycom VVX 450 Service		Customer and the Basic Feature Package as described in 29.2.4.2.
10	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg VVX 450 Expansion Module Service	VSWE0450	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
11	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom VVX 501 Service	VSWG0501	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
12	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom VVX 560 Service	VSWG0560	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
13	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom VVX 601 Service	VSWG0601	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
14	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom VVX 6000 Service	VSWG6000	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
15	Handset Substitute Upgrade Standard	VSWM6000	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Converged VoIP Handset Service Pkg Polycom SoundPoint 6000 EX Microphone Service		where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
16	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom SoundPoint 7000 EX Service	VSWX7000	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
17	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Polycom SoundPoint 7000 EX Microphone Service	VSWM7000	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
18	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Trio 8300 Service	VTRC8300	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
19	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Trio 8300 EX Microphone Service	VTRE8300	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
20	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Trio 8500 Service	VTRC8500	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
21	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Trio 8500 EX Microphone Service	VTRE8500	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
22	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Trio 8800 Service	VTRC8800	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
23	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Trio 8800 EX Microphone Service	VTRE8800	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
24	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Yealink T40P Service	VCYT0040	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
25	Handset Substitute Upgrade Standard Converged VoIP Handset Service	VCYT0020	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Pkg Yealink T21PE2 Service		Customer and the Basic Feature Package as described in 29.2.4.2.
26	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Yealink T41S Service	VCYT0041	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
27	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Yealink T53 Service	VCYT0053	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
28	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Yealink T53W Service	VYTW0053	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
29	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Yealink T46S Service	VCYT0046	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
30	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Yealink T48S Service	VCYT0048	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
31	Handset Substitute Upgrade Standard Converged VoIP Handset Service	VYLW0054	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Pkg Yealink T54W Service		Customer and the Basic Feature Package as described in 29.2.4.2.
32	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Yealink T57W Service	VYTW0057	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
33	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Yealink W60P Service	VYWP0060	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
34	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Yealink CP960 Service	VYCP0960	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
35	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Yealink CPW90 Service	VYCW0090	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
36	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Cisco 7841 Service	RCVL7841	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
37	Handset Substitute Upgrade Standard Converged VoIP Handset Service	RCVL7821	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Pkg Cisco 7821 Service		Customer and the Basic Feature Package as described in 29.2.4.2.
38	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Cisco 8841 Service	RCVL8841	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
39	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Cisco 8851 Service	RCVL8851	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
40	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Cisco 8861 Service	RCVL8861	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
41	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Cisco 7832 Service	RCVL7832	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
42	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Cisco 8832 Service	RCVL8832	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
43	Handset Substitute Upgrade Standard Converged VoIP Handset Service	ACSR6731	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Pkg Aastra/Mitel 6731i Service		Customer and the Basic Feature Package as described in 29.2.4.2.
44	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Aastra/Mitel 6755i Service	ACSR6755	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
45	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Aastra/Mitel 6757i Service	ACSR6757	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
46	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Aastra/Mitel M675 Expansion Module Service	AESR0675	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
47	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Aastra/Mitel 6735i Service	ACSR6735	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
48	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Aastra/Mitel 6737i Service	ACSR6737	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
49	Handset Substitute Upgrade Standard Converged VoIP	ADKT0612	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Handset Service Pkg Aastra/Mitel 612d DECT Kit Service		Customer and the Basic Feature Package as described in 29.2.4.2.
50	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Aastra/Mitel 622d DECT Kit Service	ADKT0622	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
51	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Aastra/Mitel Antenna Indoor RFP L35 Service	ANIL0035	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
52	Handset Substitute Upgrade Standard Converged VoIP Handset Service Pkg Aastra/Mitel Antenna Outdoor RFP L36 Service	ANOR0036	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
53	Handset Substitute Upgrade Standard Converged VoIP Handset Team's Service Pkg Polycom CCX 400 Service	PCCX0400	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
54	Handset Substitute Upgrade Standard Converged VoIP Handset Team's	PCCX0500	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Service Pkg Polycom CCX 500 Service		Customer and the Basic Feature Package as described in 29.2.4.2.
55	Handset Substitute Upgrade Standard Converged VoIP Handset Team's Service Pkg Polycom CCX 600 Service	PCCX0600	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
56	Handset Substitute Upgrade Standard Converged VoIP Handset Team's Service Pkg Poly Trio 8500 Service	PTRO8500	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
57	Handset Substitute Upgrade Standard Converged VoIP Handset Team's Service Pkg Polycom Trio 8800 IP Conference Service	PTRO8800	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
58	Handset Substitute Upgrade Standard Converged VoIP Handset Team's Service Pkg Poly Studio X30 & TC8 IP Conference Service	PLYT0000	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
59	Handset Substitute Upgrade Standard Converged VoIP Handset Team's	PLYX0000	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Service Pkg Poly Studio X50 & TC8 IP Conference Service		Customer and the Basic Feature Package as described in 29.2.4.2.
60	Handset Substitute Upgrade Standard Converged VoIP Handset Team's Service Pkg Yealink T55A Teams Service	YLNT0055	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
61	Handset Substitute Upgrade Standard Converged VoIP Handset Team's Service Pkg Yealink T56A Service	YLNT0056	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
62	Handset Substitute Upgrade Standard Converged VoIP Handset Team's Service Pkg Yealink T58A Service	YLNT0058	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
63	Handset Substitute Upgrade Standard Converged VoIP Handset Team's Service Pkg Yealink CP960 Service	YLCP0960	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.
64	Handset Substitute Upgrade Standard Converged VoIP Handset Team's Service Pkg Yealink CPW90 Service	YCPW0060	Service Package with Standard Converged VoIP Handset as described in 29.2.4.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 29.2.4.2.

29.2.4.4 Converged VoIP Site Survey

The Contractor shall provide site survey, design, and implementation of Converged VoIP services which shall be included in the nonrecurring per seat pricing structure.

The Contractor shall perform an assessment of the environment to identify all required components and tasks needed for implementation of this service.

The completed Converged VoIP site survey shall identify the steps required to facilitate a successful implementation of the Converged VoIP services. Upon completion of the survey, the Contractor shall provide the Customer a copy of the completed Converged site survey. The survey shall identify potential deficiencies found at the location and the necessary steps required to correct them so that the Customer can order and implement Converged VoIP services.

The Contractor shall confirm existing cabling and provide the Customer with a list of all cabling requirements that must be met.

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

29.2.4.5 Converged VoIP Network LAN Assessment

The Contractor shall perform a network LAN Assessment, at no charge. The LAN Assessment shall identify any issues related to the following:

1. Health of the network;
2. Bandwidth;
3. Power;
4. Firewall; and,
5. E911.

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

The Contractor shall perform a network VoIP LAN Assessment for Customer locations to determine the readiness of the network infrastructure to support Converged VoIP traffic. The VoIP LAN Assessment shall identify network and equipment impairments that would cause VoIP to fail.

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

The Contractor shall measure network infrastructure performance by electronically passing the amount of simulated traffic expected under a VoIP implementation and measuring network infrastructure performance under the increased traffic load.

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

The Contractor shall provide a corrective action plan that identifies any corrective actions required by the Customer for the Customer's LAN to support the Converged VoIP service.

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

The Contractor shall receive written confirmation from the Customer that the specifically identified corrective actions have been completed. The Contractor shall perform any additional LAN Assessments to identify corrective actions required to insure proper operation of the service.

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

The Contractor shall provide an option for retesting the LAN as described within this Section.

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

The Contractor shall develop a Scope of Work (SOW) for each location as described in the SOW Business Requirements, Section G.8, Contracted Service Project Work Section.

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

This Converged VoIP LAN Assessment service shall only be used for the purposes of determining the Customer's site readiness for provisioning of the Contractor's Converged VoIP services under this Contract.

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

29.2.4.6 Converged VoIP Site Design

The Contractor shall complete site designs that include engineering and documentation of all components required for proper implementation of the Standalone VoIP services. These site designs will occur after a Customer has placed an order for Standalone VoIP services, but before implementation.

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

The Contractor shall provide diagram(s) to the Customer that detail the Converged VoIP design for each location and shall include:

1. Customer Premise Equipment.

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

2. VoIP transport bandwidth.

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

3. Number of simultaneous calls to meet a P.01 Grade of Service.

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

4. Proposed CODECs.

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

29.2.4.7 Converged VoIP Site Implementation

The Contractor shall install all on-site equipment at the Customer location implementing a Converged VoIP service. The installation will commence after Customer approval following completion of the Site Survey, and network Design phase.

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

The Contractor shall install all equipment, hardware, and cabling required to deliver the end-to-end service to the workstation handset, excluding LAN components.

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

The Contractor shall test the complete system including all phones and associated equipment. The Contractor shall provide written test results to assist the Customer in determination of the final acceptance.

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

29.2.4.8 Converged VoIP Account Codes

The Contractor's system shall allow the Customer to utilize Account Codes, which enable the tracking of calls made outside of the location by prompting End-Users for an Account Code.

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

29.2.4.9 Converged VoIP Authorization Codes

The Contractor's system shall allow the Customer to utilize Authorization Codes. This feature allows Customers to enable a prompt for an Authorization Code when making calls outside of the location. When utilized, calls will not connect without a valid Authorization Code.

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

29.2.5 Additional Converged VoIP Services and Features

The Contractor shall provide the additional Converged VoIP services and features described below.

29.2.5.1 Converged VoIP Site Survivability Network Failure

The Contractor shall provide Converged VoIP Site Survivability in the event of a network failure. The Contractor's Site Survivability options shall maintain station-to-station calling functionality for all handsets on premises. The Contractor's Site Survivability options shall be configured to allow the number of concurrent calls to outside lines specified by the Feature Descriptions in Table 29.2.5.a.

The Contractor shall include the backup circuit or wireless connection in their Site Survivability options.

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

Failure of a Customer to select this option does not release the Contractor from its SLA obligations as described in the Availability SLAs Section, 29.4.8.1.

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

Site Survivability Network Failure is for backup purposes only. The Contractor shall not promote, design or offer this service as a standalone primary service and it shall only be used in conjunction with the Converged VoIP Service. Connections to the PSTN shall only be used in the event of Converged VoIP Service failure.

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

The Contractor shall only route traffic originating from the locally served Customer of record.

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

The Converged VoIP Site Survivability Network Failure solution shall provide automatic alarm notification by electronic means to the CALNET CMO whenever traffic is routed through the site survivability option.

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

This service is exempt from the provisions of the Network Based Section, 29.2.1.5.

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

Any additional Bidder proposed unsolicited site survivability solutions must conform to these requirements and will fall under the SLA's established in the Service Level Agreements Section.

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

Bidder's Description:

Verizon will provide Converged VoIP Site Survivability in the event of a network failure. Verizon's Site Survivability options will maintain station-to-station calling functionality for all handsets on premises and will be configured to allow the number of concurrent calls to outside lines specified by the Feature Descriptions in Table 29.2.5.a.

Verizon understands that failure of a Customer to select this option does not release Verizon from its SLA obligations, as described in the Availability SLAs Section, 29.4.8.1.

Site Survivability Network Failure is for backup purposes only. Verizon will not promote, design or offer this service as a standalone primary service and it will only be used in conjunction with the Converged VoIP Service. Connections to the PSTN will be used in the event of Converged VoIP Service failure.

Verizon will only route traffic originating from the locally served Customer of record.

The Converged VoIP Site Survivability Network Failure solution will provide automatic alarm notification by electronic means to the CALNET CMO whenever traffic is routed through the site survivability option.

Verizon understands this service is exempt from the provisions of the Network Based Section, 29.2.1.5.

Verizon's proposed unsolicited local gateway site survivability solutions will conform to these requirements and will fall under the SLAs established in the Service Level Agreements Section.

29.2.5.2 Converged VoIP Network LAN Assessment Retest

If required, the Contractor shall perform a network LAN Assessment Retest in accordance with the provisions of the Converged VoIP Network LAN Assessment Section, 29.3.3.5 to validate corrective actions have been completed that allow for proper operation of the service.

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

29.2.5.3 Converged VoIP Block of 20 Additional Direct Inward Dialing Number Reservation

The Contractor shall provide an option that allows the Customer to purchase an additional block of 20 DID numbers. This option will be used to reserve additional blocks of DID numbers for future requirements (20 per block). The charge shall only apply for the reservation of the block of numbers. This charge shall be terminated upon utilization of all 20 reserved DID numbers.

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

29.2.5.4 Converged VoIP Web Based Attendant Console

The Contractor shall provide a Converged VoIP web-based Attendant Console that enables an Attendant (e.g., receptionist) to monitor a configurable set of End-Users at the same location as the Attendant. The Attendant Console shall graphically display End-User's status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window shall allow the attendant to perform click-to-transfer or click-to-dial.

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

29.2.5.5 Converged VoIP Additional Line Appearance

The Contractor shall provide additional line appearances for multi-line phones.

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

29.2.5.6 Converged VoIP Analog Support

The Contractor shall provide analog device support services.

The Contractor shall furnish, install and support all equipment for proper operation of the Customer analog device.

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

Contractor shall offer the Converged VoIP service features detailed in Table 29.2.5.a.

Table 29.2.5.a – Converged VoIP Service Features

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	Converged VoIP Small Site Survivability Network Failure	Site survivability option for a site with 100 Desktop Handsets and 15 concurrent calls to outside lines.		CSRV0000	**Yes**
2	Converged VoIP Medium Site Survivability Network Failure	Site Survivability option for a site with 500 Desktop Handsets and 75 concurrent calls to outside lines.		SMRV0000	**Yes**
3	Converged VoIP Large Site Survivability Network Failure	Site Survivability option for a site with 1000 Desktop Handsets and 150 concurrent calls to outside lines.		SLRV0000	**Yes**
4	Converged VoIP Network LAN Assessment Retest	Additional test beyond the initial LAN Assessment test as identified in the Converged		CLNR0000	**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
		VoIP Network LAN Assessment Section.			
5	Converged VoIP Block of 20 Additional Direct Inward Dialing Number Reservation	Block of 20 DID numbers held in reservation.		CDNR0000	**Yes**
6	Converged VoIP Web-Based Attendant Console	Enables an End-User (e.g., receptionist) to monitor a configurable set of End-Users		CDWC0000	**Yes**
7	Converged VoIP Additional Line Appearance	Additional line appearances for multi-line handsets.		CADL0000	**Yes**
8	Converged VoIP Analog Support	Analog device support		CANP0000	**Yes**

The Contractor may offer additional unsolicited Converged VoIP service features in Table 29.2.5.b.

Table 29.2.5.b – Unsolicited Converged VoIP Service Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Account Codes	CNCT0000	Enables the tracking of calls made outside of the location by prompting subscribers for an account code.
2	Additional Auto Attendant Levels	CNAD0000	Additional Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to six configurable extensions. Configuration via the Verizon Customer Center Administrator Dashboard web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed.
3	Remote Office	CNRE0000	Enables subscribers to access and use their VoIP service from any end point, on-net or off-net (e.g., home office, mobile phone). This service is especially useful for tele-workers and mobile workers, as it enables them to use all of their Communication Manager features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from VoIP, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			alternate phone numbers private. This service must be set-up by the administrator.
4	Deviceless Subscriber	CDVS0000	Deviceless Subscriber is an optional feature available to installed HIPC locations that allows an additional HIPC user line without an assigned SIP end point. Deviceless Subscriber requires at least one of the following optional features which includes Remote Office or Voice Mail. This also excludes the required DID number charge. The following features are included with Deviceless Subscriber as follows: Anonymous Call Rejection to reject callers who have blocked their caller ID, Call Forwarding to redirect incoming calls, Call log to view missed or received, Call Notify to provide text or email notification of incoming calls, Do Not Disturb to appear busy and send calls to an alternate location, Selective Call Acceptance/Call Rejection to screen incoming calls, Caller ID to view caller identification, Voice Messaging to send calls to voicemail (requires voicemail), Locate Me "Find Me Follow Me" to ring multiple phones sequentially and Simultaneous Ring "Call Blast" to ring multiple phones simultaneously.
5	Directory Assistance	CDRA0000	Directory Assistance will be provided by the traditional method of dialing 1-Area code + 555-1212 or by dialing 00 and asking Directory Assistance to

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			find any listed number whether it is local or long distance.
6	Operator Service	CNOP0000	Operator Services include collect, third party and person-to-person calls. Collect Calls are calls that are not directly dialed and are placed as collect to the called party using an operator. Calls not directly dialed and placed as collect to the called party, using an operator. Third-Party Calls are calls that are not directly dialed and are requesting third party be billed, using an operator. Calls not directly dialed and request third-party billing, using an operator. Person-to-Person Calls include calls that are completed using an operator (Station-to-Station and Person-to-Person). Calls not directly dialed, using an operator, between stations.
7	VoIP Instant Meeting Bridge - 120 port capacity	VCIM0000	VoIP Instant Meeting Bridge - 120 port capacity provides a bridge allowing multiple callers to join in a single call which enables meetings among diversely located invitees at any time. Once the feature is installed, it can be used at any time without the need for scheduling or reservation. Examples include the following: 1) Conference moderator communicates a conference bridge TN , time and passcode to participants 2) At the specified time, callers dial the bridge TN and are prompted to enter passcode 3) If passcode is correct caller joins bridge, if incorrect caller is

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			prompted again for passcode 4) Moderator can use a moderator passcode to join bridge and have additional controls over the conference 5) Callers can enter and leave the conference at any time 6) Moderator can set conference to require moderator to be on during conference or to allow conference to start and continue without moderator. VoIP Instant Meeting Full UC Users have the option to integrate Meet Me Conferencing with their My Room collaboration.
8	VoIP Instant Meeting with Moderator	VCMM0000	When the Moderator joins a Lecture Mode call they will hear an announcement reminding them that it is a lecture mode call. Participants do not hear an announcement, it is up to the moderator to let the participants know that they are on as 'listen only'. If the moderator has the option for the system to play a tone or a recorded name as participants join the lecture mode call. The tone or recorded name is not played when participants leave the lecture mode call.
9	VoIP Desktop Softphone	VSFP0000	VoIP Desktop Softphone Client is a native Microsoft Windows or Apple Macintosh softphone client supporting VoIP voice calls, desk phone voice calling, instant messaging and presence, video conferencing, My Room collaboration and desktop sharing, and management of VoIP

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			call settings including view Contacts management and access Voicemail.
10	VoIP Mobile Client	VCML0000	The VoIP Mobile client enables a user to make calls from mobile devices that send their VoIP office number to Caller ID. Users can make VoIP calls or 'call back' circuit switched calls. It is recommended that VoIP calls only be made when stationary with strong 4G or Wi-Fi data connection. Mobile clients also allow users to change their 'My Phone' VoIP settings such as Call Forward and provide an easy way to pull calls from their office phone to their iPhone or Android device. Inbound calls consume voice minutes. Outbound can consume either depending on how the user makes them (call through is voice minutes, VoIP is data).
11	VoIP Unified Communications	UNCA0000	VoIP Unified Communications feature provides Mobile, Tablet and Soft-phone clients. In addition, instant messaging capabilities are provided to enable VoIP UC features for users to chat. This feature also allows users to see their status (i.e., Busy, Available, On a call, In a meeting), or share what is displayed on their desktop through a web browser. This also includes an Instant Meeting Bridge (bridge 120 port capacity). This feature requires a VoIP Converged Handset Package order with this line item.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
12	VoIP Unified Communications Remote User	UNCR0000	VoIP Unified Communications Remote User feature provides Mobile, Tablet and Soft-phone clients. In addition, instant messaging capabilities are provided to enable VoIP UC features for users to chat. This feature also allows users to see their status (i.e., Busy, Available, On a call, In a meeting), or share what is displayed on their desktop through a web browser. This also includes an Instant Meeting Bridge (bridge 120 port capacity). This service is configured for internet access only which the user is required to provide for the service to be operational. This is a standalone feature that is ordered by itself.
13	VoIP Fax Station	VCFS0000	VoIP Fax Station supports a conventional Analog POTS RJ11 interface for inbound and outbound FAX calling. Requirements: 1) Outbound calling number is displayed as the office site main number. 2) This station comes with one unlimited inbound DID 3) Extension numbers 0911,1911,0311,1311 are not allowed 4) Configured for G.711 encoding only. 5) Supported Telephone set includes: Linksys SPA 122/8000.
14	Survivability Service Option 4	SRSO0002	Survivability Option 4 provides a survivability gateway service to act as a local proxy allowing with six PSTN call paths (or concurrent calls) to Central Office, enabling outbound call paths in the event of a network MPLS failure. This Survivability service

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			option includes applying the Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.
15	Survivability Service Option 5	SRSO0003	Survivability Option 5 provides a survivability gateway service to act as a local proxy connecting two PSTN PRI circuits to the Central Office, enabling outbound call paths in the event of a of Network MPLS failure. This Survivability service option includes applying the Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.
16	Survivability Service Option 6	SRSO0004	Survivability Option 6 provides a survivability gateway service to act as a local proxy Adtran 908e allowing one PSTN call path to Central Office, enabling an outbound call path in the event of a Network MPLS failure. This Survivability service option includes applying the Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.
17	Survivability Service Option 7	SRSO0005	Survivability Option 7 leverages an existing survivability gateway service to act as a local proxy allowing two PSTN call paths (or concurrent calls) to the Central Office, enabling outbound call paths in the event of a Network MPLS failure. This Survivability service option includes applying the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.
18	Survivability Service Option 8	SRSO0006	Survivability Option 8 leverages an existing survivability gateway service to act as a local proxy allowing with four PSTN call paths (or concurrent calls) to the Central Office, enabling outbound call paths in the event of a Network MPLS failure. This Survivability service option includes applying the Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.
19	Survivability Service Option 9	SRSO0007	Survivability Option 9 leverages an existing survivability gateway service to act as a local proxy allowing with six PSTN call paths (or concurrent calls) to the Central Office, enabling outbound call paths in the event of a Network MPLS failure. This Survivability service option includes applying the Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.
20	VoIP Diversity Service - 1 Mbps	MCCH0001	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
21	VoIP Diversity Service - 3 Mbps	MCCH0003	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
22	VoIP Diversity Service - 4 Mbps	MCCH0004	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
23	VoIP Diversity Service - 5 Mbps	MCCH0005	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
24	VoIP Diversity Service - 7 Mbps	MCCH0007	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
25	VoIP Diversity Service - 9 Mbps	MCCH0009	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
26	VoIP Diversity Service - 10 Mbps	MCCH0010	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
27	VoIP Diversity Service - 12 Mbps	MCCH0012	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
28	VoIP Diversity Service - 15 Mbps	MCCH0015	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
29	VoIP Diversity Service - 20 Mbps	MCCH0020	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
30	VoIP Diversity Service - 30 Mbps	MCCH0030	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
31	VoIP Diversity Service - 40 Mbps	MCCH0040	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
32	VoIP Diversity Service - 50 Mbps	MCCH0050	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
33	VoIP Diversity Service - 60 Mbps	MCCH0060	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
34	VoIP Diversity Service - 70 Mbps	MCCH0070	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
35	VoIP Diversity Service - 80 Mbps	MCCH0080	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
36	VoIP Diversity Service - 90 Mbps	MCCH0090	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
37	VoIP Diversity Service - 100 Mbps	MCCH0100	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
38	VoIP Diversity Service - 150 Mbps	MCCH0150	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
39	VoIP Diversity Service - 200 Mbps	MCCH0200	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
40	VoIP Diversity Service - 250 Mbps	MCCH0250	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
41	VoIP Diversity Service - 300 Mbps	MCCH0300	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
42	VoIP Diversity Service - 400 Mbps	MCCH0400	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
43	VoIP Diversity Service - 500 Mbps	MCCH0500	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
44	VoIP Diversity Service - 600 Mbps	MCCH0600	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
45	VoIP Diversity Service - 700 Mbps	MCCH0700	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
46	VoIP Diversity Service - 1 Gbps	MCRC0001	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
47	VoIP Diversity Service - 2 Gbps	MCRC0002	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
48	VoIP Diversity Service - 3 Gbps	MCRC0003	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
49	VoIP Diversity Service - 4 Gbps	MCRC0004	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
50	VoIP Diversity Service - 5 Gbps	MCRC0005	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
51	VoIP Diversity Service - 6 Gbps	MCRC0006	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
52	VoIP Diversity Service - 7 Gbps	MCRC0007	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
53	VoIP Diversity Service - 8 Gbps	MCRC0008	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
54	VoIP Diversity Service - 9 Gbps Carrier	MCRC0009	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
55	VoIP Diversity Service - 10 Gbps	MCRC0010	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity-Mated Pair, Carrier Diversity - Mated

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
56	Zoom Pro Meeting 100	CZMP0000	Conferencing Zoom Pro 100 service includes users to host unlimited Zoom meetings with up to 100 participants. Users will be able to meet via audio and video enabling them to share content and collaborate to improve productivity. Administrators have access to a full range of controls including user management, meeting settings, and various usage reports. Users are able to create their own personal meeting ID allowing participants to easily join their meetings. This service has 1 GB of cloud storage per user, access to Zoom's SDK for creating custom applications, and Skype for Business Interoperability. Zoom meetings can be accessed from the Zoom Desktop App, Mobile App, web browser, conference room, or PSTN, providing your users with the ability to join a meeting from almost anywhere.
57	Zoom Business Meeting 300	CZMB0000	The Business 300 license includes all the Pro 100 features as well as expanded administrator, meeting, and user elements. Users can host meetings with up to 300 participants. In addition, administrators will have access to the comprehensive Zoom dashboard providing them with

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			expanded usage reports and live meeting data. Administrators also have the ability to create a vanity URL for their Zoom site. With this URL, you will be able to customize your landing page and email templates with your own content. Administrators can use the managed domain feature to easily add users by their company email address.
58	Zoom Enterprise Meetings 500 + Webinar 500	CNZM0000	The Enterprise 500 license includes all the Business 300 features as well as increased meeting capacity, Zoom webinar licenses, and unlimited cloud storage. With an Enterprise 500 license, users can host meetings with up to 500 participants. Every Enterprise license also includes a Webinar 500 license allowing all users to host live, interactive webinars for up to 500 participants. Unlimited storage allows your users to record and access their past meetings and webinars through the Zoom portal.
59	Zoom Enterprise Meetings 1000 + Webinar 1000	CNZE0000	The Enterprise 1000 license includes all the Business 300 features as well as increased meeting capacity, Zoom webinar licenses, and unlimited cloud storage. With an Enterprise 1000 license, users can host meetings with up to 1000 participants. Every Enterprise license also includes a Webinar 1000 license allowing users to host live, interactive webinars for up to 1000 participants.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
60	Large Meeting 500 (LM500)	LRMA0001	The Large Meeting (LM) add-on allows the customer to increase their meeting capacity. There are two different large meeting add-ons, allowing the customer to increase the size of their meeting to 500 participants. This add-on applies to Pro 100 or Business 300 customers. For Enterprise 500 customers, only the large meeting 1000 add-on is available. These licenses must be assigned to a specific user on the customer's account. The customer admin has the ability to re-assign the LM license to different users on the account as needed.
61	Large Meeting 1000 (LM1000)	LRME0001	The Large Meeting (LM) add-on allows the customer to increase their meeting capacity. There are two different large meeting add-ons, allowing the customer to increase the size of their meeting to 1000 participants. For Enterprise 500 customers, only the large meeting 1000 add-on is available. These licenses must be assigned to a specific user on the customer's account. The customer admin has the ability to re-assign the LM license to different users on the account as needed.
62	Pro Meeting Cloud Storage Add	PRCS0000	Pro Meeting Cloud Storage Add On Plan 100GB provides extra cloud recording storage if a customer

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	On Plan 100GB		requires additional storage space beyond what comes with the service. This add-on allows the customer to save their meeting and webinar recordings to the Zoom cloud when they have used up the available storage included with their Zoom license. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.
63	Pro Meeting Cloud Storage Add On Plan on 100 GB Overage $/GB	PRCO0000	Pro Meeting Cloud Storage Add On Plan on 100 GB Overage $/GB provides additional per GB storage above the defined plan. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.
64	Pro Meeting Cloud Storage Add On Plan 500GB	PMEM0000	Pro Meeting Cloud Storage Add On Plan 500GB provides extra cloud recording storage if a customer requires additional storage space beyond what comes with the service. This add-on allows the customer to save their meeting and webinar recordings to the Zoom cloud when they have used up the available storage included with their Zoom license. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.
65	Pro Meeting Cloud	PMEO0000	Pro Meeting Cloud Storage Add On Plan on 500GB Overage $/GB

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Storage Add On Plan on 500GB Overage $/GB		provides additional per GB storage above the defined plan. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.
66	Pro Meeting Cloud Storage Add On Plan 3TB	PMCS0000	Pro Meeting Cloud Storage Add On Plan 3TB provides extra cloud recording storage if a customer requires additional storage space beyond what comes with the service. This add-on allows the customer to save their meeting and webinar recordings to the Zoom cloud when they have used up the available storage included with their Zoom license. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.
67	Pro Meeting Cloud Storage Add On Plan On 3TB Overage $/GB	PMCO0000	Pro Meeting Cloud Storage Add On Plan On 3TB Overage $/GB provides additional per GB storage above the defined plan. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.
68	Zoom Webinar Add On 1 Event	CZWN0000	Zoom Webinar Add on 1 Event provides a customer the ability to reach a broad audience with up to 10,000 listen and view only participants and up to 100 video panelists. Webinars encourage

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			audience engagement through polling, instant messaging, question and answer, and hand raising. These features provide real time feedback to panelists allowing them to provide an effective and focused presentation. The Webinar host will have the ability to customize attendee registration, invitation and follow-up emails, and polling questions. Reports summarizing attendees, Q&A's, and polling results are included. If there are attendees unable to join the live session, you can record, share, and distribute your event to the audience you need to reach.
69	Business and Enterprise CRC Add On	BNCR0000	Business and Enterprise CRC Add on provides H.323/SIP Room Integration with Cloud Room Connector (CRC). CRC allows your users to leverage existing H.323 and SIP devices to join a Zoom meeting. A user can join a Zoom meeting by either calling into the connector from their device, or having the connector call out to their device. The user must have a pro account or higher and an available CRC port. CRC ports are shared by the account with each CRC license allowing one device to connect to a meeting at a time. If a customer has ten H.323/SIP devices, but only five CRC licenses, then they can only use five devices simultaneously.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
70	Business and Enterprise Zoom Room Add On	BZRA0000	Business and Enterprise Zoom Room Add On provides a user the ability to schedule, initiate, and join meetings directly from a conference room. In order to set up a Zoom Room, the customer will need a Zoom Room license of Pro or better.
71	IP Audio Conferencing - IP Access	IACA0000	IP Audio Conferencing - IP Access allows for the IP originating call to access the audio conferencing bridge. PSTN to IP gateways are also available to support legacy TDM systems so participants may join the call regardless of whether the call is TDM or IP originating.
72	Audio Conferencing - Toll Name User Plus	IACP0000	IP Audio Conferencing - Provides Host User to Call participants onto the conference bridge up to 1,000 participants.
73	IP Audio Conferencing - Meetings Storage Overage Per Gig	IACO0000	Meetings storage above the 5G provided to support Advanced Conferencing Meetings.
74	SIP Calling Plan A	CLPA0000	SIP Calling Plan A provides Unlimited Local Calling (inbound/outbound) with unlimited off-net long distance calling (United States). The plan shall include a rate for off-net international and shall not include any other rates. There shall be no charges for on-net calling. Conforming to FCC requirements for SIP Calling service, customers are responsible for

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			detecting when a VoIP user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.
75	SIP Calling Plan B	CLPB0000	SIP Calling Plan B provides Unlimited local calling with off-net long distance (United State) usage. The plan shall include a rate for off-net long distance (United State) and a rate for off-net international and shall not include any other rates. There shall be no charges for on-net calling. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.
76	US Off-Net Calling for SIP Calling Plan B	COPB0000	Calling Plan B Provides US Domestic Long Distance Off-Net calling.
77	SIP Calling Plan C Enterprise Trunking Metered	CPEC0000	SIP Calling Plan C Enterprise Trunking Metered provides concurrent call paths at a metered per minute long distance Intra-State and InterState calling. Allowing a single location to Increase capacity based on availability of call paths enterprise-

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			wide. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.
78	SIP Calling Plan C U.S. Calling Plan Overage	CUPO0000	Calling Plan C Provides US Domestic Long Distance Off-Net calling.
79	SIP Calling Plan D	CLPD0000	SIP Calling Plan D provides Inbound Trunking for US Toll-Free calling.
80	Plan D for Inbound Toll Free Calling Rate	CDTF0000	Inbound Toll-Free calling for SIP Calling Plan D Customers.
81	SIP Calling Plan E Enterprise Tiered Local and 250 LD	SCEE0000	SIP Calling Plan E provides a concurrent call path with Unlimited local minutes and 250 US long distance Intra-State and InterState calling. Enterprise Calls allows a single location to increase capacity based on availability of call paths enterprise-wide. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			because Verizon is not provided end user information in this situation.
82	SIP Calling Plan F Enterprise Tiered Local and 750 LD	CPFT0000	SIP Calling Plan F a concurrent call path with Unlimited local minutes and 750 US long distance Intra-State and InterState calling. Enterprise Calls allows a single location to increase capacity based on availability of call paths enterprise-wide. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.
83	SIP Calling Plan G Enterprise - HA Pair Up to 100	CPGH0100	This feature will permit Customer to route inbound and outbound traffic through a redundantly provisioned backup Company SBC HA Pair, Up to 100, in the event of an outage on the primary Company SBC HA Pair, or an outage affecting Customers facilities or equipment that necessitates secondary routing.
84	SIP Calling Plan G Enterprise - HA Pair Up to 500	CPGH0500	This feature will permit Customer to route inbound and outbound traffic through a redundantly provisioned backup Company SBC HA Pair, Up to 500, in the event of an outage on the primary Company SBC HA Pair, or an outage affecting Customers facilities or equipment that necessitates secondary routing.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
85	SIP Calling Plan G Enterprise - Ha Pair Up to 1000	CPGH1000	This feature will permit Customer to route inbound and outbound traffic through a redundantly provisioned backup Company SBC HA Pair, Up to 1000, in the event of an outage on the primary Company SBC HA Pair, or an outage affecting Customers facilities or equipment that necessitates secondary routing.
86	SIP Calling Plan G Enterprise - HA Pair Up to 5000	CPGH5000	This feature will permit Customer to route inbound and outbound traffic through a redundantly provisioned backup Company SBC HA Pair, Up to 5000, in the event of an outage on the primary Company SBC HA Pair, or an outage affecting Customers facilities or equipment that necessitates secondary routing.
87	SIP Calling Plan G Enterprise - HA Pair >5000	CPLG5000	This feature will permit Customer to route inbound and outbound traffic through a redundantly provisioned backup Company SBC HA Pair, greater than 5000, in the event of an outage on the primary Company SBC HA Pair, or an outage affecting Customers facilities or equipment that necessitates secondary routing.
88	SIP Calling Plan F Enterprise Burstable Shared Trunks Up to 50	CPFB0050	With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic. Tier 1 allows 50 additional call paths. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.
89	SIP Calling Plan F - Enterprise Burstable Shared Trunks Up to 100	CPFB0100	With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic. Tier 1 allows 100 additional call paths. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.
90	SIP Calling Plan F - Enterprise Burstable Shared Trunks Up to 200	CPFB0200	With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic. Tier 1 allows 200 additional call paths. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
91	SIP Calling Plan F - Enterprise Burstable Shared Trunks Up to 300	CPFB0300	With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic. Tier 1 allows 300 additional call paths. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.
92	SIP Calling Plan F - Enterprise Burstable Shared Trunks Up to 400	CPFB0400	With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic. Tier 1 allows 400 additional call paths. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.
93	SIP Calling Plan F - Enterprise Burstable Shared Trunks Concurrent	CLPF0000	An overage usage per Concurrent Call applies for BEST+ Service in each billing period in which Customer's total number of Concurrent Calls exceeds Customer's committed BEST pool (up to total Peak, per billing period, allowed by the BEST+ Tier).

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	Call Peak Overage		
94	SIP Service Establishment 1 to 500 Trunks	SSET0000	SIP Service Establishment 1 to 500 SIP Trunks per establishment. This is an NRC for New trunk groups.
95	SIP Service Establishment >500	SVBT0000	SIP Service Establishment Greater than 500 SIP Trunks per establishment. This is an NRC for New trunk groups.
96	SIP Essential Package U.S. Tiered 250	SPET0250	SIP Essential Package U.S. Tiered 250 provides the option to order a carrier agnostic service limited feature package that restricts use of certain VoIP features. This plan provides 250 U.S. long distance minutes and concurrent calls per customer location. This service limits SIP available features not having the use of the following features: BEST; VIPER; Verizon Wireless Connected VoIP; Alternative Caller ID; Call Intercept; and Accounting/Authorization Codes. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.
97	SIP Essential Package U.S. Tiered 750	SPET0750	SIP Essential Package U.S. Tiered 750 provides the option to order a carrier agnostic service limited feature package that restricts use of certain VoIP features. This plan provides 750

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			U.S. long distance minutes and concurrent calls per customer location. This service limits SIP available features not having the use of the following features: BEST; VIPER; Verizon Wireless Connected VoIP; Alternative Caller ID; Call Intercept; and Accounting/Authorization Codes. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP user is connecting to a customer owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.
98	SIP Essential Package U.S. Metered	SESM0000	SIP Essential Package U.S. Metered provides the option to order a carrier agnostic service limited feature package that restricts use of certain VoIP features. This plan provides Metered U.S. long distance minutes and concurrent calls per customer location. This service limits SIP available features not having the use of the following features: BEST; VIPER; Verizon Wireless Connected VoIP; Alternative Caller ID; Call Intercept; and Accounting/Authorization Codes. Premium; or share tiered long distance minutes across Customer sites. Conforming to FCC requirements for SIP Calling service, customers are responsible for detecting when a VoIP user is connecting to a customer

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			owned IP PBX from a nomadic or off-premise location (decentralized deployment) because Verizon is not provided end user information in this situation.
99	SIP Essential Package U.S. Calling Plan Overage	SESO0000	SIP Essential Package U.S. Calling Plan Metered Overage provides U.S. calling overage for SIP Calling Plans.
100	SIP Field Trial	SPFL0000	Session Initiation Protocol (SIP) Field Trial for SIP Calling Plans provides a SIP field trial test process for Verizon non-standard customer provided certified equipment or software versions. The field trial is required to confirm compatibility between Customer's call control system, Session Border Control (SBC) devices and Verizon SIP trunk services. The scope consists of supporting activities associated with Verizon owned assets and processes, along with coordinating activities between Customer and Verizon relative to the scope of the field trial.
101	SIP BEST	SPBT0000	SIP BEST feature enables customers to use idle trunk capacity in one location to accommodate an increase in traffic at another location.
102	SIP VARRS	SPVR0000	SIP Alternate Route Recovery Service (VARRS) feature provides Session Border Controller geo-redundancy option for VoIP Trunking enterprises that require additional protection

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			against geographically isolated network events or outages.
103	SIP Trunk Caller ID with Name - Inbound	SPTI0000	SIP Trunk Caller ID with Name - Inbound provides caller number and Caller ID Name display.
104	SIP Trunk Redirect to TN	STRN0000	Redirects a telephone call to another destination.
105	SIP Direct Inward Dial (DID) Blocks of 20	SPDI0000	SIP DID Number Block of 20 allows users to assign a public phone number to their SIP phone or a PBX phone behind an Enterprise gateway.
106	SIP DID DID Single Number	SPDS0000	Provides a single DID number to a SIP Trunk.
107	UCCaaS Communicator	UCMC0000	UCCaaS Communicator provides call control, voicemail, unlimited MACDs and native emergency call handling. Communicator covers one customer provided physical device, which must be platform compliant.
108	UCCaaS Advanced Communicator	UCAD0000	UCCaaS Advanced Communicator contains all the features of UCCaaS Communicator with additional features to include access to the Jabber application, IM/P, video capabilities, Expressway MRA for mobility, iOS and Android calling and up to ten endpoints.
109	UCCaaS Collaborator	UCLR0000	UCCaaS Collaborator contains all the features of Advanced Communicator with additional features to include

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			FedRAMP WebEx for up to 8 internal participants.
110	UCCaaS Advanced Collaborator	UCAC0000	UCCaaS Advanced Collaborator contains all the features of Advanced Communicator with additional features to include FedRAMP WebEx for up to 200 internal and external participants.
111	Team's Premium User Support	STMS0000	Team's Premium User Support provides Site Survey, Setup, Configuration, Test & Turn Up, Proactive Monitoring and Help Desk. Team's Standard Support service includes troubleshooting for poor call quality, call delays, one-way audio, features not working, voicemail functions, and issues with E911 location services for end user support. Customer is responsible for providing the appropriate functional MS Team's license.
112	UPS Small 1K VA Monitor & Managed Service	SMVN0000	UPS Small 1K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 900Watts / 1.0kVA and nominal output voltage of 120V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged. Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection will require an MPLS connection back to Verizon Managed Services. UPS Includes input power cord length 6ft, and (6) NEMA 5-15R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location. Customer responsibility includes power input of 120V NEMA 5-15P and 2U Rack space.
113	UPS Small 1.5K VA Monitor & Managed Service	SMUC0000	UPS Small 1.5K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 1.35kWatts / 1.5kVA and nominal output voltage of 120V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged. Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection will require an MPLS connection back to Verizon Managed Services. UPS Includes input power cord length 6ft, and (6) NEMA 5-15R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location. Customer responsibility includes power input - 120V NEMA 5-15P and 2U Rack space.
114	UPS Small Modular 1K & 1.5K VA	JMEB0000	UPS Small Modular 1K & 1.5K VA Battery Service is an optional add-on battery that can add capacity to the base unit for an extended run time at the time of installation. The modular

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Battery Service		unit has the same Monitor and Management as described in the base unit. Customer responsibility includes providing 2U Rack space.
115	UPS Medium 2.2K VA Monitor & Managed Service	NKDU0000	UPS Medium 2.2K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 1.8kWatts / 2.2kVA and nominal output voltage of 120V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged. Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			will require an MPLS connection back to Verizon Managed Services. UPS Includes input power cord length 6ft, (6) NEMA 5-20R (Battery Backup) and (1) NEMA L5-20R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location. Customer responsibility includes power Add Input - 120V NEMA 5-20P and 2U Rack space.
116	UPS Medium Modular 2.2K VA Battery Service	TBVA0000	UPS Large Modular 3K VA Battery Service is an optional add-on battery that can add capacity to the base unit for an extended run time at the time of installation. The modular unit has the same Monitor and Management as described in the base unit. Customer responsibility includes providing 2U Rack space.
117	UPS Large 3K VA Monitor & Managed Service	CMVU0000	UPS Large 3K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 2.7kWatts / 3.0kVA and nominal output voltage of 120V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged. Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection will require an MPLS connection back to Verizon Managed Services. UPS includes input power cord length 8ft, (8) NEMA 5-20R (Battery Backup) and (1) NEMA L5-30R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location. Customer responsibility includes power input - 120V NEMA L5-30P and 2U Rack space.
118	UPS Large Modular 3K VA Battery Service	NUOB0000	UPS Large Modular 3K VA Battery Service is an optional add-on battery that can add capacity to the base unit for an extended run time at the time of installation. The modular unit has the same Monitor and Management as described in the base unit.

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			Customer responsibility includes providing 2U Rack space.
119	UPS XL 5K VA Monitor & Managed Service	OXLR0000	UPS XL 5K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 4.8kWatts / 5.0kVA and nominal output voltage of 120V, 208V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged. Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection will require an MPLS connection back to Verizon Managed Services. UPS includes step-down transformer, input power cord length 10ft, (1) NEMA L6-30R (Battery Backup), (2) NEMA L6-20R (Battery Backup), and (12) NEMA 5-

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			20R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location. Customer responsibility includes power input - 208V NEMA L6-30P and 5U Rack space.
120	UPS XL 6KVA Monitor & Managed Service	UXLM0000	UPS XL Large 6KVA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 6.0kWatts / 6.0kVA and nominal output voltage of 120V, 208V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged. Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. UPS includes step-down transformer, (2) NEMA L6-20R (Battery

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Backup), (12) NEMA 5-20R (Battery Backup), (1) Hard Wire 3-wire (2PH + G) (Battery Backup), and (2) NEMA L6-30R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location. Customer responsible for providing power input of 208v with 3100R6W receptacle, rack grounded, 6U Rack space and have proper seismic bracing.
121	UPS XL Modular 5K & 6K VA Battery Service	OXLB0000	UPS XL Modular 5K & 6K VA Battery Service is an optional add-on battery that can add capacity to the base unit for an extended run time at the time of installation. The modular unit has the same Monitor and Management as described in the base unit. Customer responsibility includes providing 3U Rack space.
122	UPS XXL 16K VA Monitor & Managed Service	UMLM0000	UPS XXL 16K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 12.8kWatts / 16.0kVA and nominal output voltage of 120V, 208V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged. Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection will require an MPLS connection back to Verizon Managed Services. UPS includes (8) NEMA L5-20R (Battery Backup) and (4) NEMA L14-30R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location. Customer responsible for providing 208v with 3100R6W receptacle, rack grounded, 19U Rack Space and have proper seismic bracing.
123	UPS XXL Modular 16K VA Battery	UMLB0000	UPS XXL Modular 16K VA Battery Service is an optional add-on battery that can add capacity to the base unit for an extended run time at the time of installation. The modular unit has the same Monitor and Management as described in the base unit.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Customer responsibility includes providing 5U Rack space.
124	UPS Monitor and Notify Service	MNNY0000	UPS Monitor and Notify Service These devices are part of a standard Data network and provide a clean AC power source to Cisco switches and also battery backup power should the utility AC power go down. The devices protect vital network equipment from being damaged by utility AC power fluctuations. Verizon will manage the UPS's with ICMP and SNMP protocols to gather statistics such as run time remaining and minutes until full battery discharge. Verizon notifies the customer when there is an AC power outage in their facility that may eventually bring sections of the network down. An automated ticket is opened when: 1. The UPS has been using battery power continuously for 5 minutes. 2. When the UPS has less than 30 minutes of battery time remaining; and/or 3. When the batteries are completely discharged. The Verizon Managed Services Service Desk team also has the capabilities to help identify the cause when a WAN router(s) goes down. When correlating UPS events are

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			identified, the team will know which router(s) were impacted by an onsite power issue and not a circuit issue. UPS devices are provided by the customer for this UPS Monitor and Notify service. Customer Maintenance is required on the devices in order for Verizon to manage.
125	UPS Management Basic Service	MNNB0000	UPS Mgt Basic includes all the features of the service detailed above in the UPS Monitor & Notify service, including Break Fix Verizon technician dispatch for customer owned UPS and advanced reporting capabilities. UPS devices are provided by the customer. Customer maint. is required on the devices in order for VZ to manage. Break Fix VZ tech dispatch for customer owned UPS provides dispatch during business hours (BH). Once a ticket is created with a UPS notification, VZ has 4 hours to determine cause. If VZ can't repair remotely, VZ will contact customer within 2 BH to coordinate dispatch for next business day/BH repair. VZ UPS repair/replacement will be an identical device. VZ requires a designated contact(s) phone number & email, by location, that will be able to respond within these timeframes to avoid delays. The tech will work with the VZ MNS Service Desk to ensure that the UPS is online and all alarms cleared. Upon resolution, VZ closes the ticket as defined in the monitor

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			service and customer receives an email. The tech also disposes of the failed device and packaging, adhering to state requirements. VZ will use customer owned spares housed in a VZ warehouse. Customer is responsible for all sparing inventory, and will maintain a minimum of 10%. VZ PM will manage and report allowing customer to maintain the minimum inventory, KPIs and reporting to include battery reports, firmware updates and historical trending.
126	UPS Management Enhanced Service	MNNE0000	UPS Mgt. Enhanced includes all features of the services detailed above in UPS Monitor & Notify and UPS Mgt. Basic services. In addition, UPS Mgt. Enhanced includes new VZ owned and Managed UPS's, installation, sparing, customer inventory removal, coordination and reporting. UPS Mgt. Enhanced service will begin with a project by the VZ Program Manager, by location, to replace all of the aging customer Owned UPS devices with a VZ owned, managed, and maintained device. VZ will coordinate these refresh activities after hours, Monday through Thursday. VZ replacement of customer owned UPS' with VZ owned UPS' will be assumed to be identical to the existing customer deployed UPS'. VZ requires a designated contact(s) phone & email, by location, that will be made available

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			to respond within these timeframes to avoid delays. VZ will require two escorts per location for the duration of the new VZ owned UPS implementation. The VZ dispatch tech will remove UPS components, remove all replaced customer UPS inventory and ensure that they are disposed of according to any applicable state requirements. VZ will use VZ owned spares for the UPS Mgt. Enhanced service that will be stored at the VZ warehouse for any break-fix activity related to VZ Owned UPS Managed. The VZ PM will manage the VZ owned sparing inventory. VZ is responsible for required sparing of UPS provided with this service.
127	MAAS Host Probe Server Premise	MSRP0000	Onsite Deployment: Provides centralized onsite storage of all analyzed Performance Data with expert alert notification and Portal Access for all Monitoring, Diagnostics and Reporting.
128	MAAS Host Probe Server Cloud	MSRC0000	Cloud Deployment: Provides centralized cloud storage of all analyzed Performance Data with expert alert notification and Portal Access for all Monitoring, Diagnostics and Reporting.
129	MAAS Probe Remote - Small	MSRS0000	MAAS Virtual Small features include: Deep Packet visibility of remote sites to provide Performance Monitoring, Diagnostics and Reporting for up to

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			100Mbps of networked Voice, Video and Application services.
130	MAAS Probe Remote - Medium	MSMD0000	MAAS Virtual Medium features include: Deep Packet visibility of remote sites to provide Performance Monitoring, Diagnostics and Reporting for up to 500Mbps of networked Voice, Video and Application services.
131	MAAS Probe Remote - Large	MSLG0000	MAAS Virtual Large features include: Deep Packet visibility of remote sites to provide Performance Monitoring, Diagnostics and Reporting for up to 1Gbps of networked Voice, Video and Application services.
132	MAAS Probe Data Center - Small	MMDS0000	MAAS Small Probe Monitoring features include: Deep Packet visibility of Data Center sites to provide Performance Monitoring, Diagnostics and Reporting for up to 1Gbps of networked Voice, Video and Application services.
133	MAAS Probe Data Center - Medium	MMDM0000	MAAS Medium Probe Monitoring features include: Deep Packet visibility of Data Center sites to provide Performance Monitoring, Diagnostics and Reporting for up to 10Gbps of networked Voice, Video and Application services.
134	MAAS Probe Data Center - Large	MMDL0000	MAAS Large Probe Monitoring features include: Deep Packet visibility of Data Center sites to provide Performance Monitoring, Diagnostics and Reporting for greater than

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			10Gbps of networked Voice, Video and Application services.
135	MAAS ≤100 Mbps	MSAU0000	Bidder's Product Description: Managed Application Assurance Service ≤ 100 Mbps - Provides NetFlow collection and active testing for sites with less than ≤ 100 Mbps WAN connectivity. This service includes the basic monitoring and troubleshooting dashboards, reports, and alert threshold notifications that are available with Application Assurance.
136	MAAS > 100 Mbps	MSAO0000	Bidder's Product Description: Managed Application Assurance Service > 100 – Provides everything provided by Application Assurance Service > 100 for WAN connectivity.
137	MAAS Virtual Pulse - Simulate an End User	MSIU0000	MAAS Virtual Pulse features include: Active testing for service level validation of performance and reliability.
138	MAAS Hardware Pulse - Simulate an End User	MSEU0000	MAAS Hardware Pulse features include: Active testing for service level validation of performance and reliability.
139	MAAS Customer Care 25 Sites	MSCC0025	MAAS Customer Care Small features include: Professional Monthly Review, Summarized Reporting and expert Troubleshooting Assistance for up to 25 sites.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
140	MAAS Customer Care 50 Sites	MSCC0050	MAAS Customer Care Medium features include: Professional Monthly Review, Summarized Reporting and expert Troubleshooting Assistance for up to 50 sites.
141	MAAS Customer Care 100 Sites	MSCC0100	MAAS Customer Care Large features include: Professional Monthly Review, Summarized Reporting and expert Troubleshooting Assistance for up to 100 sites.
142	MAAS Customer Care 100> Sites	MSCR0000	MAAS Customer Care Extra Large features include: Professional Monthly Review, Summarized Reporting and expert Troubleshooting Assistance for greater than 100 sites.
143	Site Survey Standard WAN/LAN R Business Hours	SIHE0000	Includes one service call, up to two total hours of on-site labor and a site survey report, including evaluation for installation of CPE and/or network services, environmental conditions, power source availability and additional inside wiring requirements.
144	Webex Suite Enterprise Agreement Meetings (EA) Cloud Meetings- EA Cloud Calling and Events5k	WXEA0000	Webex Suite EA (Cloud Calling with Cloud Meetings + entitlements) Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			(Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
145	Enterprise Agreement Calling (EntW) Meetings	ENWA0000	EntW Meetings Bridge Country Call Back Audio

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Bridge Country Call Me / Call Back Audio		Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
146	EA Meetings	ENAM0000	EA Meetings Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
147	EntW Webex Calling	ENWC0000	EntW Webex Calling Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
148	Named User (NU) Webex Calling Professional	WCLP0000	NU Webex Calling Professional Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
149	NU Webex Calling Workspace for Common Area	WCMN0000	NU Webex Calling Workspace for Common Area Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
150	NU Meeting Center with Webex Calling Professional	WMTC0000	NU Meeting Center with Webex Calling Professional Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
151	EA Cloud Meetings with EA Webex Calling - Webex Suite	WBSE0000	EA Cloud Meetings with EA Webex Calling – Webex Suite Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
152	Cloud Calling Setup Assist	WBXC0000	Cloud Calling Setup Assist Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
153	Common EA Calling Enhanced	WCME0000	Common EA Calling Enhanced Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
154	Common EA50 Calling	WCML0000	Common EA50 Calling Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
155	Named Calling Meetings Suite	WNCS0000	Named Calling Meetings Suite Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
156	Webex Meeting Addnl Features - Cloud Device Registration	WECL0000	Webex Meeting Addnl Features - Cloud Device Registration Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
157	Webex Meeting Addnl Features - MS Teams-Flex-Cloud Video Interop (CVI)-Rooms	WMTN0000	Webex Meeting Addnl Features - MS Teams-Flex-CVI-Rooms Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
158	Webex Meetings - Named User - Meetings Center	WMNC0000	Webex Meetings - Named User - Meetings Center Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI) that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law. Contractor is not responsible for managing or deleting Customer's call recordings.
159	Webex Meetings - Named User - Meetings Suite	WMST0000	Webex Meetings - Named User - Meetings Suite Customer will not use the Service in a way that causes Contractor to create, receive, maintain, or transmit "protected health information" (PHI)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			that would make Contractor a "business associate" to Customer (as both terms are defined at 45 C.F.R. §160.103). Contractor will provide Customer's designated billing point of contact (Billing POC) with a Password, which Customer and the Billing POC may use to access the Webex Meeting and obtain information about the Webex Meeting online that may include Customer Proprietary Network Information (CPNI). In order for the Billing POC to receive the Password, Customer will name the Billing POC as a CPNI authorizer. Customer agrees that the Billing POC is authorized to use the Password to establish Webex Meetings for Customer personnel and to disclose the Password for Webex Meetings and CPNI access to other personnel of Customer, and that such personnel are authorized by Customer to access Webex Meetings and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer may record the web and voice aspects of the Webex Meetings provided under this Service. Customer agrees to obtain the consent of all end users as required by applicable law.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Contractor is not responsible for managing or deleting Customer's call recordings.
160	Operator Connect Fee	OCNF0000	Verizon VoIP for Operator Connect gives Microsoft Teams Phone System customers a simple way to order and manage public switched telephone network (PSTN) connectivity— Requires IP or SIP Trunking to support Operator Connect Services.
161	Verizon VoIP Non-Listed	CNLV0000	Unlisted numbers will not show up in directories.
162	Verizon VoIP Non-Published	CVNP0000	When a number is "unpublished" that merely means that your telephone company (Verizon) does not 'publish' it in their printed telephone directory
163	Additional Listing	CADN0000	Additional listed DID for users
164	Operator Connect - Auto Attendant Instances	ATNI0000	Auto Attendants are used to route calls to various destinations, employees within your company, specific groups of employees, voicemail, or other outside numbers. They provide callers with your company greeting and dialing menu options. Each Auto Attendant is assigned a unique 10-digit number for identification and setup purposes.
165	Operator Connect - Call Forwarding	CFRN0000	The basics of Verizon's Call Forwarding service (also known as Immediate Call Forwarding) are straightforward: From your mobile phone, dial *72 plus the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			phone number you want to forward calls to.
166	Operator Connect - Voice Mail	MVCS0000	Voicemail service records a caller's message when you can't answer the phone.
167	Operator Connect - Trunking Route Overflow	TNRV0000	Direct Trunk Overflow (DTO) automatically redirects incoming calls to an alternate number(s) if there is a service impairment or if all agents are unavailable.
168	Usage - Overage	USGE0000	Usage is applied on a per minute basis if the IP or SIP Trunking calling plan goes over the allotted usage in a billing period.
169	Call Queue	CLQE0000	Call queues temporarily hold calls when all users assigned to receive calls from the queue are unavailable. The queued calls are routed according to the call routing settings you have determined for the call queue.
170	Advanced Hunt Group shared Call Appearance	AEHG0000	Hunt groups route incoming calls to specific employees in a predetermined pattern. This is done by assigning a phone number to a group of employees and then setting rules that define how the call is answered, how long the call remains on hold, and who to forward the call to.
171	Verizon Calling with Microsoft Teams Session	VCMT0001	Verizon Calling with Microsoft Teams is a Microsoft-certified SBCaaS instance on the Verizon Hosted Network Services (HNS) platform with full

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Border Controller as a Service (SBCaaS) Microsoft Teams Direct Routing - Primary-10 to 1		management and maximum flexibility. Verizon Calling with Microsoft Teams: Is supported by Verizon's world class Voice over Internet Protocol (VoIP) trunking services. Utilizes an all-Verizon private internet protocol (IP or PIP) interconnect. Expands customers' options for securing their VoIP infrastructure and calling capabilities on the Public Switched Telephone Network (PSTN). Offers professional services to configure Microsoft Direct Routing and end user enablement on the Microsoft Phone System. Allows for multiple combinations of network functions, including multiple technology partner services at multiple remote and cloud locations. Provides rapid service scaling without the need for re-investment in physical devices. Reduces service provisioning timeframes. Enhanced notification dynamic E911 (Intrado) is included for all US / Canadian users Microsoft licenses not included

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Customer is responsible for keeping secure login credentials by Customer personnel.
172	Telephony Tenant Management	VTTM0001	If customers want Verizon to manage MACDs for them, then they would order TTM (Telephony Tenant Management) feature ● Telephony Tenant Management - MACDs Changes of any voice configuration (IE: Users, Locations, ETC.) *Tenant Access is a requirement for Verizon Self Management Portal and Telephony Tenant Management.
173	Reporting and Analytics	VTRA0001	Verizon will provide a Reporting and Analytics Portal that will allow customers to track and monitor call sessions, identify points of failure, and provide customized views that allows customers to hedge against call failure. Customers can also create reports and custom dashboard to monitor their MS Teams calling environment. The benefits of the Reporting and Analytics package include: ● Improve user satisfaction and productivity with fast experience management troubleshooting for calls, video and meetings

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Reduce mean time to resolution with automated alert monitoring and alerting on critical performance metrics and insights • Real time streaming data and live updating monitoring and dashboarding Service Health monitoring and alerting for real time notification of Microsoft cloud service issues that impact user experience
174	Secondary Telephony Tenant Management	VTTM0002	If customers want Verizon to manage MACDs for them, then they would order TTM (Telephony Tenant Management) feature • Telephony Tenant Management - MACDs Changes of any voice configuration (IE: Users, Locations, ETC.) *Tenant Access is a requirement for Verizon Self Management Portal and Telephony Tenant Management.
175	Secondary Reporting and Analytics	VTRA0002	Verizon will provide a Reporting and Analytics Portal that will allow customers to track and monitor call sessions, identify points of failure, and provide customized views that allows customers to hedge against call failure. Customers can also create reports and custom dashboard to monitor their MS Teams calling environment.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			The benefits of the Reporting and Analytics package include: ● Improve user satisfaction and productivity with fast experience management troubleshooting for calls, video and meetings ● Reduce mean time to resolution with automated alert monitoring and alerting on critical performance metrics and insights ● Real time streaming data and live updating monitoring and dashboarding ● Service Health monitoring and alerting for real time notification of Microsoft cloud service issues that impact user experience
176	Unified Communications Senior Principal Consultant	UCSC0001	This resource type will be quoted for Consulting Services ("CS") requiring senior level knowledge around solution delivery for Services such as, but not limited to: enablement of function and features, requirements gathering, low-level design, network/VoIP consultation, complex changes (dial plan, etc.), migration strategies, complex issue troubleshooting and any other Service that requires senior-level understanding and the ability to evaluate the overall solution design and architecture to deliver

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			the Services documented in a custom CS SOW.
177	Unified Communications Consultant	UCCC0001	This resource type will be quoted for Consulting Services ("CS") requiring mid-level knowledge around solution delivery that can be delivered independently or under the direction of a CS Principal Consultant (description below). These Services include, but are not limited to: enablement of function and features, data extraction, low level design execution, site adds/moves, user modifications, training, testing, migration and day-1 support, documentation, solution change/issue management.
178	Unified Communications Project Manager	UCPM0001	The Consulting Services ("CS") Project Manager ("PM") will facilitate the implementation of the UC solution including planning, execution, monitor/control and project close out. The CS PM will act as a Single Point of Contact for the customer and project resources. The CS PM will provide standard project documentation including but not limited to Project Schedule, Action Log, Risk Register, Stakeholder list, Change Control and Status reports. The CS PM will manage design discussions, site migrations and Day 1 support.

29.2.6 Converged VoIP Calling Requirements

29.2.6.1 Converged VoIP On-Net Calling

The Contractor shall provide a Converged VoIP service that provides unlimited on-net calling for both domestic and international calls at no additional charge. On-net calling is defined as calling from a Converged VoIP Customer Site that uses the Contractor's VoIP network and terminates at another of the Contractor's Converged VoIP site. If the Contractor offers SIP Trunking, Standalone VoIP, or Cloud-Hosted VoIP Services under another CALNET contract, Converged VoIP calls terminating at such a site shall be considered on-net.

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

29.2.6.2 Converged VoIP Off-Net Calling

The Contactor shall provide off-net calling at no additional charge. The Converged VoIP service will route call traffic off the VoIP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico. This will be accomplished using network based PSTN gateways.

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

29.2.6.3 Converged VoIP Off-Net Toll-Free Services

The Contractor shall provide Converged VoIP off-net toll-free services that shall only be provided by the Converged VoIP Contractor and not by a third party. This service shall only be utilized in conjunction with the awarded Contractor's Converged VoIP service. The Converged VoIP Off-Net Toll-Free service allows Customers to receive off-net toll-free calls from the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico.

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

Contractor shall offer the Converged VoIP Off-Net Toll-Free service detailed in Table 29.2.6.3.a.

Table 29.2.6.3.a – Converged VoIP Off-Net Toll-Free

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	Converged VoIP Off-Net Toll-Free	Allows a Customer to receive off-net toll-free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.		COFF0000	**Yes**

The Contractor may offer additional Converged VoIP Off-Net Toll-Free features in Table 29.2.6.3.b.

Table 29.2.6.3.b – Unsolicited Converged VoIP Off-Net Toll-Free Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

29.2.6.4 Converged International Off-Net Calling

The Contractor shall provide Converged VoIP International Off-Net Calling to the countries listed in Table 29.2.6.4.a. The Bidder's rates as provided in the Category Cost Worksheets shall be based on time of day ("Peak Time" or "Off–Peak Time"). Peak Time is between 8:00 a.m. and 4:59 p.m., Monday through Friday based on the time at the CALNET caller's location. Off-Peak time is for all calls where Peak Time rates do not apply.

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

All usage shall be billed in accordance with the SOW Business Requirements Section G.6.1 (Billing and Invoicing Requirements) except Mexico which shall be billed in 60 second increments with a 60 second minimum.

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

29.2.6.4.1 International Mobile Termination Charges (IMTC)

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

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

29.2.6.4.2 U.S. Based Services Waiver

The provisions detailed in General Provisions – eVAQ, Section 92, (U.S. Based Services) will not apply to Contractor's International Long Distance Calling services.

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

The Contractor shall offer the Converged VoIP International Peak Time Off-Net Calling configurations detailed in Table 29.2.6.4.a.

Table 29.2.6.4.a – Converged VoIP International Peak Time Off-Net Calling

Line Item	Country	Bidder meets or exceeds?	Product Identifier
1	Brazil:	Yes	COBR0000
2	Canada:	Yes	COCN0000
3	China:	Yes	COCH0000
4	France:	Yes	COFR0000
5	Germany:	Yes	COGM0000
6	Israel:	Yes	COIS0000
7	Italy:	Yes	COIT0000
8	Japan:	Yes	COJA0000
9	Korea:	Yes	COKR0000
10	Mexico:	Yes	COMC0000
11	Spain:	Yes	COSN0000

Line Item	Country	Bidder meets or exceeds?	Product Identifier
12	Switzerland:	Yes	COWS0000
13	United Kingdom:	Yes	COUK0000

Bidder may offer the Converged VoIP International Peak Time Off-Net Calling to unsolicited countries listed in Table 29.2.6.4.b.

Table 29.2.6.4.b – Unsolicited Converged VoIP International Peak Time Off-Net Calling

Line Item	Country	Product Identifier
1	Afghanistan	NAFN0000
2	Albania	NAFL0000
3	Algeria	NALG0000
4	Andorra	NADR0000
5	Angola	NANG0000
6	Anguilla	NAGL0000
7	Antarctica (Casey)	NANC0000
8	Antarctica (Scott)	NATS0000
9	Antigua and Barbuda	NANB0000
10	Argentina	NARG0000
11	Armenia	NARM0000
12	Aruba	NARB0000
13	American Samoa	NASM0000
14	Ascension Island	NASI0000
15	Australia	NAST0000
16	Austria	NASR0000
17	Azerbaijan	NABJ0000
18	Bahamas	NBHM0000
19	Bahrain	NBHN0000
20	Bangladesh	NBGL0000
21	Barbados	NBRB0000
22	Belarus	NBLR0000
23	Belgium	NBLG0000
24	Belize	NBLZ0000
25	Benin	NBNN0000
26	Bermuda	NBRD0000

Line Item	Country	Product Identifier
27	Bhutan	NBHT0000
28	Bolivia	NBLV0000
29	Bosnia and Herzegovina	NBNH0000
30	Botswana	NBTS0000
31	Brunei	NBRN0000
32	Bulgaria	NBGR0000
33	Burkina Faso	NBRK0000
34	Burundi	NBRI0000
35	British Virgin Islands	NBRV0000
36	Central African Republic	NCAF0000
37	Cambodia	NCMB0000
38	Cameroon	NCMR0000
39	Cape Verde	NCVR0000
40	Cayman Islands	NCYI0000
41	Chad	NCHD0000
42	Chile	NCHL0000
43	Christmas and Cocos Islands	NCCI0000
44	Colombia	NCLB0000
45	Comoros	NCMS0000
46	Congo	NCNG0000
47	Cook Islands	NCIL0000
48	Costa Rica	NCSR0000
49	Croatia	NCRA0000
50	Cuba	NCBA0000
51	Cyprus	NCYR0000
52	Czech Republic	NCZR0000
53	Diego Garcia	NCDG0000
54	Djibouti	NDJB0000
55	Denmark	NDNR0000
56	Dominica	NDMC0000
57	Dominican Republic	NDMR0000
58	Ecuador	NECR0000
59	Egypt	NEYT0000
60	El Salvador	NELS0000
61	Equatorial Guinea	NEQG0000
62	Eritrea	NERA0000

Line Item	Country	Product Identifier
63	Estonia	NESA0000
64	Ethiopia	NETP0000
65	East Timor	NETI0000
66	Faeroe Islands	NFRI0000
67	Falkland Islands	NFLI0000
68	Fiji Islands	NFJI0000
69	Finland	NFNL0000
70	French Antilles	NFRA0000
71	French Guiana	NFGI0000
72	French Polynesia	NFPL0000
73	Gabon Republic	NGRP0000
74	Gambia	NGMB0000
75	Georgia	NGOA0000
76	Ghana	NGHN0000
77	Gibraltar	NGBL0000
78	Greece	NGCE0000
79	Greenland	NGLN0000
80	Grenada	NGDN0000
81	Guadeloupe	NGTN0000
82	Guantanamo	NGTM0000
83	Guatemala	NGTL0000
84	Guinea-Bissau	NGBS0000
85	Guinea, People's Revolutionary Republic	NGPR0000
86	Guyana	NGYA0000
87	Haiti	NHTI0000
88	Hong Kong	NHKN0000
89	Honduras	NHND0000
90	Hungary	NHNG0000
91	Iceland	NICL0000
92	India	NIDA0000
93	Indonesia	NIND0000
94	Iran	NIRN0000
95	Iraq	NIRQ0000
96	Ireland	NIRL0000
97	Ivory Coast	NIVC0000

Line Item	Country	Product Identifier
98	Jamaica	NJMC0000
99	Jordan	NJRD0000
100	Kazakhstan	NKZN0000
101	Kenya	NKYA0000
102	Kiribati	NKRB0000
103	Korea, North	NKRN0000
104	Kuwait	NKWT0000
105	Kyrgyzstan	NKRG0000
106	Laos	NLOS0000
107	Latvia	NLTV0000
108	Lebanon	NLBN0000
109	Lesotho	NLST0000
110	Liberia	NLBR0000
111	Libya	NLBY0000
112	Liechtenstein	NLCH0000
113	Lithuania	NLTH0000
114	Luxembourg	NLXM0000
115	Macao	NMCA0000
116	Macedonia	NMCD0000
117	Madagascar	NMDG0000
118	Malawi	NMLA0000
119	Malaysia	NMLY0000
120	Maldives	NMLD0000
121	Mali	NMLI0000
122	Malta	NMLT0000
123	Marshall Islands	NMIL0000
124	Mauritius	NMRT0000
125	Mauritania	NMTN0000
126	Mayotte Island	NMYI0000
127	Micronesia	NMCR0000
128	Moldova	NMLV0000
129	Monaco	NMNC0000
130	Mongolian People's Republic	NMPR0000
131	Montserrat	NMTS0000
132	Morocco	NMRC0000
133	Mozambique	NMZB0000

Line Item	Country	Product Identifier
134	Myanmar	NMYM0000
135	Namibia	NNMB0000
136	Nauru	NNRU0000
137	New Caledonia	NNCL0000
138	Nepal	NNPL0000
139	Netherlands	NNTH0000
140	Nevis	NNVS0000
141	Nigeria	NNGA0000
142	Nicaragua	NNCR0000
143	Niger	NNIR0000
144	Niue	NNIU0000
145	Norfolk Island	NNFI0000
146	Norway	NNRW0000
147	Netherlands Antilles	NNTA0000
148	New Zealand	NNZL0000
149	Oman	NOMN0000
150	Pakistan	NPKT0000
151	Palau	NPLU0000
152	Panama	NPNM0000
153	Papua New Guinea	NPNG0000
154	Paraguay	NPGY0000
155	Peru	NPRU0000
156	Philippines	NPHL0000
157	Poland	NPLN0000
158	Portugal	NPRL0000
159	Qatar	NQTR0000
160	Reunion	NRNI0000
161	Romania	NRMN0000
162	South Africa	NSTA0000
163	Russia	NRSA0000
164	Rwanda	NRWN0000
165	Samoa	NSMA0000
166	Sao Tome	NSTM0000
167	Saudi Arabia	NSDA0000
168	Senegal Republic	NSNR0000
169	Seychelles Islands	NSYI0000

Line Item	Country	Product Identifier
170	Sierra Leone	NSLN0000
171	Singapore	NSPR0000
172	Slovakia	NSLV0000
173	Slovenia	NSVN0000
174	San Marino	NSMR0000
175	Solomon Islands	NSLI0000
176	Somali Republic	NSML0000
177	Sri Lanka	NSRL0000
178	St. Helena	NSHL0000
179	St. Kitts	NSKT0000
180	St. Lucia	NSLC0000
181	St. Pierre and Miquelon	NSTP0000
182	St. Vincent and The Grenadines	NSTV0000
183	Sudan	NSDN0000
184	Suriname	NSRN0000
185	Swaziland	NSWZ0000
186	Sweden	NSWD0000
187	Syrian Arab Republic	NSYR0000
188	Taiwan	NTWN0000
189	Tajikistan	NTJS0000
190	Tanzania	NTNZ0000
191	Thailand	NTHL0000
192	Turks and Caicos Islands	NTRC0000
193	Togo	NTGO0000
194	Tonga Islands	NTNI0000
195	Trinidad and Tobago	NTRN0000
196	Turkmenistan	NTRK0000
197	Tunisia	NTNS0000
198	Turkey	NTKY0000
199	Tuvalu	NTVL0000
200	United Arab Emirates	NUAR0000
201	Uganda	NUGN0000
202	Ukraine	NUKN0000
203	Uruguay	NURG0000
204	Uzbekistan	NUZB0000

Line Item	Country	Product Identifier
205	Vanuatu	NVNT0000
206	Vatican City	NVTC0000
207	Venezuela	NVZN0000
208	Vietnam	NVNM0000
209	Wallis and Fortuna Islands	NWFI0000
210	Yemen	NYMN0000
211	Yugoslavia (Federal Republic)	NYGL0000
212	Zaire	NZRE0000
213	Zambia	NZMB0000
214	Zimbabwe	NZMW0000

The Contractor shall offer the Converged VoIP International Off-Peak Off-Net Calling configurations detailed in Table 29.2.6.4.c.

Table 29.2.6.4.c – Converged VoIP International Off-Peak Off-Net Calling

Line Item	Country	Bidder meets or exceeds?	Product Identifier
1	Brazil:	Yes	BXZH0000
2	Canada:	Yes	CNBU0000
3	China:	Yes	CHNR0000
4	France:	Yes	FDRC0000
5	Germany:	Yes	GRWD0000
6	Israel:	Yes	ISNE0000
7	Italy:	Yes	ITLX0000
8	Japan:	Yes	JWVP0000
9	Korea:	Yes	KRJK0000
10	Mexico:	Yes	MBIX0000
11	Spain:	Yes	SLPN0000
12	Switzerland:	Yes	STWD0000
13	United Kingdom:	Yes	UKEN0000

Bidder may offer the Converged VoIP International Off-Peak Off-Net Calling to unsolicited countries listed in Table 29.2.6.4.d.

Table 29.2.6.4.d – Unsolicited Converged VoIP International Off-Peak Off-Net Calling

Line Item	Country	Product Identifier
1	Afghanistan	NAFN0001
2	Albania	NAFL0001
3	Algeria	NALG0001
4	Andorra	NADR0001
5	Angola	NANG0001
6	Anguilla	NAGL0001
7	Antarctica (Casey)	NANC0001
8	Antarctica (Scott)	NATS0001
9	Antigua and Barbuda	NANB0001
10	Argentina	NARG0001
11	Armenia	NARM0001
12	Aruba	NARB0001
13	American Samoa	NASM0001
14	Ascension Island	NASI0001
15	Australia	NAST0001
16	Austria	NASR0001
17	Azerbaijan	NABJ0001
18	Bahamas	NBHM0001
19	Bahrain	NBHN0001
20	Bangladesh	NBGL0001
21	Barbados	NBRB0001
22	Belarus	NBLR0001
23	Belgium	NBLG0001
24	Belize	NBLZ0001
25	Benin	NBNN0001
26	Bermuda	NBRD0001
27	Bhutan	NBHT0001
28	Bolivia	NBLV0001
29	Bosnia and Herzegovina	NBNH0001
30	Botswana	NBTS0001
31	Brunei	NBRN0001
32	Bulgaria	NBGR0001
33	Burkina Faso	NBRK0001
34	Burundi	NBRI0001

Line Item	Country	Product Identifier
35	British Virgin Islands	NBRV0001
36	Central African Republic	NCAF0001
37	Cambodia	NCMB0001
38	Cameroon	NCMR0001
39	Cape Verde	NCVR0001
40	Cayman Islands	NCYI0001
41	Chad	NCHD0001
42	Chile	NCHL0001
43	Christmas and Cocos Islands	NCCI0001
44	Colombia	NCLB0001
45	Comoros	NCMS0001
46	Congo	NCNG0001
47	Cook Islands	NCIL0001
48	Costa Rica	NCSR0001
49	Croatia	NCRA0001
50	Cuba	NCBA0001
51	Cyprus	NCYR0001
52	Czech Republic	NCZR0001
53	Diego Garcia	NCDG0001
54	Djibouti	NDJB0001
55	Denmark	NDNR0001
56	Dominica	NDMC0001
57	Dominican Republic	NDMR0001
58	Ecuador	NECR0001
59	Egypt	NEYT0001
60	El Salvador	NELS0001
61	Equatorial Guinea	NEQG0001
62	Eritrea	NERA0001
63	Estonia	NESA0001
64	Ethiopia	NETP0001
65	East Timor	NETI0001
66	Faeroe Islands	NFRI0001
67	Falkland Islands	NFLI0001
68	Fiji Islands	NFJI0001

Line Item	Country	Product Identifier
69	Finland	NFNL0001
70	French Antilles	NFRA0001
71	French Guiana	NFGI0001
72	French Polynesia	NFPL0001
73	Gabon Republic	NGRP0001
74	Gambia	NGMB0001
75	Georgia	NGOA0001
76	Ghana	NGHN0001
77	Gibraltar	NGBL0001
78	Greece	NGCE0001
79	Greenland	NGLN0001
80	Grenada	NGDN0001
81	Guadeloupe	NGTN0001
82	Guantanamo	NGTM0001
83	Guatemala	NGTL0001
84	Guinea-Bissau	NGBS0001
85	Guinea, People's Revolutionary Republic	NGPR0001
86	Guyana	NGYA0001
87	Haiti	NHTI0001
88	Hong Kong	NHKN0001
89	Honduras	NHND0001
90	Hungary	NHNG0001
91	Iceland	NICL0001
92	India	NIDA0001
93	Indonesia	NIND0001
94	Iran	NIRN0001
95	Iraq	NIRQ0001
96	Ireland	NIRL0001
97	Ivory Coast	NIVC0001
98	Jamaica	NJMC0001
99	Jordan	NJRD0001
100	Kazakhstan	NKZN0001
101	Kenya	NKYA0001
102	Kiribati	NKRB0001
103	Korea, North	NKRN0001

Line Item	Country	Product Identifier
104	Kuwait	NKWT0001
105	Kyrgyzstan	NKRG0001
106	Laos	NLOS0001
107	Latvia	NLTV0001
108	Lebanon	NLBN0001
109	Lesotho	NLST0001
110	Liberia	NLBR0001
111	Libya	NLBY0001
112	Liechtenstein	NLCH0001
113	Lithuania	NLTH0001
114	Luxembourg	NLXM0001
115	Macao	NMCA0001
116	Macedonia	NMCD0001
117	Madagascar	NMDG0001
118	Malawi	NMLA0001
119	Malaysia	NMLY0001
120	Maldives	NMLD0001
121	Mali	NMLI0001
122	Malta	NMLT0001
123	Marshall Islands	NMIL0001
124	Mauritius	NMRT0001
125	Mauritania	NMTN0001
126	Mayotte Island	NMYI0001
127	Micronesia	NMCR0001
128	Moldova	NMLV0001
129	Monaco	NMNC0001
130	Mongolian People's Republic	NMPR0001
131	Montserrat	NMTS0001
132	Morocco	NMRC0001
133	Mozambique	NMZB0001
134	Myanmar	NMYM0001
135	Namibia	NNMB0001
136	Nauru	NNRU0001
137	New Caledonia	NNCL0001
138	Nepal	NNPL0001
139	Netherlands	NNTH0001

Line Item	Country	Product Identifier
140	Nevis	NNVS0001
141	Nigeria	NNGA0001
142	Nicaragua	NNCR0001
143	Niger	NNIR0001
144	Niue	NNIU0001
145	Norfolk Island	NNFI0001
146	Norway	NNRW0001
147	Netherlands Antilles	NNTA0001
148	New Zealand	NNZL0001
149	Oman	NOMN0001
150	Pakistan	NPKT0001
151	Palau	NPLU0001
152	Panama	NPNM0001
153	Papua New Guinea	NPNG0001
154	Paraguay	NPGY0001
155	Peru	NPRU0001
156	Philippines	NPHL0001
157	Poland	NPLN0001
158	Portugal	NPRL0001
159	Qatar	NQTR0001
160	Reunion	NRNI0001
161	Romania	NRMN0001
162	South Africa	NSTA0001
163	Russia	NRSA0001
164	Rwanda	NRWN0001
165	Samoa	NSMA0001
166	Sao Tome	NSTM0001
167	Saudi Arabia	NSDA0001
168	Senegal Republic	NSNR0001
169	Seychelles Islands	NSYI0001
170	Sierra Leone	NSLN0001
171	Singapore	NSPR0001
172	Slovakia	NSLV0001
173	Slovenia	NSVN0001
174	San Marino	NSMR0001
175	Solomon Islands	NSLI0001

Line Item	Country	Product Identifier
176	Somali Republic	NSML0001
177	Sri Lanka	NSRL0001
178	St. Helena	NSHL0001
179	St. Kitts	NSKT0001
180	St. Lucia	NSLC0001
181	St. Pierre and Miquelon	NSTP0001
182	St. Vincent and The Grenadines	NSTV0001
183	Sudan	NSDN0001
184	Suriname	NSRN0001
185	Swaziland	NSWZ0001
186	Sweden	NSWD0001
187	Syrian Arab Republic	NSYR0001
188	Taiwan	NTWN0001
189	Tajikistan	NTJS0001
190	Tanzania	NTNZ0001
191	Thailand	NTHL0001
192	Turks and Caicos Islands	NTRC0001
193	Togo	NTGO0001
194	Tonga Islands	NTNI0001
195	Trinidad and Tobago	NTRN0001
196	Turkmenistan	NTRK0001
197	Tunisia	NTNS0001
198	Turkey	NTKY0001
199	Tuvalu	NTVL0001
200	United Arab Emirates	NUAR0001
201	Uganda	NUGN0001
202	Ukraine	NUKN0001
203	Uruguay	NURG0001
204	Uzbekistan	NUZB0001
205	Vanuatu	NVNT0001
206	Vatican City	NVTC0001
207	Venezuela	NVZN0001
208	Vietnam	NVNM0001
209	Wallis and Fortuna Islands	NWFI0001
210	Yemen	NYMN0001

Line Item	Country	Product Identifier
211	Yugoslavia (Federal Republic)	NYGL0001
212	Zaire	NZRE0001
213	Zambia	NZMB0001
214	Zimbabwe	NZMW0001

The Contractor shall offer the Converged VoIP International IMTC Off-Net Calling configurations detailed in Table 29.2.6.4.e.

Table 29.2.6.4.e – Converged VoIP International IMTC Off-Net Calling

Line Item	Country	Bidder meets or exceeds?	Product Identifier
1	Brazil:	Yes	BRIL0000
2	Canada:	Yes	CNMT0000
3	China:	Yes	CHQE0000
4	France:	Yes	FONM0000
5	Germany:	Yes	GRIB0000
6	Israel:	Yes	IRSI0000
7	Italy:	Yes	ILTY0000
8	Japan:	Yes	JNKP0000
9	Korea:	Yes	KREO0000
10	Mexico:	Yes	MXCN0000
11	Spain:	Yes	SKCP0000
12	Switzerland:	Yes	SPWT0000
13	United Kingdom:	Yes	ULNY0000

Bidder may offer the Converged VoIP International IMTC Off-Net Calling to unsolicited countries listed in Table 29.2.6.4.f.

Table 29.2.6.4.f – Unsolicited Converged VoIP International IMTC Off-Net Calling

Line Item	Country	Product Identifier
1	Afghanistan	NAFN0002
2	Albania	NAFL0002
3	Algeria	NALG0002
4	Andorra	NADR0002

Line Item	Country	Product Identifier
5	Angola	NANG0002
6	Anguilla	NAGL0002
7	Antarctica (Casey)	NANC0002
8	Antarctica (Scott)	NATS0002
9	Antigua and Barbuda	NANB0002
10	Argentina	NARG0002
11	Armenia	NARM0002
12	Aruba	NARB0002
13	American Samoa	NASM0002
14	Ascension Island	NASI0002
15	Australia	NAST0002
16	Austria	NASR0002
17	Azerbaijan	NABJ0002
18	Bahamas	NBHM0002
19	Bahrain	NBHN0002
20	Bangladesh	NBGL0002
21	Barbados	NBRB0002
22	Belarus	NBLR0002
23	Belgium	NBLG0002
24	Belize	NBLZ0002
25	Benin	NBNN0002
26	Bermuda	NBRD0002
27	Bhutan	NBHT0002
28	Bolivia	NBLV0002
29	Bosnia and Herzegovina	NBNH0002
30	Botswana	NBTS0002
31	Brunei	NBRN0002
32	Bulgaria	NBGR0002
33	Burkina Faso	NBRK0002
34	Burundi	NBRI0002
35	British Virgin Islands	NBRV0002
36	Central African Republic	NCAF0002
37	Cambodia	NCMB0002
38	Cameroon	NCMR0002
39	Cape Verde	NCVR0002
40	Cayman Islands	NCYI0002

Line Item	Country	Product Identifier
41	Chad	NCHD0002
42	Chile	NCHL0002
43	Christmas and Cocos Islands	NCCI0002
44	Colombia	NCLB0002
45	Comoros	NCMS0002
46	Congo	NCNG0002
47	Cook Islands	NCIL0002
48	Costa Rica	NCSR0002
49	Croatia	NCRA0002
50	Cuba	NCBA0002
51	Cyprus	NCYR0002
52	Czech Republic	NCZR0002
53	Diego Garcia	NCDG0002
54	Djibouti	NDJB0002
55	Denmark	NDNR0002
56	Dominica	NDMC0002
57	Dominican Republic	NDMR0002
58	Ecuador	NECR0002
59	Egypt	NEYT0002
60	El Salvador	NELS0002
61	Equatorial Guinea	NEQG0002
62	Eritrea	NERA0002
63	Estonia	NESA0002
64	Ethiopia	NETP0002
65	East Timor	NETI0002
66	Faeroe Islands	NFRI0002
67	Falkland Islands	NFLI0002
68	Fiji Islands	NFJI0002
69	Finland	NFNL0002
70	French Antilles	NFRA0002
71	French Guiana	NFGI0002
72	French Polynesia	NFPL0002
73	Gabon Republic	NGRP0002
74	Gambia	NGMB0002
75	Georgia	NGOA0002
76	Ghana	NGHN0002

Line Item	Country	Product Identifier
77	Gibraltar	NGBL0002
78	Greece	NGCE0002
79	Greenland	NGLN0002
80	Grenada	NGDN0002
81	Guadeloupe	NGTN0002
82	Guantanamo	NGTM0002
83	Guatemala	NGTL0002
84	Guinea-Bissau	NGBS0002
85	Guinea, People's Revolutionary Republic	NGPR0002
86	Guyana	NGYA0002
87	Haiti	NHTI0002
88	Hong Kong	NHKN0002
89	Honduras	NHND0002
90	Hungary	NHNG0002
91	Iceland	NICL0002
92	India	NIDA0002
93	Indonesia	NIND0002
94	Iran	NIRN0002
95	Iraq	NIRQ0002
96	Ireland	NIRL0002
97	Ivory Coast	NIVC0002
98	Jamaica	NJMC0002
99	Jordan	NJRD0002
100	Kazakhstan	NKZN0002
101	Kenya	NKYA0002
102	Kiribati	NKRB0002
103	Korea, North	NKRN0002
104	Kuwait	NKWT0002
105	Kyrgyzstan	NKRG0002
106	Laos	NLOS0002
107	Latvia	NLTV0002
108	Lebanon	NLBN0002
109	Lesotho	NLST0002
110	Liberia	NLBR0002
111	Libya	NLBY0002

Line Item	Country	Product Identifier
112	Liechtenstein	NLCH0002
113	Lithuania	NLTH0002
114	Luxembourg	NLXM0002
115	Macao	NMCA0002
116	Macedonia	NMCD0002
117	Madagascar	NMDG0002
118	Malawi	NMLA0002
119	Malaysia	NMLY0002
120	Maldives	NMLD0002
121	Mali	NMLI0002
122	Malta	NMLT0002
123	Marshall Islands	NMIL0002
124	Mauritius	NMRT0002
125	Mauritania	NMTN0002
126	Mayotte Island	NMYI0002
127	Micronesia	NMCR0002
128	Moldova	NMLV0002
129	Monaco	NMNC0002
130	Mongolian People's Republic	NMPR0002
131	Montserrat	NMTS0002
132	Morocco	NMRC0002
133	Mozambique	NMZB0002
134	Myanmar	NMYM0002
135	Namibia	NNMB0002
136	Nauru	NNRU0002
137	New Caledonia	NNCL0002
138	Nepal	NNPL0002
139	Netherlands	NNTH0002
140	Nevis	NNVS0002
141	Nigeria	NNGA0002
142	Nicaragua	NNCR0002
143	Niger	NNIR0002
144	Niue	NNIU0002
145	Norfolk Island	NNFI0002
146	Norway	NNRW0002
147	Netherlands Antilles	NNTA0002

Line Item	Country	Product Identifier
148	New Zealand	NNZL0002
149	Oman	NOMN0002
150	Pakistan	NPKT0002
151	Palau	NPLU0002
152	Panama	NPNM0002
153	Papua New Guinea	NPNG0002
154	Paraguay	NPGY0002
155	Peru	NPRU0002
156	Philippines	NPHL0002
157	Poland	NPLN0002
158	Portugal	NPRL0002
159	Qatar	NQTR0002
160	Reunion	NRNI0002
161	Romania	NRMN0002
162	South Africa	NSTA0002
163	Russia	NRSA0002
164	Rwanda	NRWN0002
165	Samoa	NSMA0002
166	Sao Tome	NSTM0002
167	Saudi Arabia	NSDA0002
168	Senegal Republic	NSNR0002
169	Seychelles Islands	NSYI0002
170	Sierra Leone	NSLN0002
171	Singapore	NSPR0002
172	Slovakia	NSLV0002
173	Slovenia	NSVN0002
174	San Marino	NSMR0002
175	Solomon Islands	NSLI0002
176	Somali Republic	NSML0002
177	Sri Lanka	NSRL0002
178	St. Helena	NSHL0002
179	St. Kitts	NSKT0002
180	St. Lucia	NSLC0002
181	St. Pierre and Miquelon	NSTP0002
182	St. Vincent and The Grenadines	NSTV0002

Line Item	Country	Product Identifier
183	Sudan	NSDN0002
184	Suriname	NSRN0002
185	Swaziland	NSWZ0002
186	Sweden	NSWD0002
187	Syrian Arab Republic	NSYR0002
188	Taiwan	NTWN0002
189	Tajikistan	NTJS0002
190	Tanzania	NTNZ0002
191	Thailand	NTHL0002
192	Turks and Caicos Islands	NTRC0002
193	Togo	NTGO0002
194	Tonga Islands	NTNI0002
195	Trinidad and Tobago	NTRN0002
196	Turkmenistan	NTRK0002
197	Tunisia	NTNS0002
198	Turkey	NTKY0002
199	Tuvalu	NTVL0002
200	United Arab Emirates	NUAR0002
201	Uganda	NUGN0002
202	Ukraine	NUKN0002
203	Uruguay	NURG0002
204	Uzbekistan	NUZB0002
205	Vanuatu	NVNT0002
206	Vatican City	NVTC0002
207	Venezuela	NVZN0002
208	Vietnam	NVNM0002
209	Wallis and Fortuna Islands	NWFI0002
210	Yemen	NYMN0002
211	Yugoslavia (Federal Republic)	NYGL0002
212	Zaire	NZRE0002
213	Zambia	NZMB0002
214	Zimbabwe	NZMW0002

29.2.7 Converged VoIP Voice Mail Services

The Contractor shall provide Converged VoIP Voice Mail services that are interoperable and work with the Converged VoIP service. The Converged Voice Mail service shall allow callers to leave a message for End-Users to retrieve later.

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

29.2.7.1 Converged VoIP Voice Mail Service Features

Contractors shall provide the Converged VoIP Voice Mail services feature requirements as listed below.

1. A variety of message lengths with a minimum message length of at least two minutes.

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

2. Message review, including skip back or ahead.

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

3. Message saving and erasing.

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

4. Erased message retrieval before call is ended.

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

5. Messaging forwarding to another voice mailbox in the system with the ability to append additional comments.

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

6. Password protection.

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

7. Personalized greetings (both permanent and temporary).

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

8. Message waiting indicator signal received at workstation within one minute.

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

9. Remote access capability from any telephone location on or off net.

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

10. Creation of Group Distribution Lists - Allow an administrator to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients.

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

11. Web based End-User administration software.

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

12. Ability to integrate with Unified Messaging applications with no hardware modification.

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

Table 29.2.7.a – Converged VoIP Voice Mail Services and Features

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	Converged VoIP Voice Mail Service	Converged VoIP Voice Mail Service with the minimum feature requirements.		VMVC0000	Yes

The Contractor may offer additional unsolicited Converged VoIP Voice Mail features in Table 29.2.7.b.

Table 29.2.7.b – Unsolicited Converged VoIP Voice Mail Services and Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

29.2.8 Converged VoIP and Voice Mail Geographic Requirements

29.2.8.1 Converged VoIP and Voice Mail Specific Service Areas

The Contractor shall provide Converged VoIP and VoIP Voice Mail services in the cities specified below. The servicing area is defined as within the city limits for each location identified.

1. Sacramento;
2. Oakland;
3. San Francisco;
4. Los Angeles;
5. San Diego; and,
6. San Jose.

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

29.2.8.2 Additional Commercially Available Areas

The Contractor shall provide Converged VoIP and VoIP Voice Mail services where services are currently commercially available.

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

Bidder may identify additional locations where their Converged VoIP and VoIP Voice Mail Services are currently commercially available in Table 29.2.8.2.

If Bidder is unable to identify all service areas within Table 29.2.8.2, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

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

Table 29.2.8.2 – Additional Bidder's Converged VoIP and VoIP Voice Mail Services Commercially Available Areas

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
1	Statewide	**Yes**	**Yes**
2		**Choose an item.**	**Choose an item.**

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
3		Choose an item.	Choose an item.
4		Choose an item.	Choose an item.
5		Choose an item.	Choose an item.

29.3 OTHER SERVICES

29.3.1 Hourly Rates for Services

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

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

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

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

29.3.2 Services Related Infrastructure (SRI)

The Contractor shall offer infrastructure service as defined below.

29.3.2.1 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 Minimum Point of Entry (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 29.3.2.1

Table 29.3.2.1 – 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.		EWOC0000	Yes
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.		EWOH0000	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	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.		EWCH0000	Yes
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		EWOC0025	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
		Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.			
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.		EWOH0025	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
		Includes associated troubleshooting, testing, and labeling.			
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,		EWCH0025	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
		testing, and labeling.			
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.		EOSR0000	Yes
8	Extended Demarcation	Wiring services to extend Facilities		EOSO0000	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
	- Optical Fiber Link – Overtime Hours	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.			
9	Extended Demarcation - Optical Fiber Link – Sunday and	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization		EOSH0000	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
	Holiday Hours	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.			

29.3.2.2 Unsolicited Services Related Infrastructure

Bidder may offer additional unsolicited Services Related Infrastructure in Table 29.3.2.2.

Table 29.3.2.2 – Unsolicited Services Related Infrastructure

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			

29.3.3 Services Related Hourly Support

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the 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 29.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten 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 29.3.3

Table 29.3.3 – 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		CFLR0000	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
		be caused by factors outside the responsibility of the Contractor.			
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.		CFLO0000	Yes
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		CFLH0000	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
		responsibility of the Contractor.			

29.3.4 Migration Professional Services

The Contractor shall provide Professional Services that support the migration of Customer telephone services. This service is limited to efforts related to the migration from one CALNET service to another CALNET service. Some examples are assistance with Customer telephone data, number porting, site surveys, site audits, inventory, and record management.

The Contractor shall offer the Migration Professional Services detailed in Table 29.4.4.a

Table 29.3.4.a – Migration Professional Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Migration Technical Services Support I - Standard Regular Hours	Technical Services Support I for Central Office Exchange Migration only – Regular Hours		MGTS0001	**Yes**
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours		MGTO0001	**Yes**
3	Migration Technical Services	Technical Services Support I for Central		MGTH0001	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
	Support I – Sunday and Holiday Hours	Office Exchange Migration only – Sunday and Holiday Hours			
4	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only – Regular Hours		MGTS0002	**Yes**
5	Migration Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours		MGTO0002	**Yes**
6	Migration Technical Services Support II – Sunday and Holiday Hours	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours		MGTH0002	**Yes**
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours		NTER0000	**Yes**
8	Migration Network	Network Engineer for		NTEO0000	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
	Engineer – Overtime Hours	Central Office Exchange Migration only – Overtime Hours			
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours		NTES0000	**Yes**
10	Migration Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours		SEPS0000	**Yes**
11	Migration Professional Services Principle Architect I – Regular Hours	Professional Services Principle Architect I for Central Office Exchange Migration only – Regular Hours		SPRA0001	**Yes**
12	Migration Professional Services - Principal Architect II – Regular Hours	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours		SPRA0002	**Yes**

Bidder may offer additional unsolicited Migration Professional Services in Table 29.3.4.b

Table 29.3.4.b – Unsolicited Migration Professional Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			

29.4 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.

29.4.1 Service Level Agreement Format

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

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

29.4.2 Technical Requirements versus SLA Objectives

Sections 29.2 (Converged VoIP) and 29.3 (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

29.4.3 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

29.4.4 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

29.4.5 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

29.4.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 29.4.8):

1. With the exception of the Provisioning SLA (Section 29.4.8.10), 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 (Billing and Invoicing);

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

29.4.7 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 29.4.7.a, 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 this requirement and shall meet or exceed it? Yes

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

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

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

Bidder understands this requirement and shall meet or exceed it? 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 29.4.7.a – 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.
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

Line Item	Stop Clock Condition (SCC)	SCC Definition
		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: Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; Site contact refuses access to technician who displays proper identification; 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, Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays 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.

Line Item	Stop Clock Condition (SCC)	SCC Definition
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.
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).

Line Item	Stop Clock Condition (SCC)	SCC Definition
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.

29.4.8 Technical Service Level Agreements (SLAs)

29.4.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a Converged VoIP 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:

Converged VoIP

Converged VoIP Voice Mail

Objective:

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

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	≥ 98.9%	≥ 99.2%	≥ 99.5%	P
Converged VoIP Voice Mail	≥ 98.9%	≥ 99.2%	≥ 99.5%	P

Rights and Remedies:

1. Per Occurrence:
   - N/A
2. Monthly Aggregated Measurements:
   - First month to fail 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 this requirement and shall meet or exceed it? Yes

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

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition:

The total loss of service at a single address based on a common cause resulting in one or more of the following:

Failure of two or more service types, or

Failure of 50 or more End-User VoIP service package or VoIP voice mail service (seat).

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:

Converged VoIP
VoIP Voice Mail

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	≤ 3 hours	≤ 2 hours	≤ 1 hour	P
VoIP Voice Mail	≤ 3 hours	≤ 2 hours	≤ 1 hour	P

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 this requirement and shall meet or exceed it? Yes

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

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

Any service affecting failure in the Contractor's (or Subcontractor's or Affiliate's) network up to and including the Provider Edge (PE) equipment.

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:

Converged VoIP
Converged VoIP Voice Mail

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P
Converged VoIP Voice Mail	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P

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 2 fault.
2. Monthly Aggregated Measurements:
    - N/A

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

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of more than one CALNET DNCS service type in a central office, or the loss of any service type on a system wide basis.

Measurement Process:

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

(Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Converged VoIP
Converged VoIP Voice Mail

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Converged VoIP	≤ 30 Minutes	N/A	≤ 15 Minutes	P
Converged VoIP Voice Mail	≤ 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 this requirement and shall meet or exceed it? Yes

29.4.8.5 Delay – Round Trip Transmission for Converged VoIP Services (M-S)

SLA Name: Delay – Round Trip Transmission for Converged VoIP Services

Definition:

Average one-way transfer delay measured from Customer Equipment (CE) to the remote CE.

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the VoIP delay is not meeting the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets opened as VoIP Delay One-Way Transmission SLA shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable.

Service(s):

Converged VoIP

Objective(s):

Based on a 1,000 byte ping:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Converged VoIP	≤ 170ms	≤ 130ms	≤ 90ms	P

Rights and Remedies:

1. Per Occurrence:
    - N/A
2. Monthly Aggregated Measurements:
    - 25% credit or refund of the TMRC per occurrence for the reported service.
    - The second consecutive month service fails to meet the committed SLA objectives shall result in a 35% credit or refund of TMRC.
    - Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC.

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

29.4.8.6 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:

Converged VoIP
Converged VoIP Voice Mail

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	16 Hours	12 Hours	8 Hours	**P**
Converged VoIP Voice Mail	16 Hours	12 Hours	8 Hours	**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) 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 this requirement and shall meet or exceed it? Yes

29.4.8.7 Excessive Usage of Site Survivability Network Failure Service (M-S)

SLA Name: Excessive Usage of Site Survivability Network Failure Service

Definition:

The usage of Site Survivability Network Failure Service shall not exceed the objective commitment identified below in a month, per site.

Measurement Process:

The monthly usage duration shall be based on the accumulated total of all service activation events during a given month. A service usage event shall begin from alarm or activation of service and ending when a Site Survivability Network Failure Service resumes to a standby state and no traffic traverses the PSTN on the back-up circuit.

Service(s):

Converged VoIP Site Survivability Network Failure

Objective(s):

The Unavailable Time objective shall not exceed:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP Site Survivability Network Failure	240 Hours	120 Hours	72 Hours	P

Rights and Remedies:

1. Per Occurrence:
    - First month the 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 of all usage charges as a result of the activation of the Site Survivability Network Failure Service.
    - The second consecutive month the service fails to meet the committed SLA objective shall result in a 30% credit or refund of TMRC and five Business Days of ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.
    - Each additional consecutive month the service fails to meet the Committed SLA objective shall result in a 50% credit or refund of the TMRC, and ten Business Days of the ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.
2. Monthly Aggregated Measurements:
    - N/A

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

29.4.8.8 Jitter (M-S)

SLA Name: Jitter

Definition:

Variations in transfer delay measured from the Customer Edge (CE) to the remote CE.

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a jitter issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses. This measurement applies to local loop transport (1) under the control of the Contractor or (2) not under the control of Contractor that do not exceed 70% peak utilization for three consecutive Business Days.

Service(s):

Converged VoIP

Objective(s):

Based on a 1,000 byte ping:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Converged VoIP	≤ 30ms	N/A	≤ 15ms	**B**

Rights and Remedies:

1. Per Occurrence:
    - First month the service fails to meet the committed SLA objective shall result in a 25% credit or refund of TMRC and two Business Days of the ADUC per occurrence for the reported service.
    - Second month service fails to meet the committed SLA objectives shall result in a 35% credit or refund of TMRC and two Business Days of ADUC.
    - Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC and two Business Days of the ADUC.
2. Monthly Aggregated Measurements:
    - N/A

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

29.4.8.9 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:

All services

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 this requirement and shall meet or exceed it? Yes

29.4.8.10 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 (Features must be installed with service except when listed below.	Committed Interval Days	Coordinated/Managed Project
Converged VoIP	45	Coordinated/Managed Project
Converged VoIP Voice Mail	30	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)
Converged VoIP	≥ 90%	N/A	≥ 95%	P
Converged VoIP Voice Mail	≥ 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 this requirement and shall meet or exceed it? Yes

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

SLA Name: Time to Repair (TTR)

Definition:

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

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. 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:

Converged VoIP
Converged VoIP Voice Mail

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	6 Hours	5 Hours	4 Hours	S
Converged VoIP Voice Mail	6 Hours	5 Hours	4 Hours	S

Rights and Remedies:

1. Per Occurrence:
    - First month the service fails to meet the committed SLA objective shall result in a 25% credit or refund of 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 this requirement and shall meet or exceed it? Yes

29.4.8.12 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 this requirement and shall meet or exceed it? Yes

29.4.8.13 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 29.4.8 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 this requirement and shall meet or exceed it? Yes

29.4.8.14 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 29.4.8.

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