



**AT&T**

**IFB STPD 12-001-A, C3-A-12-10-TS-01**

CalNet 3, Category 1: Voice and Data Services  
Subcategory 1.4 – Long Distance

*Volume 2: Response to Unique Subcategory Requirements*  
*SOW Technical Requirements Response*

**Amendment #1, Rev. August 4, 2014**

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## **Exhibit 8: Contractor's License Information**

Attached is Exhibit 8: Contractor's License Information.



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**EXHIBIT 8: CONTRACTOR’S LICENSE INFORMATION**  
 (Installation Services Only)

For Subcategory: 1.4 Long Distance

Name of Bidder: AT&T Corp.

Bidder shall complete the applicable Contractor’s license information below in accordance with the Contractor’s State License Board, Department of Consumer Affairs. A Contractor’s license of appropriate Class C-7, *Low Voltage Systems Contractor*, is required before any Bidder can contract business (e.g. submit a bid) which includes the installation of cable and wiring, and minor electrical modification. In addition, if structural modifications are required, a Class B, *General Building Contractor*, license is required. Licensee must be in the name of the firm or a Responsible Managing Employee. See IFB Section 2.3.6, Contractor’s License.

**CONTRACTOR**

Class C-7 and C-10 License No: 760249  
 Licensee: Pacific Bell Telephone Company Expiration Date: 03/31/2015  
 Relationship of Licensee to Contractor: Wholly Owned Subsidiary

**SUBCONTRACTOR 1**

Class \_\_\_\_\_ License No: \_\_\_\_\_  
 Licensee: \_\_\_\_\_ Expiration Date: \_\_\_\_\_  
 Relationship of Licensee to Subcontractor: \_\_\_\_\_

**SUBCONTRACTOR 2**

Class \_\_\_\_\_ License No: \_\_\_\_\_  
 Licensee: \_\_\_\_\_ Expiration Date: \_\_\_\_\_  
 Relationship of Licensee to Subcontractor: \_\_\_\_\_

(Use additional sheets if necessary.)





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## **Exhibit 9: Service Taxes, Fees, Surcharges and Surcredits**

Please see the following pages for AT&T's response to Exhibit 9.



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**EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS**

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

- a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 2
- b) The jurisdiction and organization that issued the law, resolution or order: FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): FUSF Federal Universal Service Fee (UCC Universal Connectivity Charge)
- d) The citations in law, regulation or order: CFR 69.158
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.gpo.gov/fdsys/pkg/CFR-2008-title47-vol3/pdf/CFR-2008-title47-vol3-sec69-155.pdf
- f) The date the law, resolution or order was released: 1984
- g) The date the law, resolution or order becomes effective: 1984
  - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
  - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: Cost recovery for mandated contributions to the Universal Service fund.
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications
- j) The amount of the service tax, fee, surcharge or surcredit: 15.1000%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com







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Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 4
- b) The jurisdiction and organization that issued the law, resolution or order: CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Rate surcharge-Toll
- d) The citations in law, regulation or order: Pacific Bell Tariff CPUC A2.1.33.1 A-C
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://cpr.att.com/pdf/ca/a002.pdf>
- f) The date the law, resolution or order was released: 2006
- g) The date the law, resolution or order becomes effective: 2007
  - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
  - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: The rate surcharge was established to collect revenue for the CPUC ordered changes to AT&T/SBC Pacific Bell's revenue requirements until such time as individual rates for products and services are adjusted. It applies a monthly percentage to all recurring and nonrecurring rates and charges for service or equipment provided under our tariffs. The surcharge has different rates for IntraLATA exchange service, IntraLATA toll and IntraState access (products contained in CPUC 175T).
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.4.2.3.6: Long distance domestic calling
- j) The amount of the service tax, fee, surcharge or surcredit: -1.2970%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Julie Kibler

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Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 14
- b) The jurisdiction and organization that issued the law, resolution or order: local taxing authorities
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): varies by local ordinance
- d) The citations in law, regulation or order: Local Tax Ordinances
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.uutinfo.org/uutinfo\_city\_Menu.htm
- f) The date the law, resolution or order was released: varies by local ordinance
- g) The date the law, resolution or order becomes effective: varies by local ordinance
  - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
  - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: Various localities impose a Utility Users' Tax on utilities (such as telephone, electricity, gas, sewer, water, cable TV, etc.) to fund local services.
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: varies by local ordinance: varies by local ordinance
- j) The amount of the service tax, fee, surcharge or surcredit: varies by local ordinance
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): Varies by local ordinance
- l) Additional comments as warranted: \_\_\_\_\_

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Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 16

b) The jurisdiction and organization that issued the law, resolution or order: IRS

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Excise Tax

d) The citations in law, regulation or order: Internal Revenue Code § 4251-4253

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.irs.gov/pub/irs-pdf/p510.pdf

f) The date the law, resolution or order was released: 1898

g) The date the law, resolution or order becomes effective: 1898

- i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
- ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: Federal tax originally created in support of the Spanish-American War is currently used for the support of the Federal General Fund

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: All services: All Services

j) The amount of the service tax, fee, surcharge or surcredit: 3.0000%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; Yes

l) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Julie Kibler

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Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 18
- b) The jurisdiction and organization that issued the law, resolution or order: FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal access recovery fee (FARF)
- d) The citations in law, regulation or order: CFR 69.158
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.gpo.gov/fdsys/pkg/CFR-2008-title47-vol3/pdf/CFR-2008-title47-vol3-sec69-155.pdf>
- f) The date the law, resolution or order was released: 2008
- g) The date the law, resolution or order becomes effective: 7/1/2008
  - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
  - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: The Federal Access Recovery Fee (FARF) is a charge designed to recover, in part, AT&T's costs of purchasing local access service from the Local Exchange Carriers (LECs), which include regulatory fees that LECs assess on AT&T
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications
- j) The amount of the service tax, fee, surcharge or surcredit: 0.5000%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com







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Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 21
- b) The jurisdiction and organization that issued the law, resolution or order: FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Propert Tax allotment
- d) The citations in law, regulation or order: AT&T Tariffs – FCC No.11 and FCC No. 13
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s):  
[http://serviceguidenew.att.com/sg\\_CustomPreviewer?attachmentId=00PC000000KD1WXMA1](http://serviceguidenew.att.com/sg_CustomPreviewer?attachmentId=00PC000000KD1WXMA1)
- f) The date the law, resolution or order was released: prior to 2006
- g) The date the law, resolution or order becomes effective: prior to 2006
  - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
  - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: The recovery of an expense that A&T is required to pay. This expense represents the interstate portion of state and local property taxes imposed on AT&T.
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications
- j) The amount of the service tax, fee, surcharge or surcredit: 4.0500%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Julie Kibler





**IFB STPD 12-001-A, C3-A-12-10-TS-01**  
**Vol. 2, SOW Technical Requirements, Subcategory 1.4 – Long Distance**  
**Amendment #1, Rev. August 4, 2014**

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Phone number: 916-486-7726 Email address: jk2427@att.com





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Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 22
- b) The jurisdiction and organization that issued the law, resolution or order: FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Administrative Expens Recovery fee
- d) The citations in law, regulation or order: <http://www.serviceguide.att.com/ABS/ext/GTCDetails.cfm>
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.serviceguide.att.com/ABS/ext/GTCDetails.cfm>
- f) The date the law, resolution or order was released: prior to 2006
- g) The date the law, resolution or order becomes effective: prior to 2006
  - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
  - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: This fee recovers a portion of AT&T's internal costs associated with the FCC's Universal Service Fund.
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications
- j) The amount of the service tax, fee, surcharge or surcredit: 0.8800%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com





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# **Exhibit 10: Bidding Preferences and Incentives**

Attached is the completed and signed Exhibit 10.



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**Exhibit 10: BIDDING PREFERENCES AND INCENTIVES**

For Subcategory: 1.4 Long Distance

ALL BIDDERS: COMPLETE ALL SECTIONS BELOW AND SUBMIT WITH YOUR PROPOSAL.

**1. SMALL BUSINESS PREFERENCE**

Bidder must check the appropriate box from the choices below.

- I am a DGS certified Small Business and claim the Small Business Preference.  
My DGS Small Business certification number is: \_\_\_\_\_
- I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.
- I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference.  
*Bidder must complete and submit Exhibit 11, GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor.*
- I am not claiming the DGS Small Business preference.

**2. DVBE INCENTIVE**

Bidder must check the appropriate box from the choices below.

- I am a DGS certified DVBE. A copy of my STD. form 843 is attached.
- I have recently filed for DGS DVBE certification, but have not yet received certification.
- I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.  
*Bidder must submit a complete Exhibit 11, GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor. Bidder must also submit an Exhibit 10, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager.*
- I am not claiming the DVBE incentive.



**EXHIBIT 10, CONTINUED**

**3. ADDITIONAL BIDDING PREFERENCES**

The Bidder shall check the appropriate box or boxes from the choices below.

- I am not claiming the TACPA preference, the EZA preference, or the LAMBRA preference.
- I am claiming the TACPA bidding preference.  
*Bidder must submit Exhibit 12, STD 830.*
- I am claiming the EZA bidding preference.  
*Bidder must submit Exhibit 13, STD 831.*
- I am claiming the LAMBRA bidding preference.  
*Bidder must submit Exhibit 14, STD 832.*

Name of Bidder:

AT&T Corp.

---

Signature and Date:

---



# **Exhibit 11: STD 843, DVBE Declarations**

AT&T is not claiming a DVBE incentive



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## **Exhibit 12: GSPD 05-105, Bidder**

AT& is not claiming SB preference using Subcontractors, nor claiming a DVBE incentive, nor will have any Subcontractors that will receive 15% or more revenue.



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# **Exhibit 13: STD 830, TACPA Preference Request**

AT&T is not claiming TACPA preference.



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## **Exhibit 14: STD 831, EZA Preference**

AT&T is not claiming EZA preference.



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# **Exhibit 15: STD 832, LAMBRA Preference Request**

AT&T is not claiming LAMBRA preference.



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# Subcategory 1.4 – Long Distance

## 1.4.1 Overview

This Subcategory 1.4 IFB provides the State's solicitation for best value solutions for long distance services. This IFB also describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB Section 4. The CALNET 3 Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET 3 Contract Management and Oversight (CALNET 3 CMO).

### 1.4.1.1 Bidder Response Requirements

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

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

*"Bidder understands the Requirement and shall meet or exceed it? Yes \_\_\_\_\_ No \_\_\_\_\_"*

Or,

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

*"Bidder understands the requirements in Section xxx and shall meet or exceed them? Yes \_\_\_\_\_ No \_\_\_\_\_"*

*Description:"*

### 1.4.1.2 Designation of Requirements

All Technical Requirements specified in this IFB Section are Mandatory and must be responded to as identified in IFB Section 3.4.2.5 by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)". The State will have the option of whether or not to include each item in the Contract, based on the best interest of the State. Furthermore, Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET 3 services or features may require CALNET 3 CMO approval.

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



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

### **1.4.1.3 Pacific Time Zone**

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

### **1.4.2 Long Distance Calling Service**

The State, at its sole discretion, may impose controls on Service Requests for long distance services placed by nonexempt Customers, including limitations to specific providers in certain geographic areas.

The Contractor shall provide Long Distance Calling Service.

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### **1.4.2.1 Long Distance Service General Requirements**

##### **1.4.2.1.1 Long Distance (LD) Presubscribed Interexchange Carrier (PIC)**

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

##### **1.4.2.1.2 Long Distance Design Services**

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*



### 1.4.2.1.3 Security

#### 1.4.2.1.3.1 Physical Access

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### 1.4.2.1.3.1 Network Security

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

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### 1.4.2.1.3.2 Security Event Notifications

The Contractor shall provide the designated State representatives with notifications of suspected and real security violations that impact CALNET 3 Customers within one (1) hour of such determination via telephonic means or email.

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

### 1.4.2.2 Long Distance Network

#### 1.4.2.2.1 Long Distance Service Network Requirements

##### 1.4.2.2.1.1 Non-blocking Network

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

##### 1.4.2.2.1.2 System Compatibility

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



*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### 1.4.2.2.2 Long Distance Network Access Transport

The Contractor shall provide dedicated DS1, DS3 and ISDN Private Rate Interface (PRI) access transport service for use with the LD service deployed for CALNET 3. This service shall only be utilized in conjunction with the Contractor's Long Distance service.

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

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

Access minutes for dedicated service as identified in Section 1.4.2.3.5 are limited to the same geographic constraints identified in this Section

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

##### 1.4.2.2.2.1 Dedicated DS1 Access Transport

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

##### 1.4.2.2.2.2 Dedicated DS3 Access Transport

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

##### 1.4.2.2.2.3 ISDN PRI on DS1 Access Transport

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



*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*

#### 1.4.2.2.2.4 Off-Net Overflow on Terminating Busy

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

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*



Contractors shall provide the Long Distance Network Access Transport functionality described in Table 1.4.2.2.2.a.

Table 1.4.2.2.2.a, Long Distance Network Access Transport

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Dedicated Access Transport DS1	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps	Y		1LNV9
	Bidder's Product Description: Dedicated nodal access DS1 supports up to 1.544 Mbps or 24 channels at 64Kbps.				
2	Dedicated Access Transport DS3	Dedicated Transport at DS3 speed or equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.	Y		1LN44
	Bidder's Product Description: Dedicated access up to 45Mbps on a single circuit that can be split into 28 DS1 or 672 channels, each at 64 Kbps.				
3	Primary Rate Interface (PRI) Transport on DS1	DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel	Y		BHC
	Bidder's Product Description: AT&T offers Primary Rate Interface (PRI) which provisions a DS1 in to 23 B channels and one D channel.				
4	Off-Net Overflow on Terminating Busy	Network feature for conditions when all terminating dedicated access lines are busy that allows an End-User to complete a domestic or international call to an off-net station or private network interface	Y		SMOBE
	Bidder's Product Description: Off-Net Overflow on Terminating Busy (OOTB) lets an SDN user complete a domestic or international call to an off-net station or private network interface even though all terminating dedicated access lines are busy.				





The Contractor may offer additional unsolicited Long Distance Network Access Transport features in Table 1.4.2.2.2.b.

Table 1.4.2.2.2.b Unsolicited Long Distance Network Access Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Split Access Flexible Egress Routing (SAFER Feature Charge)	SAFER automatically routes incoming calls to dedicated access trunk(s) at an alternate terminating AT&T Point of Presence (POP) in the event of terminating network congestion affecting the AT&T POP where the primary dedicated access trunk(s) are located.	SMOE1
	Bidder's Product Description: Split Access Flexible Egress Routing (SAFER) is a 4E based diversified routing feature. It delivers incoming calls to an alternate egress path in the event of failure between the 4ESS and AT&T Service Node (POP). If failure in egress, the terminating 4ESS returns call to originating 4ESS, which complete the call through alternate terminating 4ESS. The re-routing occurs instantly and is not evident to the caller.		
2	Split Access Flexible Egress Routing (SAFER) – Mileage Charge	SAFER automatically routes incoming calls to dedicated access trunk(s) at an alternate terminating AT&T Point of Presence (POP) in the event of terminating network congestion affecting the AT&T POP where the primary dedicated access trunk(s) are located.	1LNGX
	Bidder's Product Description: SAFER automatically routes incoming calls to dedicated access trunk(s) at an alternate terminating AT&T Point of Presence (POP) in the event of terminating network congestion affecting the AT&T POP where the primary dedicated access trunk(s) are located.		

### 1.4.2.2.3 Long Distance Network Operations and Management

#### 1.4.2.2.3.1 Network Operations Center (NOC)

The Contractor shall maintain a Network Operations Center (NOC) that is staffed 24x365.

The NOC shall perform network surveillance, traffic analysis, control of access and egress traffic, and fault management (trouble identification, isolation and notification) of all CALNET 3 voice traffic. The NOC shall monitor network performance in near real-time to identify capacity blockages and implement controls to optimize CALNET 3 network health and performance immediately.

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*





#### 1.4.2.2.3.2 Fraudulent Call Prevention

The LD service shall include a toll fraud program that monitors all calls, including outbound international and domestic toll-free calls. The Contractor shall notify the Customer of suspicious calling patterns within 24 hours of detection. The Contractor will continue to monitor the number that is experiencing the suspected fraud and shall notify the Customer of the findings.

The Contractor will proactively work with the State to minimize potential fraud. The Contractor shall develop and implement thresholds and network algorithms for certain call patterns to detect fraudulent use of the Network. The Contractor shall perform near real-time monitoring of the Network to detect fraudulent usage for Customers 24x365. The Contractor shall utilize specific fraud tools to analyze usage based on various types of information, including known high fraud countries, simultaneous calls and multiple call attempts, call durations, as well as originating and terminating number information.

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No*



### 1.4.2.3 Long Distance Calling Features

#### 1.4.2.3.1 10-Digit/14-Digit Restriction

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

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

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### 1.4.2.3.2 Universal Range Privileges

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

*Bidder understands the requirements in Section 1.4.2.3.2 and shall meet or exceed them? Yes  X  No \_\_\_\_\_*

*Description:*

### Universal Range Privileges

Universal range privileges are established through the use of AT&T's Screening Groups. Screening Groups contain numbers that members of Customer's Caller Groups (i.e., groups of phone numbers) can or cannot call. There are two types of Screening Groups:

1. Allowed Screening Groups: Contain numbers that members of a Caller Group are allowed to call. Implicit in this statement is that all other numbers dialed would be blocked. An example of an allowed Screening Group is a list consisting of area codes on the East Coast. All other calls would be blocked.
2. Blocked Screening Groups: Contain numbers that members of a caller group are not allowed to call. Implicit in this statement is that all other calls would be allowed to route. An example of a blocked Screening Group is a list containing numbers for "Time", "Weather" and "Directory Assistance." Only those numbers would be blocked and all other calls would be routed.

The CALNET 3 Customer can choose to establish Screening Groups as either Allowed or Blocked, whichever would contain the fewest number of entries.



Screening Groups do not need to block 800, 888, 500 and 900 calls since these are automatically blocked in SDN for dedicated locations only. Switched access locations do not receive this type of screening since the LEC handles these calls prior to getting to SDN.

Screening Group range options are provisioned through:

1. **Labels:** Each Screening Group/Universal Range Privilege must be labeled by the Customer. This label uses a maximum of twelve alphanumeric characters (e.g., AGROUP1).
2. **Entries:** Screening Groups consist of lists of numbers that can be entered in any of the following formats:
  - NPA
  - NPA NXX
  - NPA-NXX-XXXX
  - NPA-NXX-XXXX-XXXX
  - NXX
  - NXX-XXXX
  - NXX-XXXX-XXXX
  - 011
  - 011 + Country Code

Each screening group can contain any combination of the above.

Screening Groups are used in conjunction with Caller Groups. Each Caller Group must have one associated Screening Group for each time interval that the customer has defined.

Example: For Station Group DMVEXECS:

Time Interval	Name of Screening Group	Type
Mo – Fr 9:00A – 5:00P	Everywhere	Blocked
Mo – Fr 5:00P – 12:00M	On-Net	Blocked
Mo – Fr 12:00M – 9:00A	On-Net	Blocked
Sa – Su 12:00M – 12:00M	On-Net	Blocked

Each Caller Group must have one Screening Group associated with it for every time interval defined, so that 24 hours of all 7 days are covered. Screening Groups may be used more than once (i.e., they may be shared among several caller groups).



Customers may also plan Time Intervals so that their universal range privileges may alter according to the time of day and day of week. The following may vary as a function of time:

1. Authorization code utilization for any Station Group.
2. Screening Groups associated with any Caller Group.

The customer must plan a timetable that will apply to all call screening activity. Within the timetable, the customer may identify various time shifts. For example:

- Mo – Fr 8:00A – 5:00P
- Mo – Fr 5:00P – 12:00M
- Mo – Fr 12:00M – 8:00A
- Sa – Su 12:00M – 12:00M

A given time may be both a beginning time and an ending time, but not in the same time interval. (See example above.)

If the customer does not want to screen by time intervals, Su – Sa 12:00M – 12:00M, would be used.

#### 1.4.2.3.3 Account Codes

The LD service shall include account codes that allow the Customers the ability to assign a one (1) to 15-digit Account Code to individuals or groups of users. An Account Code, which is dialed after the phone number, is a feature that helps track calls by department, individual, or project. Account Codes allow calls to be sorted and grouped on the Call Detail Report, thereby simplifying call tracking and charge-backs. Account Codes are designed for cost allocation only and are non-verified. Account Codes may be used in conjunction with Authorization Codes (Section 1.4.2.3.4).

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

#### 1.4.2.3.4 Authorization Codes

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

##### 1.4.2.3.4.1 Expanded Authorization Codes

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



Bidder understands the Requirement and shall meet or exceed it? Yes  No

#### 1.4.2.3.4.2 Service Management System

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

Bidder understands the requirements in Section 1.4.2.3.4.2 and shall meet or exceed them? Yes  No

Description:

### Service Management System

The AT&T BusinessDirect<sup>®</sup> Portfolio consists of the award-winning, security-enhanced AT&T BusinessDirect<sup>®</sup> Web Portal and its online tools, which are designed to deliver efficient, effective, convenient servicing capabilities, 24/7.

AT&T's BusinessDirect<sup>®</sup> Portal is a suite of powerful, productivity-enhancing online tools that AT&T CALNET 3 customers can use 24/7 to activate and deactivate authorization codes, change flexible routing configurations, obtain usage reports, and perform other customer service-related tasks online. This unprecedented network transparency and hands-on network management empower customers to enjoy near real-time visibility of and control over their AT&T networks—virtually any time, anywhere—for optimal network utilization and enterprise-wide telecom management.

Specifically, Customers are able to monitor, test, control and obtain near real-time notification on outbound trunk performance and faults for dedicated voice trunk groups and update their network's outbound voice features in near-real time:

- React to network traffic changes in near-real time so Customers can better utilize dedicated communications facilities
- Help reduce fraudulent usage
- Access current outbound inventory at your convenience
- Reroute network calls during emergencies
- Modify/Activate Authorization Codes, Account Codes, Software Defined Network (SDN) Flexible Routing, Station Groups, Screening Numbers and Geographic Restrictions



## Outbound Feature Management Application

AT&T leads the industry in developing systems that offer on-line changes in a secure way via the Internet. Outbound Feature Management is one of those systems. A web-based application residing on the AT&T BusinessDirect platform, Outbound Feature Management allows users to view or update their AT&T voice network feature data.

Outbound Feature Management offers these capabilities:

- View or change SDN data nearly 24 hours a day, 7 days a week. View the actual AT&T configuration data for the user's SDN network, not a copy of this data stored on their PC
- Make updates that typically become active within fifteen minutes after submitting a change
- View currently selected Customer Account's features
- Administer Authorization Codes, Station Numbers, and Screening Numbers
- Administer the associations between Authorization Codes and Listed Directory Numbers
- View provisioned SDN Groups and their associated privileges
- View provisioned Network Remote Access (NRA) feature sets
- View SDN Location Inventory
- Administer Flexible Routing
- Import or export data for use with PC applications. Edit exported data files, then import them to make the same kinds of changes that can be made via the Outbound Feature Management user interface
- Get user instruction and support via online help, online training, Quick Tips, email, and telephone hotline support

The Outbound Feature Management web-based tool has many advantages over PC-based applications, such as

- View an accurate and current network inventory
- No SDN database required on the users PC
- No Outbound Feature Management software installations or upgrades on user's PC
- Very few PC requirements (mostly just web access and browser software compatible with Outbound Feature Management and AT&T BusinessDirect)
- Take advantage of better, faster, more secure connections to the web

When provisioned, users can access Outbound Feature Management nearly 24x7 from AT&T BusinessDirect.



Outbound Feature Management pages have been designed for easy navigation, and quick access to common functions, and thorough user support.

## Software Defined Network

AT&T SDN lets Customers use portions of the AT&T network to build their own Virtual Private Networking service. It is a network within the AT&T network, which is defined by software.

Customers can configure calling privileges based on the type of access used:

- For On-Net originating calls, Customers can use the following to assign calling privileges:
  - Station Numbers and Station Groups (including time/day based privileges).
  - Screening Numbers and Screening Groups (if used with the Station Group).
  - On-Net Authorization Codes (only if the Station Group calls for prompting) and Code Groups (including time/day based privileges).
  - Screening Numbers and Screening Groups (if used with the Code Group).
- For NRA 1, 2, and 4 originating calls, Customers can use the following to assign calling privileges:
  - NRA Authorization Codes and Code Groups.
  - Screening Numbers and Screening Groups (if used with the Code Group).

## Authorization Codes

The Authorization Codes feature is easily accessible from the top navigation bar of any Outbound Feature Management page.

There are four options provided by the Authorization Codes feature; Authorization Codes, NRA 2 Authorization Codes, Generate Authorization Codes and AC/LDN Associations.

- The following functions are available to assist Customers in managing their (non-NRA 2) Authorization Codes:
  - Adding new Authorization Codes to an account.
  - Modifying an existing Authorization Codes by moving them to a new Code Group.
  - Removing or deleting an existing Authorization Code from the network.
  - Finding and displaying an existing Authorization Codes for evaluation.
    - The search criteria for a Simple Find are any or all of the Authorization Code.
    - The search criteria for an Advanced Find are any or all of the Authorization Code, and/or the Code Group and the Status.
    - The Find Results page displays all records that match the specified criteria.



- Modify or Remove Authorization Codes by selecting their records on the Find Results page.
- The following functions are available to assist users in managing their NRA 2 Authorization Codes.
  - Modifying existing NRA 2 Authorization Codes by moving them to a new Code Group.
  - Finding and displaying existing NRA 2 Authorization Codes for evaluation.
    - The search criteria for a Simple Find are any or all of the Authorization Code.
    - The search criteria for an Advanced Find are any or all of the Authorization Code, and/or the Code Group and the Status.
    - The Find Results page displays all records that match the specified criteria.
    - Modify NRA 2 Authorization Codes by selecting their records on the Find Results page.
- The Authorization Codes feature allows users to generate new (non-NRA 2) Authorization Codes.
  - Users must specify a range for the new Authorization Codes.
  - Users must specify how many codes to generate within that range.
  - Users must verify a valid code length for the selected Code Group.
- The following functions are available to assist Customers in managing their Authorization Codes/Listed Directory Number Associations.
  - Adding new AC/LDN Associations.
  - Modify existing AC/LDN Associations.

## Station Numbers

The following functions are available to assist Customers in administering their Station Numbers:

- Adding new Station Numbers:
  - Designating which Station Group will include the new numbers
  - Entering 10, 11, or 14 digits
  - Separating digits by a hyphen, period, or space
- Modifying existing Station Numbers by moving them to a new Station Group.
- Removing unnecessary Station Numbers.
- Finding and displaying active Station Numbers for evaluation;
  - The search criteria for a Simple Find are 3, 6, or 10 digits of the Station Number.



- The search criteria for an Advanced Find are 3, 6, or 10 digits of the Station Number, the Station Group Name and the Status.
- The Find Results page displays all records that match the specified criteria.
- Modify or Remove Station Numbers by selecting their records on the Find Results page.

The following functions are available to assist Customers in administering their Screening Numbers:

- Adding new Domestic Screening Numbers;
  - Designating which Screening Group will include the new numbers
  - Entering 3, 6, 7, 10, 11, or 14 digits
  - Separated the digits by a hyphen, period, space, or no space
  - Denoting an entry for a global NXX (applying to all NPAs) by entering the literal ALL combined with the NXX
  - Denoting an NXX range (without NPA) by entering the NXX combined with the applicable line range
- Adding International Screening Country Codes;
  - Designating which Screening Group will include the new numbers
  - Entering 1 - 3 digits
- Removing unnecessary Screening Numbers.
- Finding and displaying active Domestic Screening Numbers for evaluation;
  - The search criteria for a Simple Find are 3, 6, 7, or 10 digits of the Screening Number.
  - The search criteria for an Advanced Find is 3, 6, 7, or 10 digits of the Domestic Screening Number, 1,2, or 3 digits of the International Screening Number, the Screening Group and the Status.
  - The Find Results page displays all records that match the specified criteria.
  - Users can Remove Screening Numbers by selecting their records on the Find Results page.

## **Location Inventory and the Flexible Routing Feature**

Location Inventory allows Customers to:

- Update and query an accurate network view, since Outbound Feature Management exactly mirrors the AT&T network database. Users can display domestic locations, dial codes, LDN/ANI associations, International Location Dialing (ILD), and global terminating locations.



- Use information from the Location Inventory (such as Dial Codes) to research and create a plan to administer Screening Numbers or Station Numbers. Also use the location inventory to help provide information when planning to create AC/LDN associations.
- Use the SDN Flexible Routing feature to reroute calls from an On-Net destination (a Station Number or provisioned location) to alternate locations (either an announcement, an On-Net number, or an Off-Net number) when the network or business conditions deem this to be necessary. Apply Flexible Routing to situations where locations are closed, access lines are in trouble, or particular work centers are changing their mode of operation. Users can activate Flexible Routing either on-demand (it takes effect in near real-time, usually within half an hour) or on a scheduled basis.

The Location Inventory feature allows users to view and evaluate their inventory for the active account, as well as administer flexible routing plans. Specifically:

- Search for and display data on their Domestic Locations. The data for each location includes: the AT&T Defined Name, the AT&T Billing Telephone Number, Location Type, Originating Type, Terminating Type, the Activation Date/Time (CST) and the current Status.
- Search for and display data on all numbers (Dial Codes) currently associated with their network locations. The data for each number includes: the AT&T Defined Location Name, AT&T Billing Telephone Number, Terminating Type, the current Status, Routing Number, Dial Code (7 Digit, 10 Digits, Extensions), Cross Border (Country Codes, National Number and Extensions).
- Search for and display data on all assigned Listed Directory Numbers/Automatic Numbering Identifications in the network such as the Extensions, Numbering Plan Type (NPT), Location Name, AT&T Billing Telephone Number, Originating Type, and Status.
- Search for and display data on all International Long Distance Locations, such as, the associated Dial Code, Extensions, whether or not Digits are Appended, the Activation Date/Time (CST) and the current Status.
- Search for and display data on all Global Terminating Locations, such as, On-Net access indicator, Dial Code, Country Code-Carrier ID, Public Number, how many Digits are Appended, the Activation Date/Time (CST), Data Base Query Indicator, the current Status, and Extensions.
- Search for and display all the data on Flexible Routing Plans, such as the Normal Destination, the Alternate Destination, Plan Name, and its current schedule. Users may then modify a Flexible Routing Plan that is either in-effect or not, and may also remove a Flexible Routing Plan.



## Training

The AT&T BusinessDirect® Learning Center offers extensive support to CALNET 3 Customers. Users can even “preview” tools they don’t yet use.

- Powerful Learning Resources:
  - Live Web Seminars – Log in to instructor-led seminars online. Capitalize on near real-time Q&A sessions and follow-up.
  - On-Demand, Pre-Recorded Seminars – Download pre-recorded Web seminars. Users can view them in their entirety or view selected topics on their own time. Available in Chinese, Japanese, Korean, German, Spanish, Portuguese, and French.
  - Tutorials – Instructions, including how to download call detail, request a credit, or place an order for service. Find out how to do it all with self-paced tutorials focused on specific tasks.
  - Quick Tours – Check out “Quick Tours” to get the big picture of AT&T BusinessDirect® in five minutes or less and “preview” tools not currently in use.
  - Fact Sheets, Brochures, and Other Documents – Access informative fact sheets, brochures, and how-to guides for users and administrators. Available in Chinese, Japanese, Korean, German, Spanish, Portuguese, and French.
  - Demonstrations – View step-by-step instructions on how to complete tasks. The demos allow users to practice what they have learned.
  - Live Classroom Training – Sign up for live instructor-led classroom training that is offered monthly for the AT&T Route It!® tool.
- In-Person Support: For customer support, users can contact their dedicated AT&T Sales Representative, who can assist with learning about, signing up for, and using these tools.
- Telephone Support: The AT&T BusinessDirect® Center at (800) 221-0000 provides technical assistance from 8 AM to 8 PM Eastern Standard Time.
- Online Support: While in AT&T BusinessDirect®, users can communicate with a representative using the AT&T BusinessDirections Chat Live function.



### 1.4.2.3.5 Long Distance Domestic Calling

The Contractor shall offer the Long Distance Domestic Calling configurations detailed in Table 1.4.2.3.5.a.

Access minutes for dedicated services are subject to the geographic constraints identified in Section 1.4.2.2.2 (Long Distance Network Access Transport).

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

Table 1.4.2.3.5.a Long Distance Domestic Calling

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	IntraLATA Calling Dedicated to Dedicated Access Minute	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits within a Local Access and Transport Area (LATA).	Y		IADD
	Bidder's Product Description: Per minute charge for IntraLATA Dedicated to Dedicated Access.				
2	IntraLATA Calling Dedicated to Switched Access Minute	Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits within a LATA.	Y		IADS
	Bidder's Product Description: Per minute charge for IntraLATA Dedicated to Switched Access.				
3	IntraLATA Calling Switched to Dedicated Access Minute	Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits within a LATA.	Y		IASD
	Bidder's Product Description: Per minute charge for IntraLATA Switched to Dedicated Access.				
4	IntraLATA Calling Switched to Switched Access Minute	Usage charge for calls that originate on switched access circuits and terminate on switched access circuits within a LATA.	Y		IASS
	Bidder's Product Description: Per minute charge for IntraLATA Switched to Switched Access				



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	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
5	IntraState/InterLAT A Calling Dedicated to Dedicated Access Minute	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated network access within the state and between LATA's.	Y		IEDD
	Bidder's Product Description: Per minute charge for Intrastate/InterLATA Dedicated to Dedicated Access.				
6	IntraState/InterLAT A Calling Dedicated to Switched Access Minute	Usage charge for calls that originate on dedicated access circuits and terminate on switched network access within the state and between LATA's.	Y		IEDS
	Bidder's Product Description: Per minute charge for Intrastate/InterLATA Dedicated to Switched Access.				
7	IntraState/InterLAT A Calling Switched to Dedicated Access Minute	Usage charge for calls that originate on switched access circuits and terminate on dedicated network access within the state and between LATA's.	Y		IESD
	Bidder's Product Description: Per minute charge for Intrastate/InterLATA Switched to Dedicated Access.				
8	IntraState/InterLAT A Calling Switched to Switched Access Minute	Usage charge for calls that originate on switched access circuits and terminate on switched network access within the state and between LATA's.	Y		IESS
	Bidder's Product Description: Per minute charge for Intrastate/InterLATA Switched to Switched Access.				
9	Interstate Calling Dedicated to Dedicated Access Minute	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits between states.	Y		ISDD
	Bidder's Product Description: Per minute charge for Interstate Dedicated to Dedicated Access.				





	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
10	Interstate Calling Dedicated to Switched Access Minute	Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits between states.	Y		ISDS
	Bidder's Product Description: Per minute charge for Interstate Dedicated to Switched Access.				
11	Interstate Calling Switched to Dedicated Access Minute	Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits between states.	Y		ISSD
	Bidder's Product Description: Per minute charge for Interstate Switched to Dedicated Access.				
12	Interstate Calling Switched to Switched Access Minute	Usage charge for calls that originate on switched access circuits and terminate on switched access circuits between states.	Y		ISSS
	Bidder's Product Description: Per minute charge for Interstate Switched to Switched Access.				
13	Authorization Codes	Authorization Codes as described in Section 1.4.2.3.4.	Y		SMOBC
	Bidder's Product Description: Customer can assign one- to 15-digit authorization codes to users, to establish calling privileges and/or restrictions.				
14	Expanded Authorization Codes	Expanded authorization codes as described in Section 1.4.2.3.4.1.	Y		SMOPC
	Bidder's Product Description: Customer can assign one- to 15-digit authorization codes to users, to establish calling privileges and/or restrictions. These dual-purpose codes allow Customer to use part of an authorization code to manage calling privileges, and use the remainder of the code for user bill-back.				

The Contractor may offer additional unsolicited Long Distance Domestic Calling features in Table 1.4.2.3.5.b.

Table 1.4.2.3.5.b, Unsolicited Long Distance Domestic Calling Features

	Feature Name	Feature Description	Bidder's Product Identifier
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	Feature Name	Feature Description	Bidder's Product Identifier
1	Customized Message Announcements	SDN offers both standard Network Intercept Announcements and customized Special Announcements.	SMOAO
	Bidder's Product Description: Customized Message Announcements can be based upon an intercept condition such as an invalid ID Code or customized by dialed number.		
2	Flexible Routing	Flexible Routing feature enables SDN users to reroute calls to alternate locations when their network or business conditions deem this necessary. SDN Flexible Routing provides the option of either pre-planning alternate routes or creating alternate routes as needed.	SMOFR
	Bidder's Product Description: The SDN Flexible Routing feature enables SDN users to reroute calls to alternate locations when their network or business conditions deem this to be necessary. This feature benefits users who require crisis management capabilities and/or additional network management controls. Flexible Routing can be applied to situations where specific locations are closed, access lines are in trouble, or particular work centers are changing their mode of operation. With SDN Flexible Routing, users have the option of either pre-planning alternate routes or creating alternate routes as needed. Re-routing can be directed to an SDN announcement, to another on-net number, or to any off-net number. Flexibility is provided in that alternate routes may be set up either for all calls directed to an entire location, or for all calls directed to a single station or a range of stations.		
3	Location Sharing	Location Sharing will enable CALNET 3 users to receive calls from other CALNET 3 SDN users on their SDN access lines.	NRZC3





	Feature Name	Feature Description	Bidder's Product Identifier
		<p>Bidder's Product Description:</p> <p>Location Sharing enables multiple CALNET 3 SDN customers to complete calls to a designated SDN location using the same access lines. This is beneficial for CALNET 3 users who have business relationships that warrant heavy calling between particular SDN locations on their respective networks.</p> <p>Owners of shared locations may originate and terminate calls over shared access lines.</p> <p>Sharers may only terminate calls over the shared access lines.</p> <p>There are two types of Location Sharing:</p> <ol style="list-style-type: none"> <li>1. Type 1 Location: Any on-network station may be identified as a terminating on-network station on another CALNET 3 customer's SDN network or sub-network. The customer responsible for access at the station is considered the owner of the station and the customer sharing the location is the sharer.</li> <li>2. Type 2 Location: The service node of an enhanced service provider may be identified as a shared on-network location for originating and terminating calls. Each customer designating such a location as a shared on-network location shall be considered a sharer. The maximum number of Type 2 Locations that may be shared by another network is five. This feature does not require an access line grouping.</li> </ol>	
	Partitioned Database Management	Partitioned Database Management allows the customer to partition their SDN service locations into separate networks, while receiving the benefits of on-network calling capabilities between and/or among the SDN networks. AT&T establishes a separate database for each network.	SMOBP
4		<p>Bidder's Product Description:</p> <p>Partitioned Database Management in SDN enables customers to economically add organizations/departments to the network while providing flexible autonomous management when required by the organization.</p> <p>Each entity on the network will define its own dialing plan, select its optional features and access its specific database through the SDN Service Management System (SDN/SMS).</p> <p>Centralized control of the network may be maintained at the parent level or each organization may have centralized control of their part of the network. In other words, one single bill may be rendered to the parent or each organization may have its own centralized bill.</p> <p>This feature also provides an economical way for departments that are deconsolidated from an agency to break away from the existing network and rebuild their own SDN databases.</p>	
5	Virtual Office Connection	SDN Virtual Office Connection (NRA IV) allows customers to access their SDN networks from a predetermined location.	SMO84





	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Virtual Office Connection–Network Remote Access IV (NRA IV) is a feature that would allow the Customer to have certain users' access their SDN network from a predetermined location using a unique Toll Free number, without the use of authorization codes.		
	Enhanced Fraud Protection – NetProtect® Plus	NetPROTECT® – Plus provides additional fraud prevention and mitigation support, above the basic requirements, covering Customer Premise Equipment (CPE).	NPPLUS
6	Bidder's Product Description: NetPROTECT® – Plus is available to all AT&T customers who have their own premises equipment with dedicated LD access and provides a maximum liability threshold of \$2000 prior to AT&T notification, PLUS provides extra protection for AT&T Business Long Distance customers and detects possible remote toll fraud five to seven times faster than normal Fraud Prevention activities. To accomplish this, the customer must provide AT&T with all their billable telephone numbers, as well as three contacts, one of which must be available 24 hours a day, seven days a week. AT&T notification, for PLUS, is defined as a telephone call, by AT&T Security, to one of the three designated contacts to provide notice of suspected toll fraud.  PLUS customers detecting remote toll fraud, prior to AT&T, can reduce their liability by 50%. The customer must notify AT&T Security and, within 90 days of the fraud incident, send written notification of the means of fraud detection and any changes made to the equipment to stop the remote toll fraud.		
	Fully Enhanced Fraud Protection – Net PROTECT® Premium	AT&T's NetPROTECT® - Premium is a further enhanced value-added Long Distance and Remote Toll Fraud protection, notification, and mitigation support plan , covering Customer Premise Equipment (CPE)..	NPPREM
7	Bidder's Product Description: NetPROTECT® – Premium provides \$0 liability prior to AT&T notification and for two hours after notification. Premium provides maximum protection for AT&T Business Long Distance customers and is the fastest AT&T NetPROTECT service for detection and notification of possible remote toll fraud. The customer must provide AT&T with all the information required for Plus service. AT&T notification, for Premium, is defined as a telephone call, by AT&T Security, to one of the three designated contacts to provide notice of suspected toll fraud.		
8	Switched Digital Services – Data Transmission (SDDN) – SDDN 1	Calls which originate from and terminate at on-net locations using special access	SMOCC1





	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: AT&T's Software Defined Data Network (SDDN) allows end-to-end digital transmission at speeds of 56 kbps or 64 kbps and is available in two modes: static and dynamic. In the Static Mode, access to the network is full time at 56 kbps. In the Dynamic Mode, CALNET 3 users may initiate 56 kbps calls on a call-by-call basis via the use of a feature code. Dynamic Mode requires a digital PBX. With the use of ISDN utilizing a PRI, CALNET 3 users will be able to transmit data at 64 kbps in either Static or Dynamic Mode.		
	Switched Digital Services – Data Transmission (SDDN) – SDDN 2	Calls which originate from on-net locations using digital special access and terminate at locations using digital switched access or vice-versa	SMOCC2
9	Bidder's Product Description: AT&T's Software Defined Data Network (SDDN) allows end-to-end digital transmission at speeds of 56 kbps or 64 kbps and is available in two modes: static and dynamic. In the Static Mode, access to the network is full time at 56 kbps. In the Dynamic Mode, CALNET 3 users may initiate 56 kbps calls on a call-by-call basis via the use of a feature code. Dynamic Mode requires a digital PBX. With the use of ISDN utilizing a PRI, CALNET 3 users will be able to transmit data at 64 kbps in either Static or Dynamic Mode.		
	Switched Digital Services – Data Transmission (SDDN) – SDDN 3	Calls which originate from on-net locations using digital switched access and terminate at locations using digital switched access	SMOCC3
10	Bidder's Product Description: AT&T's Software Defined Data Network (SDDN) allows end-to-end digital transmission at speeds of 56 kbps or 64 kbps and is available in two modes: static and dynamic. In the Static Mode, access to the network is full time at 56 kbps. In the Dynamic Mode, CALNET 3 users may initiate 56 kbps calls on a call-by-call basis via the use of a feature code. Dynamic Mode requires a digital PBX. With the use of ISDN utilizing a PRI, CALNET 3 users will be able to transmit data at 64 kbps in either Static or Dynamic Mode.		
	SDDN 56 or 64 kbps	Calls which originate from on-net locations using digital special access and terminate at off-net locations using digital special access and can be reached via 700 numbers assigned to the terminating numbers or public/private data networks	SMOCC4
11	Bidder's Product Description: Calls which originate from on-net locations using digital special access and terminate at off-net locations using digital special access and can be reached via 700 numbers assigned to the terminating numbers or public/private data networks,		
12	Subnetwork Screen Groups	Allows the creation of subnetwork call screening groups	SMOSG





	Feature Name	Feature Description	Bidder's Product Identifier
		<p>Bidder's Product Description:</p> <p>Screening Groups contain numbers that members of Caller Groups can or cannot call. There are two types of Screening Groups:</p> <ol style="list-style-type: none"> <li>1. Allowed Screening Groups: Contain numbers that members of a Caller Group are allowed to call. Implicit in this statement is that all other numbers dialed would be blocked. An example of an allowed Screening Group is a list consisting of area codes on the East Coast. All other calls would be blocked.</li> <li>2. Blocked Screening Groups: Contain numbers that members of a caller group are not allowed to call. Implicit in this statement is that all other calls would be allowed to route. An example of a blocked Screening Group is a list containing numbers for "Time", "Weather" and "Directory Assistance." Only those numbers would be blocked and all other calls would be routed.</li> </ol> <p>The customer can choose to establish Screening Groups as either Allowed or Blocked, whichever would contain the fewest number of entries.</p>	
	Subnetwork Calling Groups	Allows the creation of subnetwork calling groups	SMOCC
13		<p>Bidder's Product Description:</p> <p>Caller Groups are used to group individual callers who are to be given similar calling capabilities. Screening Groups are used to identify the particular numbers which are allowed or blocked for each caller. Privilege assignments are established for each Caller Group to identify whether callers may dial on-net, off-net and international calls.</p> <p>There are two types of Caller Groups:</p> <ol style="list-style-type: none"> <li>1. Station Groups: Contain originating numbers. All on-net locations that will be originating SDN traffic must be associated with a Station Group. When a call originates from a location, the customer's database will determine which Station Group is associated with that originating number for purposes of screening.</li> <li>2. Code Groups: Contain the authorization codes of individuals that will be treated similarly in screening. Authorization codes are user-entered codes that can serve two purposes: screening and bill back.</li> </ol>	



### 1.4.2.3.6 Long Distance International Calling Configurations

The Contractor shall provide the long distance international calling configurations detailed in Table 1.4.2.3.5.a which enables Customers to connect to the countries identified in Table 1.4.2.3.6.a. Bidder's rates as provided in the Subcategory Cost Worksheets shall be based on access type (dedicated or switched) and time of day ("Peak Time" or "Off-Peak Time").

All usage shall be billed in accordance with the provisions of Business Requirements Section A.5.1 (Billing and Invoice Requirements #11) except Mexico which shall be billed in 60 second increments with a 60 second minimum.

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### 1.4.2.3.6.1 International Mobile Termination Charges (IMTC)

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### 1.4.2.3.6.2 U.S. Based Services Waiver

The provisions detailed in IFB-A Business Requirements Section A.2.4.4 (U.S. Based Services) will not apply to Contractor's International Long Distance Calling services.

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

The Contractor shall offer the Long Distance International Calling configurations detailed in Table 1.4.2.3.6.a.

Table 1.4.2.3.6.a Long Distance International Calling

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder's Product Identifier
				Y	N	
1	International Calling –all countries –	International calls that originate on a switched network access circuit during	Brazil:	Y		INSBRA
			Canada:	Y		INSCAN
			China:	Y		INSCH





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	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder's Product Identifier
				Y	N	
	Switched Access – Peak	Peak Time	France:	Y		INSFRA
			Germany:	Y		INGGER
			Israel:	Y		INSISR
			Italy:	Y		INSITA
			Japan:	Y		INSJAP
			Korea:	Y		INSKRS
			Mexico:	Y		INSMEX
			Spain:	Y		INSSPA
			Switzerland:	Y		INSSWI
			United Kingdom:	Y		INSUKM
Bidder's Product Description: AT&T offers connectivity to more than 200 countries for users with switched access placing these calls during the peak periods.						
2	International Calling –all countries – Switched Access –Off peak	International calls that originate on a switched network access circuit during Off-Peak Time	Brazil:	Y		IOSBRA
			Canada:	Y		IOSCAN
			China:	Y		IOSCI
			France:	Y		IOSFRA
			Germany:	Y		IOSGER
			Israel:	Y		IOSISR
			Italy:	Y		IOSITA
			Japan:	Y		IOSJAP
			Korea:	Y		IOSKRS
			Mexico:	Y		IOSMEX
			Spain:	Y		IOSSPA
			Switzerland:	Y		IOSSWI
United Kingdom:	Y		IOSUKM			
Bidder's Product Description: AT&T offers connectivity to more than 200 countries for users with switched access placing these calls during off peak periods.						
3	International Calling – All countries Dedicated Access – Peak	International calls that originate on a dedicated network access circuit during Off-Peak Time	Brazil:	Y		INDBZ
			Canada:	Y		INDCAN
			China:	Y		INDCH
			France:	Y		INDFR
			Germany:	Y		INDGM
			Israel:	Y		INDIS
			Italy:	Y		INDIT
			Japan:	Y		INDJP
			Korea:	Y		INDSK
			Mexico:	Y		INDMX





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	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder's Product Identifier
				Y	N	
			Spain:	Y		INDSP
			Switzerland:	Y		INDSW
			United Kingdom:	Y		INDUK
			Bidder's Product Description: AT&T offers connectivity to more than 200 countries for users with dedicated access placing these calls during off peak periods.			
4	International Calling – All Countries Dedicated Access – Off peak	International calls that originate on a switched network access circuit during Off-Peak Time	Brazil:	Y		IODBRA
			Canada:	Y		IODCAN
			China:	Y		IODCI
			France:	Y		IODFRA
			Germany:	Y		IODGER
			Israel:	Y		IODISR
			Italy:	Y		IODITA
			Japan:	Y		IODJAP
			Korea:	Y		IODKRS
			Mexico:	Y		IODMEX
			Spain:	Y		IODSPA
			Switzerland:	Y		IODSWI
			United Kingdom:	Y		IODUKM
Bidder's Product Description: AT&T offers connectivity to more than 200 countries for users with dedicated access placing these calls during off peak periods.						
5	International Mobile Termination Charges	International Mobile Termination Charge as described in 1.4.2.3.6.1	Brazil:	Y		IMTBRA
			Canada:	Y		IMTCAN
			China:	Y		IMTCH
			France:	Y		IMTFR
			Germany:	Y		IMTGER
			Israel:	Y		IMTIS
			Italy:	Y		IMTITA
			Japan:	Y		IMTJP
			Korea:	Y		IMTSK
			Mexico:	Y		IMTMX
			Spain:	Y		IMTSP
			Switzerland:	Y		IMTSW
			United Kingdom:	Y		IMTUKM





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Feature Name	Feature Description	Country	Bidder Meets or Exceeds? Y N	Bidder's Product Identifier
Bidder's Product Description: Mobile Terminations are any U.S. Originating Outbound (Dial 1) calls that terminate on a mobile service outside of the U.S. In some countries, this simply means a mobile telephone. In others, "mobile" may be defined as any service which provides "mobility" to a customer, such as "personal follow me numbers" in the U.K.				

Bidders shall indicate in Table 1.4.2.3.6.b each of the additional countries where Contractor provides commercially available Long Distance service. Bidders shall list the product identifier for each country where the Contractor provides long distance service. By listing the product identifier, the Bidder commits to provide service in that specific country.

Table 1.4.2.3.6.b Additional International Long Distance Countries Offered by the Contactor

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
1	Afghanistan	INSAFG	IOSAFG	INDAFG	IODAFG	IMTAFG
2	Albania	INSALB	IOSALB	INDALB	IODALB	IMTALB
3	Algeria	INSALG	IOSALG	INDALG	IODALG	IMTALG
4	Andorra	INSAND	IOSAND	INDAND	IODAND	IMTAND
5	Angola	INSAGL	IOSAGL	INDAGL	IODAGL	IMTAGL
6	Anguilla	INSAGU	IOSAGU	INDAGU	IODAGU	IMTAGU
7	Antarctica (Casey)	INSANC	IOSANC	INDANC	IODANC	IMTANC
8	Antarctica (Scott)	INSANS	IOSANS	INDANS	IODANS	IMTANS
9	Antigua and Barbuda	INSANT	IOSANT	INDANT	IODANT	IMTANT
10	Argentina	INSARG	IOSARG	INDARG	IODARG	IMTARG
11	Armenia	INSARM	IOSARM	INDARM	IODARM	IMTARM
12	Aruba	INSARU	IOSARU	INDARU	IODARU	IMTARU
13	American Samoa	INSAMS	IOSAMS	INDAMS	IODAMS	IMTAMS
14	Ascension Island	INSASC	IOSASC	INDASC	IODASC	IMTASC
15	Australia	INSAST	IOSAST	INDAST	IODAST	IMTAST
16	Austria	INSAUS	IOSAUS	INDAUS	IODAUS	IMTAUS
17	Azerbaijan	INSAZE	IOSAZE	INDAZE	IODAZE	IMTAZE
18	Bahamas	INSBAH	IOSBAH	INDBAH	IODBAH	IMTBAH





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	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
19	Bahrain	INSBHR	IOSBHR	INDBHR	IODBHR	IMTBHR
20	Bangladesh	INSBAN	IOSBAN	INDBAN	IODBAN	IMTBAN
21	Barbados	INSBAR	IOSBAR	INDBAR	IODBAR	IMTBAR
22	Belarus	INSBLR	IOSBLR	INDBLR	IODBLR	IMTBLR
23	Belgium	INSBLG	IOSBLG	INDBLG	IODBLG	IMTBLG
24	Belize	INSBLZ	IOSBLZ	INDBLZ	IODBLZ	IMTBLZ
25	Benin	INSBEN	IOSBEN	INDBEN	IODBEN	IMTBEN
26	Bermuda	INSBER	IOSBER	INDBER	IODBER	IMTBER
27	Bhutan	INSBHU	IOSBHU	INDBHU	IODBHU	IMTBHU
28	Bolivia	INSBOL	IOSBOL	INDBOL	IODBOL	IMTBOL
29	Bosnia and Herzegovina	INSBOS	IOSBOS	INDBOS	IODBOS	IMTBOS
30	Botswana	INSBOT	IOSBOT	INDBOT	IODBOT	IMTBOT
31	Brunei	INSBRU	IOSBRU	INDBRU	IODBRU	IMTBRU
32	Bulgaria	INSBUL	IOSBUL	INDBUL	IODBUL	IMTBUL
33	Burkina Faso	INSBKF	IOSBKF	INDBKF	IODBKF	IMTBKF
34	Burundi	INSBUR	IOSBUR	INDBUR	IODBUR	IMTBUR
35	British Virgin Islands	INSBRI	IOSBRI	INDBRI	IODBRI	IMTBRI
36	Central African Republic	INSCEN	IOSCEN	INDCEN	IODCEN	IMTCEN
37	Cambodia	INSCAM	IOSCAM	INDCAM	IODCAM	IMTCAM
38	Cameroon	INSCMR	IOSCMR	INDCMR	IODCMR	IMTCMR
39	Cape Verde	INSCAP	IOSCAP	INDCAP	IODCAP	IMTCAP
40	Cayman Islands	INSCAY	IOSCAY	INDCAY	IODCAY	IMTCAY
41	Chad	INSCHA	IOSCHA	INDCHA	IODCHA	IMTCHA
42	Chile	INSCHI	IOSCHI	INDCHI	IODCHI	IMTCHI
43	Christmas and Cocos Islands	INSCHR	IOSCHR	INDCHR	IODCHR	IMTCHR
44	Colombia	INSCOL	IOSCOL	INDCOL	IODCOL	IMTCOL
45	Comoros	INSCOM	IOSCOM	INDCOM	IODCOM	IMTCOM
46	Congo	INSCON	IOSCON	INDCON	IODCON	IMTCON





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	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
47	Cook Islands	INSCOO	IOSCOO	INDCOO	IODCOO	IMTCOO
48	Costa Rica	INSCOS	IOSCOS	INDCOS	IODCOS	IMTCOS
49	Croatia	INSCRO	IOSCRO	INDCRO	IODCRO	IMTCRO
50	Cuba	INSCUB	IOSCUB	INDCUB	IODCUB	IMTCUB
51	Cyprus	INSCYP	IOSCYP	INDCYP	IODCYP	IMTCYP
52	Czech Republic	INSCZE	IOSCZE	INDCZE	IODCZE	IMTCZE
53	Diego Garcia	INSDIE	IOSDIE	INDDIE	IODDIE	IMTDIE
54	Djibouti	INSDJI	IOSDJI	INDDJI	IODDJI	IMTDJI
55	Denmark	INSDEN	IOSDEN	INDDEN	IODDEN	IMTDEN
56	Dominica	INSDMC	IOSDMC	INDDMC	IODDMC	IMTDMC
57	Dominican Republic	INSDMR	IOSDMR	INDDMR	IODDMR	IMTDMR
58	Ecuador	INSECU	IOSECU	INDECU	IODECU	IMTECU
59	Egypt	INSEGY	IOSEGY	INDEGY	IODEGY	IMTEGY
60	El Salvador	INSELS	IOSELS	INDELS	IODELS	IMTELS
61	Equatorial Guinea	INSEQU	IOSEQU	INDEQU	IODEQU	IMTEQU
62	Eritrea	INSERI	IOSERI	INDERI	IODERI	IMTERI
63	Estonia	INSEST	IOSEST	INDEST	IODEST	IMTEST
64	Ethiopia	INSETH	IOSETH	INDETH	IODETH	IMTETH
65	East Timor	INSEAS	IOSEAS	INDEAS	IODEAS	IMTEAS
66	Faeroe Islands	INSFAE	IOSFAE	INDFAE	IODFAE	IMTFAE
67	Falkland Islands	INSFAL	IOSFAL	INDFAL	IODFAL	IMTFAL
68	Fiji Islands	INSFIJ	IOSFIJ	INDFIJ	IODFIJ	IMTFIJ
69	Finland	INSFIN	IOSFIN	INDFIN	IODFIN	IMTFIN
70	French Antilles	INSFRE	IOSFRE	INDFRE	IODFRE	IMTFRE
71	French Guiana	INSFRG	IOSFRG	INDFRG	IODFRG	IMTFRG
72	French Polynesia	INSFRP	IOSFRP	INDFRP	IODFRP	IMTFRP
73	Gabon Republic	INSGAB	IOSGAB	INDGAB	IODGAB	IMTGAB
74	Gambia	INSGAM	IOSGAM	INDGAM	IODGAM	IMTGAM
75	Georgia	INSGEO	IOSGEO	INDGEO	IODGEO	IMTGEO
76	Ghana	INSGHA	IOSGHA	INDGHA	IODGHA	IMTGHA





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		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
77	Gibraltar	INSGIB	IOSGIB	INDGIB	IODGIB	IMTGIB
78	Greece	INSGRE	IOSGRE	INDGRE	IODGRE	IMTGRE
79	Greenland	INSGRL	IOSGRL	INDGRL	IODGRL	IMTGRL
80	Grenada	INSGND	IOSGND	INDGND	IODGND	IMTGND
81	Guadeloupe	INSGDL	IOSGDL	INDGDL	IODGDL	IMTGDL
82	Guantanamo	INSGNT	IOSGNT	INDGNT	IODGNT	IMTGNT
83	Guatemala	INSGTM	IOSGTM	INDGTM	IODGTM	IMTGTM
84	Guinea-Bissau	INSGNB	IOSGNB	INDGNB	IODGNB	IMTGNB
85	Guinea, People's Revolutionary Republic	INSGPR	IOSGPR	INDGPR	IODGPR	IMTGPR
86	Guyana	INSGUY	IOSGUY	INDGUY	IODGUY	IMTGUY
87	Haiti	INSHAI	IOSHAI	INDHAI	IODHAI	IMTHAI
88	Hong Kong	INSHKG	IOSHKG	INDHKG	IODHKG	IMTHKG
89	Honduras	INSHND	IOSHND	INDHND	IODHND	IMTHND
90	Hungary	INSHUN	IOSHUN	INDHUN	IODHUN	IMTHUN
91	Iceland	INSICE	IOSICE	INDICE	IODICE	IMTICE
92	India	INSIND	IOSIND	INDIND	IODIND	IMTIND
93	Indonesia	INSIDN	IOSIDN	INDIDN	IODIDN	IMTIDN
94	Iran	INSIRN	IOSIRN	INDIRN	IODIRN	IMTIRN
95	Iraq	INSIRQ	IOSIRQ	INDIRQ	IODIRQ	IMTIRQ
96	Ireland	INSIRE	IOSIRE	INDIRE	IODIRE	IMTIRE
97	Ivory Coast	INSIVO	IOSIVO	INDIVO	IODIVO	IMTIVO
98	Jamaica	INSJAM	IOSJAM	INDJAM	IODJAM	IMTJAM
99	Jordan	INSJOR	IOSJOR	INDJOR	IODJOR	IMTJOR
100	Kazakhstan	INSKAZ	IOSKAZ	INDKAZ	IODKAZ	IMTKAZ
101	Kenya	INSKEN	IOSKEN	INDKEN	IODKEN	IMTKEN
102	Kiribati	INSKIR	IOSKIR	INDKIR	IODKIR	IMTKIR
103	Korea, North	INSKRN	IOSKRN	INDKRN	IODKRN	IMTKRN
104	Kuwait	INSKUW	IOSKUW	INDKUW	IODKUW	IMTKUW
105	Kyrgyzstan	INSKYR	IOSKYR	INDKYR	IODKYR	IMTKYR





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	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
106	Laos	INSLAO	IOSLAO	INDLAO	IODLAO	IMTLAO
107	Latvia	INSLAT	IOSLAT	INDLAT	IODLAT	IMTLAT
108	Lebanon	INSLEB	IOSLEB	INDLEB	IODLEB	IMTLEB
109	Lesotho	INSLES	IOSLES	INDLES	IODLES	IMTLES
110	Liberia	INSLBR	IOSLBR	INDLBR	IODLBR	IMTLBR
111	Libya	INSLBY	IOSLBY	INDLBY	IODLBY	IMTLBY
112	Liechtenstein	INSLIE	IOSLIE	INDLIE	IODLIE	IMTLIE
113	Lithuania	INSLIT	IOSLIT	INDLIT	IODLIT	IMTLIT
114	Luxembourg	INSLUX	IOSLUX	INDLUX	IODLUX	IMTLUX
115	Macao	INSMAC	IOSMAC	INDMAC	IODMAC	IMTMAC
116	Macedonia	INSMCD	IOSMCD	INDMCD	IODMCD	IMTMCD
117	Madagascar	INSMAD	IOSMAD	INDMAD	IODMAD	IMTMAD
118	Malawi	INSMLW	IOSMLW	INDMLW	IODMLW	IMTMLW
119	Malaysia	INSMLY	IOSMLY	INDMLY	IODMLY	IMTMLY
120	Maldives	INSMLD	IOSMLD	INDMLD	IODMLD	IMTMLD
121	Mali	INSMAL	IOSMAL	INDMAL	IODMAL	IMTMAL
122	Malta	INSMLT	IOSMLT	INDMLT	IODMLT	IMTMLT
123	Marshall Islands	INSMAR	IOSMAR	INDMAR	IODMAR	IMTMAR
124	Mauritius	INSMAU	IOSMAU	INDMAU	IODMAU	IMTMAU
125	Mauritania	INSMRT	IOSMRT	INDMRT	IODMRT	IMTMRT
126	Mayotte Island	INSMAY	IOSMAY	INDMAY	IODMAY	IMTMAY
127	Micronesia	INSMIC	IOSMIC	INDMIC	IODMIC	IMTMIC
128	Moldova	INSMOL	IOSMOL	INDMOL	IODMOL	IMTMOL
129	Monaco	INSMNC	IOSMNC	INDMNC	IODMNC	IMTMNC
130	Mongolian People's Republic	INSMGP	IOSMGP	INDMGP	IODMGP	IMTMGP
131	Montserrat	INSMON	IOSMON	INDMON	IODMON	IMTMON
132	Morocco	INSMOR	IOSMOR	INDMOR	IODMOR	IMTMOR
133	Mozambique	INSMOZ	IOSMOZ	INDMOZ	IODMOZ	IMTMOZ
134	Myanmar	INSMYA	IOSMYA	INDMYA	IODMYA	IMTMYA





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	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
135	Namibia	INSNAM	IOSNAM	INDNAM	IODNAM	IMTNAM
136	Nauru	INSNAU	IOSNAU	INDNAU	IODNAU	IMTNAU
137	New Caledonia	INSNCD	IOSNCD	INDNCD	IODNCD	IMTNCD
138	Nepal	INSNEP	IOSNEP	INDNEP	IODNEP	IMTNEP
139	Netherlands	INSNET	IOSNET	INDNET	IODNET	IMTNET
140	Nevis	INSNEV	IOSNEV	INDNEV	IODNEV	IMTNEV
141	Nigeria	INSNIG	IOSNIG	INDNIG	IODNIG	IMTNIG
142	Nicaragua	INSNIC	IOSNIC	INDNIC	IODNIC	IMTNIC
143	Niger	INSNGR	IOSNGR	INDNGR	IODNGR	IMTNGR
144	Niue	INSNIU	IOSNIU	INDNIU	IODNIU	IMTNIU
145	Norfolk Island	INSNFK	IOSNFK	INDNFK	IODNFK	IMTNFK
146	Norway	INSNOR	IOSNOR	INDNOR	IODNOR	IMTNOR
147	Netherlands Antilles	INSNTA	IOSNTA	INDNTA	IODNTA	IMTNTA
148	New Zealand	INSNZD	IOSNZD	INDNZD	IODNZD	IMTNZD
149	Oman	INSOMA	IOSOMA	INDOMA	IODOMA	IMTOMA
150	Pakistan	INSPAK	IOSPAK	INDPAK	IODPAK	IMTPAK
151	Palau	INSPAL	IOSPAL	INDPAL	IODPAL	IMTPAL
152	Panama	INSPAN	IOSPAN	INDPAN	IODPAN	IMTPAN
153	Papua New Guinea	INSPAP	IOSPAP	INDPAP	IODPAP	IMTPAP
154	Paraguay	INSPAR	IOSPAR	INDPAR	IODPAR	IMTPAR
155	Peru	INSPER	IOSPER	INDPER	IODPER	IMTPER
156	Philippines	INSPHI	IOSPHI	INDPHI	IODPHI	IMTPHI
157	Poland	INSPOL	IOSPOL	INDPOL	IODPOL	IMTPOL
158	Portugal	INSPOR	IOSPOR	INDPOR	IODPOR	IMTPOR
159	Qatar	INSQAT	IOSQAT	INDQAT	IODQAT	IMTQAT
160	Reunion	INSREU	IOSREU	INDREU	IODREU	IMTREU
161	Romania	INSROM	IOSROM	INDROM	IODROM	IMTROM
162	South Africa	INSSOU	IOSSOU	INDSOU	IODSOU	IMTSOU
163	Russia	INSRUS	IOSRUS	INDRUS	IODRUS	IMTRUS
164	Rwanda	INSRWA	IOSRWA	INDRWA	IODRWA	IMTRWA





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	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
165	Samoa	INSSAM	IOSSAM	INDSAM	IODSAM	IMTSAM
166	Sao Tome	INSSAO	IOSSAO	INDSAO	IODSAO	IMTSAO
167	Saudi Arabia	INSSAU	IOSSAU	INDSAU	IODSAU	IMTSAU
168	Senegal Republic	INSSEN	IOSSEN	INDSEN	IODSEN	IMTSEN
169	Seychelles Islands	INSSEY	IOSSEY	INDSEY	IODSEY	IMTSEY
170	Sierra Leone	INSSIE	IOSSIE	INDSIE	IODSIE	IMTSIE
171	Singapore	INSSIN	IOSSIN	INDSIN	IODSIN	IMTSIN
172	Slovakia	INSSVK	IOSSVK	INDSVK	IODSVK	IMTSVK
173	Slovenia	INSSVN	IOSSVN	INDSVN	IODSVN	IMTSVN
174	San Marino	INSSAN	IOSSAN	INDSAN	IODSAN	IMTSAN
175	Solomon Islands	INSSOL	IOSSOL	INDSOL	IODSOL	IMTSOL
176	Somali Republic	INSSOM	IOSSOM	INDSOM	IODSOM	IMTSOM
177	Sri Lanka	INSSRI	IOSSRI	INDSRI	IODSRI	IMTSRI
178	St. Helena	INSSRL	IOSSRL	INDSRL	IODSRL	IMTSRL
179	St. Kitts	INSSTH	IOSSTH	INDSTH	IODSTH	IMTSTH
180	St. Lucia	INSSTL	IOSSTL	INDSTL	IODSTL	IMTSTL
181	St. Pierre and Miquelon	INSSPM	IOSSPM	INDSPM	IODSPM	IMTSPM
182	St. Vincent and The Grenadines	INSSVG	IOSSVG	INDSVG	IODSVG	IMTSVG
183	Sudan	INSSUD	IOSSUD	INDSUD	IODSUD	IMTSUD
184	Suriname	INSSUR	IOSSUR	INDSUR	IODSUR	IMTSUR
185	Swaziland	INSSWA	IOSSWA	INDSWA	IODSWA	IMTSWA
186	Sweden	INSSWE	IOSSWE	INDSWE	IODSWE	IMTSWE
187	Syrian Arab Republic	INSSYR	IOSSYR	INDSYR	IODSYR	IMTSYR
188	Taiwan	INSTAI	IOSTAI	INDTAI	IODTAI	IMTTAI
189	Tajikistan	INSTAJ	IOSTAJ	INDTAJ	IODTAJ	IMTTAJ
190	Tanzania	INSTAN	IOSTAN	INDTAN	IODTAN	IMTTAN
191	Thailand	INSTHA	IOSTHA	INDTHA	IODTHA	IMTTHA
192	Turks and Caicos Islands	INSTKC	IOSTKC	INDTKC	IODTKC	IMTTKC



	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
193	Togo	INSTOG	IOSTOG	INDTOG	IODTOG	IMTTOG
194	Tonga Islands	INSTON	IOSTON	INDTON	IODTON	IMTTON
195	Trinidad and Tobago	INSTRI	IOSTRI	INDTRI	IODTRI	IMTTRI
196	Turkmenistan	INSTKM	IOSTKM	INDTKM	IODTKM	IMTTKM
197	Tunisia	INSTUN	IOSTUN	INDTUN	IODTUN	IMTTUN
198	Turkey	INSTRK	IOSTRK	INDTRK	IODTRK	IMTTRK
199	Tuvalu	INSTUV	IOSTUV	INDTUV	IODTUV	IMTTUV
200	United Arab Emirates	INSUAE	IOSUAE	INDUAE	IODUAE	IMTUAE
201	Uganda	INSUGA	IOSUGA	INDUGA	IODUGA	IMTUGA
202	Ukraine	INSUKR	IOSUKR	INDUKR	IODUKR	IMTUKR
203	Uruguay	INSURU	IOSURU	INDURU	IODURU	IMTURU
204	Uzbekistan	INSUZB	IOSUZB	INDUZB	IODUZB	IMTUZB
205	Vanuatu	INSVAN	IOSVAN	INDVAN	IODVAN	IMTVAN
206	Vatican City	INSVAT	IOSVAT	INDVAT	IODVAT	IMTVAT
207	Venezuela	INSVEN	IOSVEN	INDVEN	IODVEN	IMTVEN
208	Vietnam	INSVIE	IOSVIE	INDVIE	IODVIE	IMTVIE
209	Wallis and Fortuna Islands	INSWAL	IOSWAL	INDWAL	IODWAL	IMTWAL
210	Yemen	INSYEM	IOSYEM	INDYEM	IODYEM	IMTYEM
211	Yugoslavia (Federal Republic)	INSYUG	IOSYUG	INDYUG	IODYUG	IMTYUG
212	Zaire	INSZAI	IOSZAI	INDZAI	IODZAI	IMTZAI
213	Zambia	INSZAM	IOSZAM	INDZAM	IODZAM	IMTZAM
214	Zimbabwe	INSZIM	IOSZIM	INDZIM	IODZIM	IMTZIM

#### 1.4.2.4 Calling Card Services

The Contractor shall provide standard calling cards and limited usage cards that are rechargeable. Service Requests for over 500 Calling Cards will be classified as a Coordinated Project (IFB-A Business Requirements Section A.6.1 – Coordinated Project Work).



#### 1.4.2.4.1 Calling Card Service Toll-Free Access

The Contractor shall provide Calling Card Services that allow Customers to dial a Toll-Free number from North America, United Kingdom, China, Japan, Spain, Switzerland, Brazil, Israel, Korea, Germany, Italy, and France to access Calling Card Service.

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*

#### 1.4.2.4.2 Calling Card Service Usage

The State shall be billed in arrears only for the minutes used each month. Switched-to-switched rates as described in Section 1.4.2.3.5 (Long Distance Domestic Calling) and Section 1.4.2.3.6 (Long Distance International Calling Configurations) shall apply to all Calling Card calls. No call setup fees will be allowed. The services shall be billed on the Customer's regular monthly telephone bill and shall include the Calling Card number and the authorized End-User of record.

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*

#### 1.4.2.4.3 Calling Card Fraud Protection

The Contractor shall detect and prevent fraudulent use of Calling Cards. Contractor shall monitor usage based on various types of information including simultaneous call and multiple call attempts, call durations and originating or terminating number information. The Contractor shall verify all Calling Card usage using a Line Identification Database (LIDB) and an internal database to validate and prevent fraud.

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*

#### 1.4.2.4.4 Calling Card Types

##### 1.4.2.4.4.1 Standard Calling Card Service

The Contractor shall provide Standard Calling Card services that are charged to the Customer's account for usage as described above.

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*

##### 1.4.2.4.4.2 Limited Usage Calling Card Services

The Contractor shall provide Limited Usage Calling Card services that allow Customers to determine a limit and preload the available balance on the Calling Card account. The Customer shall be provided the option to add available funds to the Calling Card balance.



Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_

Bidders shall provide the Calling Card features detailed in Table 1.4.2.4.a

Table 1.4.2.4.a Calling Card Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y/N		Bidder's Product Identifier
1	Standard Calling Card	Calling card usage that is paid per call.	Y		NRACD
	Bidder's Product Description: AT&T's Calling Card offering will provide the State with the ability to dial a toll free number from anywhere in North America and most foreign countries and then place a calling card call.				
2	Limited Usage Calling Card	Calling card that is prepaid and is rechargeable.	Y		SETVC
	Bidder's Product Description: AT&T's Set Value Card is a prepaid calling card that can be rechargeable. It also has additional benefits for the State including the ability to deactivate a call without "losing" minutes.				
3	Limited Usage Calling Card (Recharge)	Recharge fee for renewal or recharge.	Y		STVCR
	Bidder's Product Description: AT&T's Set Value card, our limited card, will offer the State the ability to "recharge" or renew their cards.				

The Contractor may offer additional unsolicited Calling Card features in Table 1.4.2.4.b.

Table 1.4.2.4.b, Unsolicited Calling Card Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Feature Packages	Allows cardholders the flexibility to choose features based at the Corp ID, account or cardholder level by assigning a "generic" feature package or by creating a "custom" package. The packages define the features cardholders have access to and the order they are listed in the voice instructions and on the card. Bidders are to list the packages available and the features included in each package	CCFP





	Feature Name	Feature Description	Bidder's Product Identifier
		<p>Bidder's Product Description:</p> <p>The State will benefit from AT&amp;T's flexible calling card features and can choose features that will meet your needs and can be based at the Corp ID, account of cardholder level. AT&amp;T exceeds the requirement for feature package in that AT&amp;T can work with the State to create "generic" or customized feature packages for the State as a whole or for each entity. These feature packages will define the features the cardholders will have access to as well as defined voice and card instructions. These feature packages can include any or all of the AT&amp;T Calling Card features, as designated by the State.</p>	
2	Country-to-Country Services	Allows callers outside of the US to call and place calls like they were in the US	
		<p>Bidder's Product Description:</p> <p>AT&amp;T Direct<sup>®</sup> provides calling card users outside of the United States to make calls to the U.S on their calling cards. AT&amp;T Direct is available in more than 160 countries. The caller follows a two step dialing process, first he/she dials the AT&amp;T Direct<sup>®</sup> Access Code for the country he/she is calling from, then the U.S. number. AT&amp;T is the single point to handle the call processing and customer service.</p> <p>Country to Country Calling Coverage/Availability:</p> <p><b>Zone 1</b> United Kingdom, Japan</p> <p><b>Zone 2</b> U.S.A. (including U.S. Virgin Islands), Saipan (including Rota and Tinian) and Guam</p> <p><b>Zone 3</b> Canada</p> <p><b>Zone 4</b> Austria, Belgium, Brazil, China, Denmark, Finland, France, Germany, Ireland, Israel, Italy, Luxembourg, Mexico, The Netherlands, Norway, Republic of Korea, Spain, Sweden and Switzerland</p> <p><b>Zone 5</b> Albania, Czech Republic, Diego Garcia, Estonia, Greece, Hungary, Iceland, Monaco, Poland and Portugal</p> <p><b>Zone 6</b> Argentina, Bahamas, Bermuda, Chile, Columbia, Dominican Republic, Easter Islands</p> <p><b>Zone 7</b> Australia, Hong Kong, Malaysia, New Zealand, Singapore, Taiwan</p> <p><b>Zone 8</b> Algeria, Angola, Bosnia-Herzegovina, Botswana, Bulgaria, Cape Verde Islands, Croatia, Cyprus, Egypt, Ghana, Kazakhstan, Kuwait, Latvia, Lesotho, Liberia, Libya, Lithuania, Malta, Mauritius, Namibia, Oman, Russia, Slovakia, Slovenia, South Africa, Swaziland, Turkey, Ukraine, United Arab Emirates, Uzbekistan, Zambia, Zimbabwe</p> <p><b>Zone 9</b> Mauritania, Qatar, American Samoa, Antigua (Barbuda), Aruba, Barbados, Belize, Bolivia, British Virgin Islands, Cayman Islands, Costa Rica, Ecuador, El Salvador, French Antilles (Guad, Martinique, St. Bart, St. Martin), French Guiana, French Polynesia, Guatemala, Indonesia, Jamaica, Macao, Federated States of Micronesia, New Caledonia, Panama, Papua New Guinea, Paraguay, Peru, Philippines, St Kitts/Nevis, St. Lucia, Thailand, Trinidad, and Tobago, Uruguay, Venezuela, Western Samoa and Comoro</p> <p><b>Zone 10</b> Guinea-Equatorial, Anguilla, Azerbaijan, Bahrain, Bangladesh, Belarus, Benin, Brunei, Burkina Faso, Cameroon, Fiji, Gambia, Georgia, Gibraltar, Guinea, Haiti, Honduras, India, Iran, Jordan, Kenya, Lebanon, Macedonia, Madagascar, Malawi, Montenegro, Morocco, Mozambique, Nepal, Netherlands Antilles (South), Nicaragua, Nigeria, Pakistan, Palau, Pitcairn Islands, Romania, Saudi Arabia, Senegal, Serbia, Sierra Leone, Sri Lanka, Tanzania, Togo, Tonga Islands, Tunisia, Turks and Caicos, Uganda and Wake Island</p>	





Feature Name	Feature Description	Bidder's Product Identifier																																																																				
	<p><b>Zone 11</b> Armenia, Zaire, Andorra, Christmas and Cocos Islands, Congo, Cuba, Djibouti, Dominica, Eritrea, Ethiopia, Gabon Republic, Greenland, Grenada, Guantanamo Bay (Cuba), Guyana, Ivory Coast, Kribati, Liechtenstein, Mali, Marshall Islands, Mayotte Island, Midway Islands, Monserrat, Niger, Reunion Island, Somalia, St. Pierre and Miquelon, St Vincent and the Grenadines, Sudan, Syria, Vanuatu, Vietnam, Western Sahara and Yemen Arab Republic</p> <p><b>Zone 12</b> Antarctica Casey Base, Antarctica Scott Base, Ascension Island, Bhutan, Burundi, Cambodia, Guinea Bissau, Iraq, Laos, Mongolia, Nauru, San Marino, St. Helena, Surinam, Tajikistan and Turkmenistan</p> <p><b>Zone 13</b> Afghanistan, Burma, Central African Republic, Chad, Cook Islands, Faeroe Islands, Falkland Islands, Kyrgyzstan, Republic of Maldives, Moldavia, Niue Island, North Korea, Rwanda, Sao Tome, Seychelles Islands, Solomon Islands, Tuvalu, Wallis and Fortuna Islands</p>																																																																					
	<table border="0"> <thead> <tr> <th style="text-align: left;"><b>Product Identifier</b></th> <th style="text-align: left;"><b>Description</b></th> </tr> </thead> <tbody> <tr><td>CZ1Z1</td><td>Zone 1 to Zone 1</td></tr> <tr><td>CZ1Z2</td><td>Zone 1 to Zone 2</td></tr> <tr><td>CZ1Z3</td><td>Zone 1 to Zone 3</td></tr> <tr><td>CZ1Z4</td><td>Zone 1 to Zone 4</td></tr> <tr><td>CZ1Z5</td><td>Zone 1 to Zone 5</td></tr> <tr><td>CZ1Z6</td><td>Zone 1 to Zone 6</td></tr> <tr><td>CZ1Z7</td><td>Zone 1 to Zone 7</td></tr> <tr><td>CZ1Z8</td><td>Zone 1 to Zone 8</td></tr> <tr><td>CZ1Z9</td><td>Zone 1 to Zone 9</td></tr> <tr><td>CZ1Z10</td><td>Zone 1 to Zone 10</td></tr> <tr><td>CZ1Z11</td><td>Zone 1 to Zone 11</td></tr> <tr><td>CZ1Z12</td><td>Zone 1 to Zone 12</td></tr> <tr><td>CZ1Z13</td><td>Zone 1 to Zone 13</td></tr> <tr><td>CZ2Z1</td><td>Zone 2 to Zone 1</td></tr> <tr><td>CZ2Z2</td><td>Zone 2 to Zone 2</td></tr> <tr><td>CZ2Z3</td><td>Zone 2 to Zone 3</td></tr> <tr><td>CZ2Z4</td><td>Zone 2 to Zone 4</td></tr> <tr><td>CZ2Z5</td><td>Zone 2 to Zone 5</td></tr> <tr><td>CZ2Z6</td><td>Zone 2 to Zone 6</td></tr> <tr><td>CZ2Z7</td><td>Zone 2 to Zone 7</td></tr> <tr><td>CZ2Z8</td><td>Zone 2 to Zone 8</td></tr> <tr><td>CZ2Z9</td><td>Zone 2 to Zone 9</td></tr> <tr><td>CZ2Z10</td><td>Zone 2 to Zone 10</td></tr> <tr><td>CZ2Z11</td><td>Zone 2 to Zone 11</td></tr> <tr><td>CZ2Z12</td><td>Zone 2 to Zone 12</td></tr> <tr><td>CZ2Z13</td><td>Zone 2 to Zone 13</td></tr> <tr><td>CZ3Z1</td><td>Zone 3 to Zone 1</td></tr> <tr><td>CZ3Z2</td><td>Zone 3 to Zone 2</td></tr> <tr><td>CZ3Z3</td><td>Zone 3 to Zone 3</td></tr> <tr><td>CZ3Z4</td><td>Zone 3 to Zone 4</td></tr> <tr><td>CZ3Z5</td><td>Zone 3 to Zone 5</td></tr> <tr><td>CZ3Z6</td><td>Zone 3 to Zone 6</td></tr> <tr><td>CZ3Z7</td><td>Zone 3 to Zone 7</td></tr> </tbody> </table>	<b>Product Identifier</b>	<b>Description</b>	CZ1Z1	Zone 1 to Zone 1	CZ1Z2	Zone 1 to Zone 2	CZ1Z3	Zone 1 to Zone 3	CZ1Z4	Zone 1 to Zone 4	CZ1Z5	Zone 1 to Zone 5	CZ1Z6	Zone 1 to Zone 6	CZ1Z7	Zone 1 to Zone 7	CZ1Z8	Zone 1 to Zone 8	CZ1Z9	Zone 1 to Zone 9	CZ1Z10	Zone 1 to Zone 10	CZ1Z11	Zone 1 to Zone 11	CZ1Z12	Zone 1 to Zone 12	CZ1Z13	Zone 1 to Zone 13	CZ2Z1	Zone 2 to Zone 1	CZ2Z2	Zone 2 to Zone 2	CZ2Z3	Zone 2 to Zone 3	CZ2Z4	Zone 2 to Zone 4	CZ2Z5	Zone 2 to Zone 5	CZ2Z6	Zone 2 to Zone 6	CZ2Z7	Zone 2 to Zone 7	CZ2Z8	Zone 2 to Zone 8	CZ2Z9	Zone 2 to Zone 9	CZ2Z10	Zone 2 to Zone 10	CZ2Z11	Zone 2 to Zone 11	CZ2Z12	Zone 2 to Zone 12	CZ2Z13	Zone 2 to Zone 13	CZ3Z1	Zone 3 to Zone 1	CZ3Z2	Zone 3 to Zone 2	CZ3Z3	Zone 3 to Zone 3	CZ3Z4	Zone 3 to Zone 4	CZ3Z5	Zone 3 to Zone 5	CZ3Z6	Zone 3 to Zone 6	CZ3Z7	Zone 3 to Zone 7	
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CZ2Z2	Zone 2 to Zone 2																																																																					
CZ2Z3	Zone 2 to Zone 3																																																																					
CZ2Z4	Zone 2 to Zone 4																																																																					
CZ2Z5	Zone 2 to Zone 5																																																																					
CZ2Z6	Zone 2 to Zone 6																																																																					
CZ2Z7	Zone 2 to Zone 7																																																																					
CZ2Z8	Zone 2 to Zone 8																																																																					
CZ2Z9	Zone 2 to Zone 9																																																																					
CZ2Z10	Zone 2 to Zone 10																																																																					
CZ2Z11	Zone 2 to Zone 11																																																																					
CZ2Z12	Zone 2 to Zone 12																																																																					
CZ2Z13	Zone 2 to Zone 13																																																																					
CZ3Z1	Zone 3 to Zone 1																																																																					
CZ3Z2	Zone 3 to Zone 2																																																																					
CZ3Z3	Zone 3 to Zone 3																																																																					
CZ3Z4	Zone 3 to Zone 4																																																																					
CZ3Z5	Zone 3 to Zone 5																																																																					
CZ3Z6	Zone 3 to Zone 6																																																																					
CZ3Z7	Zone 3 to Zone 7																																																																					



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	Feature Name	Feature Description	Bidder's Product Identifier
	CZ3Z8	Zone 3 to Zone 8	
	CZ3Z9	Zone 3 to Zone 9	
	CZ3Z10	Zone 3 to Zone 10	
	CZ3Z11	Zone 3 to Zone 11	
	CZ3Z12	Zone 3 to Zone 12	
	CZ3Z13	Zone 3 to Zone 13	
	CZ4Z1	Zone 4 to Zone 1	
	CZ4Z2	Zone 4 to Zone 2	
	CZ4Z3	Zone 4 to Zone 3	
	CZ4Z4	Zone 4 to Zone 4	
	CZ4Z5	Zone 4 to Zone 5	
	CZ4Z6	Zone 4 to Zone 6	
	CZ4Z7	Zone 4 to Zone 7	
	CZ4Z8	Zone 4 to Zone 8	
	CZ4Z9	Zone 4 to Zone 9	
	CZ4Z10	Zone 4 to Zone 10	
	CZ4Z11	Zone 4 to Zone 11	
	CZ4Z12	Zone 4 to Zone 12	
	CZ4Z13	Zone 4 to Zone 13	
	CZ5Z1	Zone 5 to Zone 1	
	CZ5Z2	Zone 5 to Zone 2	
	CZ5Z3	Zone 5 to Zone 3	
	CZ5Z4	Zone 5 to Zone 4	
	CZ5Z5	Zone 5 to Zone 5	
	CZ5Z6	Zone 5 to Zone 6	
	CZ5Z7	Zone 5 to Zone 7	
	CZ5Z8	Zone 5 to Zone 8	
	CZ5Z9	Zone 5 to Zone 9	
	CZ5Z10	Zone 5 to Zone 10	
	CZ5Z11	Zone 5 to Zone 11	
	CZ5Z12	Zone 5 to Zone 12	
	CZ5Z13	Zone 5 to Zone 13	
	CZ6Z1	Zone 6 to Zone 1	
	CZ6Z2	Zone 6 to Zone 2	
	CZ6Z3	Zone 6 to Zone 3	
	CZ6Z4	Zone 6 to Zone 4	
	CZ6Z5	Zone 6 to Zone 5	
	CZ6Z6	Zone 6 to Zone 6	
	CZ6Z7	Zone 6 to Zone 7	
	CZ6Z8	Zone 6 to Zone 8	
	CZ6Z9	Zone 6 to Zone 9	
	CZ6Z10	Zone 6 to Zone 10	
	CZ6Z11	Zone 6 to Zone 11	
	CZ6Z12	Zone 6 to Zone 12	
	CZ6Z13	Zone 6 to Zone 13	
	CZ7Z1	Zone 7 to Zone 1	
	CZ7Z2	Zone 7 to Zone 2	
	CZ7Z3	Zone 7 to Zone 3	
	CZ7Z4	Zone 7 to Zone 4	





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	Feature Name	Feature Description	Bidder's Product Identifier
	CZ7Z5	Zone 7 to Zone 5	
	CZ7Z6	Zone 7 to Zone 6	
	CZ7Z7	Zone 7 to Zone 7	
	CZ7Z8	Zone 7 to Zone 8	
	CZ7Z9	Zone 7 to Zone 9	
	CZ7Z10	Zone 7 to Zone 10	
	CZ7Z11	Zone 7 to Zone 11	
	CZ7Z12	Zone 7 to Zone 12	
	CZ7Z13	Zone 7 to Zone 13	
	CZ8Z1	Zone 8 to Zone 1	
	CZ8Z2	Zone 8 to Zone 2	
	CZ8Z3	Zone 8 to Zone 3	
	CZ8Z4	Zone 8 to Zone 4	
	CZ8Z5	Zone 8 to Zone 5	
	CZ8Z6	Zone 8 to Zone 6	
	CZ8Z7	Zone 8 to Zone 7	
	CZ8Z8	Zone 8 to Zone 8	
	CZ8Z9	Zone 8 to Zone 9	
	CZ8Z10	Zone 8 to Zone 10	
	CZ8Z11	Zone 8 to Zone 11	
	CZ8Z12	Zone 8 to Zone 12	
	CZ8Z13	Zone 8 to Zone 13	
	CZ9Z1	Zone 9 to Zone 1	
	CZ9Z2	Zone 9 to Zone 2	
	CZ9Z3	Zone 9 to Zone 3	
	CZ9Z4	Zone 9 to Zone 4	
	CZ9Z5	Zone 9 to Zone 5	
	CZ9Z6	Zone 9 to Zone 6	
	CZ9Z7	Zone 9 to Zone 7	
	CZ9Z8	Zone 9 to Zone 8	
	CZ9Z9	Zone 9 to Zone 9	
	CZ9Z10	Zone 9 to Zone 10	
	CZ9Z11	Zone 9 to Zone 11	
	CZ9Z12	Zone 9 to Zone 12	
	CZ9Z13	Zone 9 to Zone 13	
	CZ10Z1	Zone 10 to Zone 1	
	CZ10Z2	Zone 10 to Zone 2	
	CZ10Z3	Zone 10 to Zone 3	
	CZ10Z4	Zone 10 to Zone 4	
	CZ10Z5	Zone 10 to Zone 5	
	CZ10Z6	Zone 10 to Zone 6	
	CZ10Z7	Zone 10 to Zone 7	
	CZ10Z8	Zone 10 to Zone 8	
	CZ10Z9	Zone 10 to Zone 9	
	CZ10Z10	Zone 10 to Zone 10	
	CZ10Z11	Zone 10 to Zone 11	
	CZ10Z12	Zone 10 to Zone 12	
	CZ10Z13	Zone 10 to Zone 13	
	CZ11Z1	Zone 11 to Zone 1	





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	Feature Name	Feature Description	Bidder's Product Identifier
		CZ11Z2	Zone 11 to Zone 2
		CZ11Z3	Zone 11 to Zone 3
		CZ11Z4	Zone 11 to Zone 4
		CZ11Z5	Zone 11 to Zone 5
		CZ11Z6	Zone 11 to Zone 6
		CZ11Z7	Zone 11 to Zone 7
		CZ11Z8	Zone 11 to Zone 8
		CZ11Z9	Zone 11 to Zone 9
		CZ11Z10	Zone 11 to Zone 10
		CZ11Z11	Zone 11 to Zone 11
		CZ11Z12	Zone 11 to Zone 12
		CZ11Z13	Zone 11 to Zone 13
		CZ12Z1	Zone 12 to Zone 1
		CZ12Z2	Zone 12 to Zone 2
		CZ12Z3	Zone 12 to Zone 3
		CZ12Z4	Zone 12 to Zone 4
		CZ12Z5	Zone 12 to Zone 5
		CZ12Z6	Zone 12 to Zone 6
		CZ12Z7	Zone 12 to Zone 7
		CZ12Z8	Zone 12 to Zone 8
		CZ12Z9	Zone 12 to Zone 9
		CZ12Z10	Zone 12 to Zone 10
		CZ12Z11	Zone 12 to Zone 11
		CZ12Z12	Zone 12 to Zone 12
		CZ12Z13	Zone 12 to Zone 13
		CZ13Z1	Zone 13 to Zone 1
		CZ13Z2	Zone 13 to Zone 2
		CZ13Z3	Zone 13 to Zone 3
		CZ13Z4	Zone 13 to Zone 4
		CZ13Z5	Zone 13 to Zone 5
		CZ13Z6	Zone 13 to Zone 6
		CZ13Z7	Zone 13 to Zone 7
		CZ13Z8	Zone 13 to Zone 8
		CZ13Z9	Zone 13 to Zone 9
		CZ13Z10	Zone 13 to Zone 10
		CZ13Z11	Zone 13 to Zone 11
		CZ13Z12	Zone 13 to Zone 12
		CZ13Z13	Zone 13 to Zone 13





### 1.4.2.5 Operator Services

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

#### 1.4.2.5.1 Easy Access to Operators

Operators shall be available to assist End-Users 24x365 and shall be accessible by dialing 00, 0+, or an 800 number.

Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_

#### 1.4.2.5.2 Emergency Call Handling

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

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

Bidder understands the requirements in Section 1.4.2.5.2 and shall meet or exceed them? Yes  X  No \_\_\_\_\_

Description:

### Emergency Call Handling

AT&T Operators, throughout our long history, have been the cornerstone in providing outstanding customer service and for connecting people whether it is across the street or across the globe. AT&T Operator Services will provide the State both automated and live operators 24 hours a day, everyday of the year. Through years of innovations and new technologies, callers are now able to place calls anywhere and get information most of the time without the assistance of an operator. When a CALNET 3 caller does need help, AT&T Operator Services are trained to handle a wide variety of services to assist the caller.

AT&T LD Operators are prepared to contact the appropriate authorities when emergency services are required for a calling party. Our Operators have a database that contains routing data for call center personnel to contact official public service agencies such as police, fire, ambulance, sheriff and privately endowed and operated suicide prevention, drug or alcohol crisis centers. If the calling party does not indicate the emergency agency that is needed, the Operator will advise the calling party that they are connecting them to the police.

Our Operators are trained to establish the connection as quickly as possible, attempt to have the calling party stay on the line if possible, give the call their undivided attention and take appropriate actions to assist the calling party and the emergency agency. Our Operators will



identify themselves as an AT&T Operator and pass the details to the emergency agency. After doing so, the Operator will advise the calling party that the emergency agency is on the line, wait for conversation to begin between the agency and the calling party, and provide assistance to the emergency agency or calling party as needed before exiting the call.

#### 1.4.2.5.3 Busy Line Verification

Upon a caller's request, Operators shall provide busy line verification where the Operator checks the line to see if a specified number is actually in use or if there is a technical problem with the line.

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### 1.4.2.5.4 Busy Line Interruption

Upon a caller's request, Operators shall provide call interruption services where the Operator interrupts a specific call in progress to advise that there has been a request to make the line available to receive an important call.

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### 1.4.2.5.5 Directory Assistance

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

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

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### 1.4.2.5.6 Operator Assisted Calls

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

Operators shall assist with Calling Card or commercial credit card billing.

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



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

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*

The Contractor shall offer the Operator Services detailed in Table 1.4.2.5.a.

1.4.2.5.a, Operator Services

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Unique Product Identifier
1	Directory Assistance	Calls that utilize Directory Assistance as described in Section 1.4.2.5.3.	Y		22OPDA
	Bidder's Product Description: Long Distance Directory Assistance will be provided by the traditional method of dialing 1-Area code + 555-1212 or by dialing 00 and asking Directory Assistance to find any listed number whether it is local, long distance, or International. Yellow Pages and Reverse Directory searches are also available through our directory assistance agents.				
2	Operator Assisted Calls	Calls that utilize Operator services as described in Section 1.4.2.5.6.	Y		22OPAST
	Bidder's Product Description: AT&T Operator Services provides operator assisted calling. The operator can assist with collect calls, third-party billing, calling card or commercial credit card billing.				

The Contractor may offer additional unsolicited Operator Service features in Table 1.4.2.5.b.

Table 1.4.2.5.b, Unsolicited Operator Service Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		





### 1.4.2.6 Audio Conferencing

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

Basic Audio Conferencing shall include the following:

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

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

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

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

Bidder shall describe how Customers will access this service.

*Bidder understands the requirement in Section 1.4.2.6 and shall meet or exceed it?*

Yes  No

*Description:*

### Audio Conferencing

AT&T Audio TeleConference Services offers CALNET 3 users an efficient and cost-effective alternative to in-person meetings, training sessions, and presentations.

The family of AT&T TeleConference Services includes:

- AT&T Audio TeleConference Services—U.S. domestic audio conferences
- AT&T Executive TeleConference Services—audio conferences with advanced features and support
- AT&T Global TeleConference Services—international audio conferences
- AT&T IP Audio TeleConference Services—U.S. domestic audio conferences for voice over IP (VoIP)



- AT&T Web TeleConference Services—audio conference with web-based data sharing and collaborative tools
- AT&T Video Conference Services—audio and video conference

Offering conferencing services since 1954, AT&T is the largest and most advanced teleconference service provider in the industry. AT&T offers comprehensive conferencing solutions that integrate audio, video, and data and can allow users to host virtual meetings and share information as effectively as when participants are in the same room.

AT&T's Audio TeleConference Services connect two or more people using traditional switched voice technology and requires participants to have only a phone. AT&T offers 24x7 audio conference services that participants can access using toll-free and caller-paid phone numbers. AT&T offers both automated dial-in (meet me) and operator-assisted conferences to CALNET 3 users today. The Conference Monitor feature lets users manage and monitor a conference in real-time using an Internet web browser.

AT&T offers both Reserved and Reservationless conferencing. CALNET 3 users can reserve conferences quickly by phone or via the web. The AT&T Internet Reservation System lets users easily make and manage conference reservations, receive instant confirmations, and directly email meeting details to participants. Users can arrange a conference or have an AT&T conference specialist arrange it for them.

Reservationless service lets users arrange a conference at any time. Users have their personal dial-in number and access codes always at hand, and can simply notify participants of the numbers and the time of the call.

Basic AT&T Audio TeleConference Services support day-to-day routine calls. Users can choose from seven different call options that include Reserved and Reservationless services. Each call option has unique capabilities and features, and users can choose the appropriate options and features for their various conference needs.

AT&T Executive TeleConference Services is a premier service that supports high profile teleconferences such as investor relations meetings, press releases, organizational announcements, and employee communication.

AT&T Executive TeleConference Services support larger calls (up to 4,000 connections) and provides four call options to accommodate simple or complex conferencing requirements. Call options include operator-assisted and automated dial-in using toll-free and/or caller-paid access numbers.

AT&T Executive TeleConference Services provides CALNET 3 users with a variety of features including a professional moderator, question and answer sessions, polling/voting, language



translation, RSVP, pre-registration, recording, digitized replay, streaming over the Internet, and more.

AT&T Global TeleConference Services provide international conference bridges located in Europe, the Middle East, Africa, Asia, and the Pacific to support both Reserved and Reservationless calls. AT&T Global TeleConference Services provide in-country dial-in access numbers (toll free and/or caller paid) from countries around the world, with the ability to link reserved calls together on a seamless conference call.

AT&T Global TeleConference Services also provide various features including conference lock, mute/un-mute, and more.

AT&T Audio TeleConference Services will provide CALNET 3 users with the features and support they need to communicate easily and efficiently across large distances.

Contractor shall provide the Audio Conferencing features detailed in Table 1.2.4.6

Table 1.4.2.6 Audio Conferencing Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	Caller Paid Dial-in Reservation-less Service	Also known as "Meet-Me" service, participants dial a pre-established number and access code to join the conference call.	Y		CONF
	Bidder's Product Description: Hosts are assigned permanent dial-in numbers (caller-paid) and access codes. The dial-in numbers are always available (24x7), the host just needs to tell participants when to dial in to the meeting. This service is simple to use and accommodates three to 125 participants—including the host. Also known as "Meet-Me" service.				
2	Toll-Free Dial-in Reservation-less Service	Also known as "Meet-Me" service, participants dial a pre-established toll-free number and access code to join the conference call.	Y		CONF
	Bidder's Product Description: Hosts are assigned permanent dial-in toll free numbers and access codes. The dial-in numbers are always available (24x7), the host just needs to tell participants when to dial in to the meeting. This service is simple to use and accommodates three to 125 participants—including the host. Also known as "Meet-Me" service.				
3	Caller Paid Dial-in Reserved Service	Host reserves a conference session in advance and receives a temporary dial-in number and access code. Participants dial the number and enter the access code to join the call.	Y		CPRV





	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: The host reserves a specific conference call using a caller paid dial in number and participants are auto answered – upon successful entry of the code, participants are automatically connected to the call and can begin to speak immediately.			
4	Toll-Free Dial-in Reserved Service	Host reserves a conference session in advance and receives a temporary toll-free dial-in number and access code. Participants dial the toll-free number and enter the access code to join the call.	Y	TFDIRV
	Bidder's Product Description: The host reserves a specific conference call using toll free dial in number and participants are auto answered. Upon successful entry of the code, participants are automatically connected to the call and can begin speaking immediately.			
5	Operator-Dialed Service	An operator sets up the conference call by placing calls to each of the participants.	Y	COPD
	Bidder's Product Description: AT&T Conference Specialists call each participant prior to the start of a conference call to have each participant online when it begins.			
6	Operator-Assisted Dial-in Service	Participants dial in to the conference number and the operator screens the callers for information such as password, name or location.	Y	COPADI
	Bidder's Product Description: Participants dial in and the operator screens the callers. This offering is a more specialized version of Operator-Dialed. The Specialist can be instructed to capture the following data, if desired, before joining the participant to the call: password, name, location and telephone number.			
7	Recording Service	The capability to record to various media including CD, audiocassette or the Digitized Replay option below.	Y	CONREC
	Bidder's Product Description: Recordings are available in the network. The host may distribute a replay access number and access code to any person who would like to listen to the recording. For Reservation, the host requests at time of reservation and selects audiocassette, CD or digitized replay. With Reservationless, the host initiates recording via touchtone command or via the Conference Monitor. After the call is over, the host logs into the AT&T Conference Record website and can request a CD (audio real voice or .WAV file), set up a digitized replay, order a transcription, send out an email invite to participants to listen to the replay, delete a recording or request a report of who has listened to the replay.			





	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
8	Digitized Replay	A user can listen to a conference call at their convenience by dialing an access number/code. During replay the caller can control the session utilizing telephone keypad entries.	Y		CDIGTF
	Bidder's Product Description: Digitized Replay will allow participants to listen to a conference call at their convenience during a scheduled window of time by dialing into a bridge and entering an access code. During replay, the caller can control the session by using his or her telephone keypad to access functions such as pause, rewind and fast forward. For Reserved calls, this is requested at the time of the reservation. For Reservationless, this feature is selected upon sign up.				
9	Transcription	Contractor provided transcribing a conference call	Y		CONTRANS
	Bidder's Product Description: A recorded conference call can be transcribed and emailed to the host. This is either selected on Reserved at the time of the reservation or with Reservationless, the host must have the call recorded and then order the transcription.				
10	Language Interpretation/ Translation	Real-time interpretation and translation services	Y		CONLANG
	Bidder's Product Description: Real-time translation of the conference that ranges from on conference translation services to the translation of a transcript. This is provided via Language Line™ for any or all participants. There are more than 150 languages and dialects available. The call will have one extra port assigned for the translation service. This is available on Reserved and Executive service.				
11	Security List Screening	Host specifies a list of participants who may dial into the conference call. Conference Attendant screens callers against the list.	Y		CONSEC
	Bidder's Product Description: This feature allows the host to specify a list of participant names who may dial into the conference call. As each participant calls-in, a specialist will ask for his or her name and check the list.				
12	Participant List	Conference Attendant captures up to three (3) caller attributes and distributes a list of conference participants to the host immediately following the call.	Y		CONPL





	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: This feature provides the host a list of participants and up to three (3) caller attributes of conference call attendees upon Reservation-based call completion.			

The Contractor may offer additional unsolicited Audio Conferencing features in Table 1.4.2.6.b.

Table 1.4.2.6.b Unsolicited Audio Conferencing Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		



### 1.4.2.7 Service Restoration

#### 1.4.2.7.1 Voice Network Disaster Operational Recovery

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

#### 1.4.2.7.2 Data Network Disaster/Operational Recovery

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

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

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

### 1.4.3 Other Services

#### 1.4.3.1 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.

#### 1.4.3.2 Extended Demarcation Wiring Services

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring



includes wiring and cable related activities required to extend the service demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

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

Extended Demarc wiring is limited to the following:

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

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 1.4.4.8.7 (Provisioning SLAs) associated with that service.

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

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

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

The Contractor shall install wiring according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this IFB and as periodically updated by CALNET 3 CMO. Additionally, the Contractor shall install and maintain all wiring in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

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



Bidder understands the Requirement and shall meet or exceed it? Yes  No

The Contractor shall offer the wiring services for extended demarcation detailed in Table 1.4.3.2.a.

Table 1.4.3.2.a, Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Extended Demarcation – Copper four-Pair- Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RH48s or equivalent jack.	Y		EDCR
	Bidder's Product Description: The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48s smart jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during normal business hours.				
2	Extended Demarcation – Copper four-Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	Y		EDCO
	Bidder's Product Description: The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48s smart jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.				
3	Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	Y		EDCH
	Bidder's Product Description: The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48s smart jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and holiday hours.				





	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
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 as described above. Includes 300 feet or less of one (1) Category 5 25-pair CMP patch panels and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EDC25R
	Bidder's Product Description: The copper demarcation point extension is limited to 300 feet or less of one Category 5 25-pair CMP UTP cable with new 24-port Category 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during normal business hours.				
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 as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EDC25O
	Bidder's Product Description: The copper demarcation point extension is limited to 300 feet or less of one Category 5 25-pair CMP UTP cable with new 24-port Category 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.				





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	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
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 as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EDC25H
Bidder's Product Description: The copper demarcation point extension is limited to 300 feet or less of one Category 5 25-pair CMP UTP cable with new 24-port Category 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and holiday hours.					
7	Extended Demarcation – Optical Fiber Link- Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EDOR
Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 62.5/125- or 50/125-micron, two-strand CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling is included. To provide this service, AT&T assumes customer has adequate pathways. Enclosures are not included. The labor rate is for work performed during normal business hours.					





	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
8	Extended Demarcation – Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EDOO
Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 62.5/125- or 50/125-micron, two-strand CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling is included. To provide this service, AT&T assumes customer has adequate pathways. Enclosures are not included. The labor rate is for work performed during overtime hours.					
9	Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EDOH
Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 62.5/125- or 50/125-micron, two-strand CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling is included. To provide this service, AT&T assumes customer has adequate pathways. Enclosures are not included. The labor rate is for work performed during Sunday and holiday hours.					

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 1.4.3.2.b.

Table 1.4.3.2.b Unsolicited Extended Demarcation Wiring Services





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	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		



### 1.4.3.3 Services Related Hourly Support

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractor's responsibilities. Work performed under this Section 1.4.3.3 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

In Subcategory Cost Worksheets 1.4.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

The Contractor shall offer services related hourly support as detailed in Table 1.4.3.3.

Table 1.4.3.3 Services Related Hourly Support

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Field Service Repair Technician Regular Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y		MVV
	Bidder's Product Description: Field Service Technician – Regular Hours.				
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 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y		MVV-O
	Bidder's Product Description: Field Service Technician – Overtime Hours				





	Labor Classification Name	Classification Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
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 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y		MVV-H
	Bidder's Product Description: Field Service Technician – Sunday and Holiday Hours				

**1.4.3.4 Intentionally Deleted**



## 1.4.4 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 3 CMO 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 Category solicitation.

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

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

### 1.4.4.2 Technical Requirements Versus SLA Objectives

Sections 1.4.2 (Long Distance Services) and 1.4.3 (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 the Requirement and shall meet or exceed it? Yes  No

#### 1.4.4.3 Two (2) Methods of Outage Reporting: Customer or Contractor

There are two (2) methods in which CALNET 3 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 (IFB-A Business Requirements Section A.9.4).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) and monitor and report to Customer until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes  No

#### 1.4.4.4 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 the specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

Bidder understands the Requirement and shall meet or exceed it? Yes  No

#### 1.4.4.5 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with an SLA Management Plan that describes how the Contractor will manage the SLAs defined 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 (IFB-A Business Requirements Section A.9.5). The Contractor shall include a sample report in accordance to Service Level Agreement Reports (IFB-A Business Requirements Section A.9.5) for the following: SLA Service Performance Report (IFB-A Business Requirements Section



A.9.5.1), SLA Provisioning Report (IFB-A Business Requirements Section A.9.5.2), and SLA Catastrophic Outage Reports (IFB-A Business Requirements Section A.9.5.3). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB-A Business Requirements Section A.9.2);

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 3 CMO; 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 3 CMO.

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*

#### **1.4.4.6 Technical SLA General Requirements**

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.4.4.8):

1. With the exception of the Provisioning SLA (Section 1.4.4.8.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET 3 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;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all SLAs objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 days of the trouble resolution date on the trouble ticket or within 60 days of the Due Date on the Service Request for the Provisioning SLA (Section 1.4.4.8.7);
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 remedies therein. The Contractor shall present the SLAs to the CALNET 3 CMO for possible inclusion via amendments;



9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide 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 (IFB-A Business Requirements Section A.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-A Business Requirements Section A.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-A Business Requirements Section A.5.1 (Billing and Invoicing Requirements #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET 3 CMO 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 3 Customer.

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No*

#### **1.4.4.7 Trouble Ticket Stop Clock Conditions**

Only the following conditions will be allowed to stop the trouble ticket Outage Duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket Outage Duration using the Stop Clock Condition (SCC) listed in Table 1.4.4.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) for each application of an SCC.

Note: The Glossary (SOW Appendix A) defines term "End-User" as the "individual within an Entity that is utilizing the feature or service provided under the Contract."



Table 1.4.4.7 – Stop Clock Conditions (SCC)

#	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User 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	FACILITIES	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information; or d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.  If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.



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#	Stop Clock Condition (SCC)	SCC Definition
10	CPE	Repair/replacement of Customer Provided 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-out 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 3 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 PMAC General Provisions – Telecommunications General Provisions – Telecommunications, Section 28 (Force Majeure).

Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_





### 1.4.4.8 Technical Service Level Agreements

#### 1.4.4.8.1 Availability (M-S)

SLA Name: Availability																					
Definition: The percentage of time a CALNET 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 affected Circuit ID (as defined in the Data Dictionary), 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 24x7 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.																					
Service(s): <ul style="list-style-type: none"> <li>Long Distance Network Access Transport (1.4.2.2.2)</li> </ul>	Objective(s): <table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>DS1</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td>P</td> </tr> <tr> <td>DS3</td> <td>≥ 99.7%</td> <td>≥ 99.8%</td> <td>≥ 99.9%</td> <td>P</td> </tr> <tr> <td>ISDN PRI</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td>P</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	P	DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	P	ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	P
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)																	
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	P																	
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	P																	
ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	P																	
Rights and Remedies	Per Occurrence: N/A																				
	Monthly Aggregated Measurements: First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC.  The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC.  Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.																				

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*





**1.4.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S)**

SLA Name: Catastrophic Outage 1 (CAT 1)														
<p><b>Definition:</b> The total loss of service at a single address based on a common cause resulting in the failure of three (3) or more DS1/PRI network access circuits or one (1) DS3 network access circuit. .</p>														
<p><b>Measurement Process:</b> 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) 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) is restored, minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p>														
Service(s):														
Long Distance Network Access Transport (1.4.2.2.2)														
<p><b>Objective (s):</b> The objective restoral time shall be:</p> <table border="1" style="width:100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0f2f7;"> <th style="width: 30%;"></th> <th style="width: 15%;">Basic (B)</th> <th style="width: 15%;">Standard (S)</th> <th style="width: 15%;">Premier (P)</th> <th style="width: 25%;">Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Long Distance Network Access Transport</td> <td>≤ 3 hours</td> <td>≤ 2 hours</td> <td>≤ 1 hour</td> <td>B</td> </tr> </tbody> </table>						Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	Long Distance Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	B
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)										
Long Distance Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	B										
<b>Rights and Remedies</b>	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault													
	Monthly Aggregated Measurements: N/A													

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No*





**1.4.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S)**

SLA Name: Catastrophic Outage 2 (CAT 2)				
<b>Definition:</b> <ul style="list-style-type: none"> <li>Service affecting failure of any part of the equipment in long distance provider's point of presence, other than access, that results in a CALNET 3 service failure.</li> </ul>				
<b>Measurement Process:</b> 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) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit 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.				
<b>Service(s):</b>				
Long Distance Network Access Transport (1.4.2.2.2)		Long Distance Domestic Calling (1.4.2.3.5)		
<b>Objective (s):</b> The objective restoral time shall be:				
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
Long Distance Network Access Transport	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Long Distance Domestic Calling	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
<b>Rights and Remedies</b>	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each CAT 2 fault.			
	Monthly Aggregated Measurements: N/A			

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No*



**1.4.4.8.4 Catastrophic Outage 3 (CAT 3) (M-S)**

SLA Name: Catastrophic Outage 3 (CAT 3)				
<b>Definition:</b> The total loss of all CALNET 3 Long Distance Network Access Transport and all Long Distance Domestic Calling in the long distance provider's point of presence , or the loss of any service type on a system wide basis.				
<b>Measurement Process:</b> 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 Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list of each End-User service (Circuit 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) basis from information recorded from the network switches or trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
<b>Service(s):</b>				
Long Distance Network Access Transport (1.4.2.2.2)		Long Distance Domestic Calling (1.4.2.3.5)		
<b>Objective (s):</b> The objective restoral time shall be:				
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or P)
Long Distance Network Access Transport	≤ 30 minutes	N/A	≤ 15 minutes	P
Long Distance Domestic Calling	≤ 30 minutes	N/A	≤ 15 minutes	P
<b>Rights and Remedies</b>	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each Cat 3 fault.			
	Monthly Aggregated Measurements: N/A			

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*



**1.4.4.8.5 Excessive Outage (M-S)**

SLA Name: Excessive Outage					
Definition: A service failure 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 unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.					
Service(s):					
Long Distance Network Access Transport (1.4.2.2.2)		Long Distance Domestic Calling (1.4.2.3.5)			
Audio Conferencing (1.4.2.6)					
Objective (s): The Unavailable Time objective shall not exceed:					
		Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
	Long Distance Network Access Transport	16 hours	12 hours	8 hours	P
	Long Distance Domestic Calling	16 hours	12 hours	8 hours	P
	Audio Conferencing	16 hours	12 hours	8 hours	P
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level.				
	Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.				
	Monthly Aggregated Measurements: N/A				

Bidder understands the Requirement and shall meet or exceed it? Yes   X   No       





**1.4.4.8.6 Notification**

SLA Name: Notification	
<p><b>Definition:</b> The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.</p>	
<p><b>Measurement Process:</b> The Contractor shall adhere to the Network Outage Response (IFB-A Business Requirements Section A.9.3.2) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.</p>	
Service(s): All Services	
<p><b>Objective (s):</b> Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response).          At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response).          This objective is the same for Basic, Standard and Premier commitments.</p>	
Rights and Remedies	Per Occurrence: Senior Management Escalation
	Monthly Aggregated Measurements: N/A

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No*





### 1.4.4.8.7 Provisioning (M-S)

SLA Name: Provisioning		
<p><b>Definition:</b> 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 Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work Scope of Work in accordance with Section A.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. When the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per IFB-A Business Requirements Section A.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:</p> <ol style="list-style-type: none"> <li>1. Individual Service Request; and</li> <li>2. Successful Install Monthly Percentage by Service Type</li> </ol>		
<p><b>Measurement Process:</b></p> <p><u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor.. This objective requires the Contractor to meet the due date for each individual Service Request.</p> <p><u>Objective 2: Successful Install Monthly Percentage per Service Type:</u> The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must exceed the objective below in order to avoid the rights and remedies.</p>		
Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Days	Coordinated/Managed Project Option
Dedicated DS1 Access Transport (1.4.2.2.2.1)	30	Coordinated/Managed Project
Dedicated DS3 Access Transport (1.4.2.2.2.2)	45	Coordinated/Managed Project
ISDN PRI on DS1 Access Transport (1.4.2.2.2.3)	30	Coordinated/Managed Project
Long Distance Domestic Calling (1.4.2.3.5)	1	100 lines or more; Coordinated/Managed Project





Objective (s):

1. Objective 1: Individual Service Request: Service installed on or before the committed interval or negotiated due date.
  
2. Objective 2: Successful Install Monthly Percentage per Service:

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

Rights and Remedies	<p><b>Per Occurrence:</b> Objective 1: Individual Service Request: 50 percent of installation fee credited to Customer for any missed committed objective.</p>
	<p><b>Monthly Aggregated Measurements:</b> Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per same service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective.</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes   X   No \_\_\_\_\_*





**1.4.4.8.8 Provisioning - Calling Card (M-S)**

SLA Name: Provisioning – Calling Cards	
Definition: Calling Card provisioning is defined as issuing new Calling Cards on or before the interval dates provided in this SLA or due date negotiated between the Customer and Contractor.	
Measurement Process: The duration of time beginning when a completed Service Request is placed for a calling card(s) until Contractor activation and delivery of the ordered card(s), following Customer account setup.	
Service(s):	Interval
Calling Cards- Service Requests under 500 (Section 1.4.2.4)	10 Business Days
Calling Cards - Service Requests over 500 (Section 1.4.2.4)	45 Business Days
Objective (s): Activated cards delivered to the Customer within the intervals provided in this SLA or by the due date negotiated between the Customer and Contractor.  This objective is the same for Basic, Standard and Premium Commitments.	
Rights and Remedies	Per Occurrence: \$1.00 rebate to the Customer per card per day that each card is not activated and delivered to the Customer within the interval listed in this SLA.
	Monthly Aggregated Measurements: N/A

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*





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

SLA Name: Time to Repair (TTR) – Long Distance Domestic/Audio Conferencing					
Definition: A service outage that remains unresolved for more than the committed objective level.					
Measurement Process: This SLA is based on a trouble ticket Unavailable Time per service (Circuit ID). The service shall be considered unavailable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.					
Service(s):					
Long Distance Domestic Calling (1.4.2.3.5)			Audio Conferencing (1.4.2.6)		
Objective (s): The Unavailable Time objective shall not exceed:					
		Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)
	Long Distance Domestic Calling	10 hours	6 hours	N/A	S
	Audio Conferencing	10 hours	6 hours	N/A	S
Rights and Remedies	Per Occurrence: Four (4) Business Days of ADUC				
	Monthly Aggregated Measurements: N/A				

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*



**1.4.4.8.10 Time to Repair (TTR) - Long Distance Network Access Transport (M-S)**

SLA Name: Time to Repair (TTR) - Long Distance Network Access Transport					
Definition: A service outage 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 unusable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.					
Service(s):					
Long Distance Network Access Transport (1.4.2.2.2)					
Objective (s): The Unavailable Time objective shall not exceed:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)
	Long Distance Network Access Transport	6 hours	4 hours	N/A	S
Rights and Remedies	Per Occurrence: 25 percent of the TMRC, per occurrence, for each service (Circuit ID) out of service for a period greater than the committed objective level.				
	Monthly Aggregated Measurements: N/A				

Bidder understands the Requirement and shall meet or exceed it? Yes   X   No       





#### 1.4.4.8.11 Unsolicited Service Enhancement SLAs

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

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### 1.4.4.8.13 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 1.4.4 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

#### 1.4.4.8.14 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 this Section 1.4.4.8.

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*



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