The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Mandatory (ALT1) This service is mandatory at the sole discretion of the State when used in conjunction with the associated mandatory services but not mandatory as a stand alone service.

CALNET 2 purchased or leased equipment will be used solely in support of CALNET 2 services.

Non-exempt agencies will require OTech/STND Telecommunications Delegation (http://www.dts.ca.gov/stnd/pdf/stmm/050200.pdf) unless otherwise noted below.

All California non-exempt state agencies are required to use the CALNET MSA to obtain mandatory telecommunications services.

CALNET 2 - MSA 3 Product Description and Pricing (Contract ID 5-06-58-22)	Section
Hosted Standalone IP Telephony Site Survey's, Network Designs and Implementation	6.3.2
Hosted Standalone IP Telephony Business Line Services	6.3.2.1
Hosted Standalone IP Telephony Business Line Service Customer Premise Equipment (CPE) and Converged Services, IP Phone Hardware Customer Premise Equipment (CPE) Features	6.3.2.2 and 6.3.4.1
Hosted Standalone IP Telephony Voice Mail Services	6.3.2.4
Hosted Standalone IP Telephony Audio Conferencing and Converged Services, Managed IP Audio Conferencing	6.3.2.5 and 6.3.4.6
Statewide Hosted Standalone IP Telephony Services in Additional Specific Geographic Locations/Availability	6.3.2.6
Converged Services, IP and Network IP Transport Services	6.3.3.8
Converged Services, IP and Network IP Transport Services - Security Services	6.3.3.8a
Converged Services, IP Telephony Business Line Services	6.3.4.3
Converged Services, Internet Dedicated Access (IDA) Service	6.3.4.3a
Converged Services, IP Flexible T1 Service	6.3.4.3b
Converged Services, IP Telephony Voice Mail Services	6.3.4.5
Converged Services, IP Network Based Automatic Call Distribution (ACD)	6.3.5.1
Converged Services, IP Network Based Agent Package Service	6.3.5.1.1
Converged Services, IP Network Based Supervisor's Package Service	6.3.5.1.2

CALNET 2 - MSA 3 Product Description and Pricing (Contract ID 5-06-58-22)	Section
Converged Services, IP Network Based System Administrator's Software Package	6.3.5.1.3
Converged Services, Management Information System Tracking for Contact Centers	6.3.5.1.4
Converged Services, IP Network Contact Center Maintenance	6.3.5.1.6
Converged Services, IP Network Based Interactive Voice Response (IVR) System	6.3.5.2
Converged Services, IP Network Based Specialized Call Routing	6.3.5.3
Converged Services, Computer Telephone Integration (CTI) for IP Network Based ACD	6.3.5.4
Converged Services, Managed IP Video Conference Services	6.3.6.1
Converged Services, Unified Messaging	6.3.6.2
Low Voltage Simple Wiring Services, Services Entrance, and Extended Termination	6.3.8.1.1
Station Wiring	6.3.8.1.2
Inside Wiring Services	6.3.8.1.3
Services Related Hourly Support	6.3.8.2
Converged Services, Required Customer Premise Equipment (CPE)	6.3.9

Telecommunications Contracts and Services for Mandatory Services

PURPOSE

To provide specific directions to non-exempt state agencies regarding mandatory telecommunications services, which are required to be purchased from the CALNET Master Services Agreement (MSA).

POLICY

All California non-exempt state agencies are required to use the CALNET MSA to obtain mandatory telecommunications services.
Exempt state agencies are encouraged, but are not required, to use the CALNET MSA to obtain telecommunications services.

Non-state agencies with an Authorization To Order (ATO) Agreement have no mandatory or non-mandatory procurement restrictions imposed by the state; except that those services listed on their specific ATO Agreement are mandatory to purchase from the CALNET MSA.

RESPONSIBILITIES

The agency designated Chief Agency Telecommunications Representative (CATR) and/or the Agency Telecommunications Representative (ATR) will determine the needed telecommunications services. The CATR/ATR will then refer to the mandatory services list (See Appendix A). Non-exempt agencies requiring any services listed on the mandatory services list, must order them from the CALNET MSA.

PROCEDURES

To obtain mandatory services from the CALNET contract, the agency simply submits a State Standard Form 20, to the supplying vendor, requesting the desired services.

To obtain mandatory telecommunications services from a source other than the CALNET MSA, a non-exempt state agency must submit a written exemption request (See STMM Chapter 442.0) to the Office of Technology Services-Statewide Telecommunications and Network Division (OTech-STND), Attention: Contracts Management Section.

California **TECHNOLOGY AGENCY** Office of Technology Services

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6.3.2 Hosted Standalone IP Telephony Site Survey's, Network Designs and Implementation

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Site Surveys, Network Design, and Implementation Services

Description of the Service:
- Site Survey - An assessment of the environment to identify all required components and tasks needed for proper design and implementation of this service.
- Network Design – Design shall include engineering and documentation of all components required for proper implementation of this service.
- Implementation – Implementation is defined as the initial installation of all onsite equipment necessary for proper operation of this service.

Availability: Statewide. Domestic locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Site Survey –		Site survey of customer location where IP Services are to be implemented. Site Types are defined as:						Yes	Yes
Site Type A	IPSS0001	Type A: 1 – 24 phones		Per Site	$0.00	$0.00	$0.00	Yes	Yes
Site Type B	IPSS0002	Type B: 25 – 240 phones			$0.00	$0.00	$0.00	Yes	Yes
Site Type C	IPSS0003	Type C: 241 – 480 phones			$0.00	$0.00	$0.00	Yes	Yes
Site Type D	IPSS0004	Type D: 481 or more phones			$0.00	$0.00	$0.00	Yes	Yes
Network Design -		Network Design of IP Services to be implemented. Site Types are defined as:						Yes	Yes
Site Type A	IPND0001	Type A: 1 – 24 phones		Per Site	$0.00	$0.00	$0.00	Yes	Yes
Site Type B	IPND0002	Type B: 25 – 240 phones			$0.00	$0.00	$0.00	Yes	Yes
Site Type C	IPND0003	Type C: 241 – 480 phones			$0.00	$0.00	$0.00	Yes	Yes
Site Type D	IPND0004	Type D: 481 or more phones			$0.00	$0.00	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Implementation -		Installation and implementation of IP Services. Site Types are defined as:						Yes	Yes
Site Type A	IPIM0001	Type A: 1 – 24 phones		Per Site	$720.00	$0.00	$0.00	Yes	Yes
Site Type B	IPIM0002	Type B: 25 – 240 phones			$2,160.00	$0.00	$0.00	Yes	Yes
Site Type C	IPIM0003	Type C: 241 – 480 phones			$2,880.00	$0.00	$0.00	Yes	Yes
Site Type D	IPIM0004	Type D: 481 or more phones			$5,040.00	$0.00	$0.00	Yes	Yes

<u>Notes:</u>

Applicable Service Level Agreements:
 Notification
 Response Duration from Receipt of Order
 Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.2.1 Hosted Standalone IP Telephony Business Line Services

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Hosted Standalone IP Telephony Business Line Service - Hosted IP Centrex (HIPC)

Description of the Service: Verizon's Hosted IP Centrex (HIPC) Service is available throughout the entire State of California. The HIPC Service is deployed in geographically diverse locations to provide redundancy and survivability.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service

Hosted IP Telephony Business Line Service - Hosted IP Centrex (HIPC)	IBBL0000	Full, turnkey Hosted IP Centrex (HIPC) service, including the following features:
		  Basic IP Telephone 2 Line Instrument
		  Call Transfer
		  Call Park
		  Call Pickup
		  Conference
		  Call Hold
		  Call Forward – Busy Don't Answer
		  Call Forward – All Calls
		  Hunt Groups
		  Multi Line Appearance
		  Speed Dial
		  Redial
		  Message Waiting Indicator
		  Auto Attendant
		  Four-digit extension dialing
		  Conference Bridge
		  Caller ID
			Requires Site Survey by Verizon prior to submission of order under the provisions of the Managed Project Work SLA. Provisioning timeframes will be established under the provisions of Managed Project Work.	Per Subscriber	$24.09	$18.91	$0.00	Yes	Yes

January 30, 2007
Updated August 29, 2013

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
		Group Pickup Web Directory Directory Phone Display 900 Blocking Alternate Numbers Anonymous Call Rejection Authentication Blind Call Transfer Call Blast Personal Call Forwarding-Multi Phone Call Forwarding-No Answer Call Forwarding Selective Call Notify Call Pickup-Directed with Barge-In Call Return Call Screening Call Waiting Calling Line ID Blocking Calling Line ID Blocking per Call Cancel Call Waiting/Call Waiting per Call Communication Manager Distinctive Alert/Ringing Do Not Disturb Find Me Flash Call Hold LDAP Directory Integration Loudspeaker Paging Multi-path Forwarding Music on Hold Outbound Caller ID Outlook Integration Personalized Name Recording Phone List Group Phone List Personal Phone List Call Log Priority Alert/Ringing Private Dial Plans PS/ALI							

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
		Ring Splash Selective Call Acceptance Selective Call Rejection Telephony User Interface							
Off-Net Toll	IONT0000	Verizon HIPC service routes call traffic off of the IP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico. This is accomplished using PSTN gateways hosted within the network, further enabling the converged VoIP service.		Per Minute	$0.00	$0.00	$0.00	Yes	Yes
Off-Net Toll Free	IOTF0000	The Hosted Standalone IP Telephony service allows CALNET II customers to receive off-net toll free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico.		Per Minute	$0.00	$0.0253	$0.00	Yes	Yes
Additional Line Appearances	IAAP0000	Provides additional Line Appearance for multi-line phones.		Per Appearance	$0.00	$3.46	$0.00	Yes	Yes
Account Codes	IACD0000	Enables the tracking of calls made outside of the location by prompting subscribers for an account code.		Per Group	$0.00	$6.97	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Attendant Console	IACN0000	The web-based Attendant Console enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers. All must be built under the same location as the Attendant. The Attendant Console graphically displays subscribers status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window is integrated with the Communication Manager, thereby enabling the attendant to perform functions such as click-to transfer or click-to-dial.		Per Configured User	$0.00	$13.07	$0.00	Yes	Yes
Authorization Codes	IATC0000	Prompts subscribers for an authorization code when making calls outside of the location. Calls will not be connected unless a valid code is entered.		Per Group	$0.00	$6.97	$0.00	Yes	Yes
Block of DID Numbers	IDID0000	Used to reserve additional blocks of DID numbers for future requirements (20 per Block).	One DID is included in Basic HIPC Package	Per Block of 20	$0.00	$5.44	$0.00	Yes	Yes
Virtual FX (per line)	IVFX0000	Inbound Only: CALNET II customers can use Virtual FX as an inbound-only application using Direct Inward Dialing (DID) to set up one or more virtual locations and permanently forward incoming calls to another physical hub location. This means that a CALNET II customer may have local DIDs in a variety of cities but have one central location where all of those incoming calls are terminated.		Per FX Line	$0.00	$4.15	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Auto Attendant (per instance)	IAPI0000	The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to six configurable extensions (e.g., 1 = Marketing, 2 = Sales, etc.). Configuration via the Verizon Customer Center Administrator Dashboard web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed.		Per Instance	$0.00	$19.17	$0.00	Yes	Yes
Remote Office	IROF0000	Enables subscribers to access and use their VoIP service from any end point, on-net or off-net (e.g., home office, mobile phone). This service is especially useful for tele-workers and mobile workers, as it enables them to use all of their Communication Manager features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from VoIP, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set-up by the administrator.		Per Configured User	$0.00	$7.38	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
HIPC User Premium Support Services	HIPC0001	Verizon offers post implementation supplemental User Premium Support Services for change management assistance. Customers have the option to manage their own User profiles through the HIPC User Portal. HIPC User Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP User interface. Features that Verizon can assist for User level include Voicemail Set Up, Call Blast, Call Forwarding Always/ Busy/ No Answer/ Selective, Call Notify, Calling Line ID Delivery Blocking, Remove Call Waiting, Communication Manager

Express, Directed Call Pickup, Transfer assistance, Voicemail assistance, Selective Call Acceptance/Rejection, and Speed Dial. Charges will apply on a per feature change. | | Per VoIP Feature Activity | $25.00 | N/A | N/A | Yes | Yes |

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
HIPC Administrator Premium Support Services	HIPC0002	Verizon offers post implementation supplemental Administrator Premium Support Services for change management assistance. Customers have the option to manage their own Administrator profiles through the HIPC Administrator/Enterprise Portal. HIPC Administrator Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP Administrator /Enterprise interface. Features that Verizon can assist for Administrator level include Uploading auto attendant custom greeting, Upload music hold, Hunt groups, Series Completion, Subscriber Management add/modify, Email address changes in Verizon Enterprise Center (VEC) / Password Reset Activity, Shared call Appearance, Remote office, and Attendant console. Charges will apply on a per feature change.		Per VoIP Feature Activity	$50.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
HIPC Enterprise Premium Support Services	HIPC0003	Verizon offers post implementation supplemental Enterprise Premium Support Services for change management assistance. Customers have the option to manage their own Enterprise profiles through the HIPC Administrator/Enterprise Portal. HIPC Enterprise Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP Administrator/Enterprise interface. Features that Verizon can assist for Enterprise level include Adding International calling (configure special access for incoming/outgoing calling plans, Authorization codes or account codes, Add/Modify feature packages, Add/Modify prefix plans and Location directory (LDAP). Charges will apply on a per feature change.		Per VoIP Feature Activity	$100.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Deviceless Subscriber	HIPC0004	Deviceless Subscriber is an optional feature available to installed HIPC locations that allows an additional HIPC user line without an assigned SIP end point. Deviceless Subscriber requires at least one of the following optional features which includes Remote Office or Voice Mail. This also excludes the required DID number charge. The following features are included with Deviceless Subscriber as follows: Anonymous Call Rejection to reject callers who have blocked their caller ID, Call Forwarding to redirect incoming calls, Call log to view missed or received, Call Notify to provide text or e-mail notification of incoming calls, Do Not Disturb to appear busy and send calls to an alternate location, Selective Call Acceptance/Call Rejection to screen incoming calls, Caller ID to view caller identification, Voice Messaging to send calls to voicemail (requires voicemail), Locate Me "Find Me Follow Me" to ring multiple phones sequentially and Simultaneous Ring "Call Blast" to ring multiple phones simultaneously.		Per Subscriber	N/A	$3.95	N/A	Yes	Yes

Notes:

Applicable Service Level Agreements:
  Service Availability Percentage
  Catastrophic Outage 1
  Catastrophic Outage 2

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service

Catastrophic Outage 3
One-Way Transmission Delay
Jitter
Packet Loss
Excessive Outage
Notification
Provisioning
Response Duration from Receipt of Order
Administrative Service Level Agreements

Taxes and Surcharges:

The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.2.2 Hosted Standalone IP Telephony Business Line Service Customer Premise Equipment (CPE) and
6.3.4.1 Converged Services, IP Phone Hardware Customer Premise Equipment (CPE) Features

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the Office of Technology Services.

CALNET 2 purchased or leased equipment will be used solely in support of CALNET 2 services.

Service Identifier: Hosted Standalone and Converged IP Telephony Business Line Service Customer Premise Equipment (CPE) - Hosted IP Centrex (HIPC) Customer Premise Equipment (CPE)

Description of the Service: IP Telephone Handsets are part of the full turn-key Hosted IP Centrex (HIPC) Service. The Customer Premise Equipment (CPE) is compatible and interoperable with Verizon's HIPC and also Verizon's Converged HIPC Service.

Availability: Nationwide. International locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Single Line IP Phone Set **Uniden UIP 200 (Purchase)**	IPSL0000 (Purchase)	The UIP 200 is a single line phone with LCD Display, 8 programmable keys, speakerphone, LCD display, XML support, and Voice Mail waiting indicator.		Per Phone Set	$117.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Polycom SoundPoint IP 320 (Purchase)	IPSP0320 (Purchase)	The IP 300 and IP 301 are end of life and replaced with the IP 320 and IP 321. SIP 2-line IP full duplex desktop speaker phone. Compatible Partner platforms: Broadsoft, Interactive Intelligence, Sylantro SIP. Ships with: 110 volt power supply with NA plug configuration.		Per Phone Set	$79.61	-	-	No	No
Polycom SoundPoint IP 321	IPLY0321	The IP 300 and IP 301 are end of life and replaced with the IP 320 and IP 321. 2-line SIP phone with full duplex speaker & single 10/100 port with integrated PoE. All SIP platforms. Includes NA compatible PSU.		Per Phone Set	46% off Mfg List	N/A	N/A	No	No
Polycom SoundPoint IP 330 (Purchase)	IPSP0330 (Purchase)	SIP 2-line IP full duplex desktop speaker phone. Compatible Partner platforms: Broadsoft, Interactive Intelligence, Sylantro SIP. Ships with: 110 volt power supply with NA plug configuration. RJ45 on phone.		Per Phone Set	$99.64	-	-	No	No
Polycom SoundPoint IP 331	IPLY0331	2-line SIP phone with full duplex speaker & dual 10/100 ports with integrated PoE. All SIP platforms. Includes NA compatible PSU.		Per Phone Set	46% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Polycom SoundPoint IP 450	IPLY0450	3-line IP phone with HD Voice. Compatible Partner platforms, 25+. Ships with 24V 0.5A universal power adapter with NA power plug.		Per Phone Set	46% off Mfg List	N/A	N/A	No	No
Multiline IP Phone Set Additional **Polycom SoundPoint IP 501 (Purchase)**	IPLY0501 (Purchase)	The IP 500 is end of life and is replaced with the IP 501 and IP 550. SIP 3-line IP desktop phone. Compatible Partner platforms: Broadsoft, Interactive Intelligence, Sylantro SIP. Ships with: 110 volt power supply with NA plug configuration.		Per Phone Set	$135.19	-	-	Yes	No
Polycom SoundPoint IP 501 (Lease)	IPMR0501 (Lease)	The IP 500 is end of life and is replaced with the IP 501 and IP 550. SIP 3-line IP desktop phone. Compatible Partner platforms: Broadsoft, Interactive Intelligence, Sylantro SIP. Ships with: 110 volt power supply with NA plug configuration.		Per Phone Set	-	$3.04	-	Yes	No
Polycom SoundPoint IP 550 (Purchase)	IPLY0500 (Purchase)	The IP 500 is end of life and is replaced with the IP 501 and IP 550. SIP 4 line IP desktop phones with HD voice. Compatible Partner Platforms: 20. Ships with universal power supply with NA power plug		Per Phone Set	$184.76	-	-	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Polycom SoundPoint IP 560	IPLY0560	4 line Gigabit Ethernet IP desktop phone with HD voice. Compatible Partner platforms, 20. Includes AC power supply with plug for North America.		Per Phone Set	46% off Mfg List	N/A	N/A	No	No
Multi Line IP Phone Set w LCD Display **Polycom SoundPoint IP 601**	ILCD0000 (Purchase)	The IP 600 is end of life and is replaced with the IP 601 and IP 650. The Multi Line IP Phone has 6 line appearances and an LCD display. In addition this phone has speakerphone 18 dedicated feature keys, four content-sensitive soft keys and can accept optional Expansion Module		Per Phone Set	$199.77	$0.00	-	Yes	No
Multiline IP Phone Set Additional **Polycom SoundPoint IP 601 Expansion Module (Purchase Option)**	IPLY0601 (Purchase)	The IP 600 is end of life and is replaced with the IP 601 and IP 650. The expansion module works in conjunction with a SoundPoint IP 601 phone. The following features are supported which 14 multifunctional line keys automatically configurable as a line registration, call appearance, speed dial, DSS key.		Per Phone Set	$158.69	$0.00	-	No	No
Polycom SoundPoint IP 601 Expansion Module (Lease Option)	IPMR0601 (Lease)			Per Phone Set	-	$3.36	-	No	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Polycom SoundPoint IP 650 (Purchase)	ILCD0650	The IP 600 is end of life and is replaced with the IP 601 and IP 650. SIP 6-line IP desktop phone with PoE support. Compatible Partner platforms: Broadsoft, Interactive Intelligence, Sylantro SIP. Ships with: 110 volt power supply with NA plug config.		Per Phone Set	$238.30	-	-	No	No
Polycom SoundPoint IP 670	IPLY0670	6-line color display IP phone with HD Voice. Compatible Partner platforms, 20. Ship with 48V 0.4A universal power adapter with NORTH AMERICA power plug.		Per Phone Set	46% off Mfg List	N/A	N/A	No	No
SoundPoint IP Backlit Expansion Module (Purchase)	SNDP0650	For SoundPoint IP 650 SIP desktop IP phone		Per Phone Set	$203.95	-	-	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service

Additional phone sets available:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Multiline IP Phone Set Additional **Polycom SoundPoint IP 4000 Conference Phone (Purchase Option)**	IPLY4000	The IP 3000 is end of life and is replaced with the IP 4000 and IP 6000. This phone is a two line conference phone. The following are additional features that include speakerphone, high resolution backlit graphical LCD, 12-key telephone keypad, On/Off Hook, redial, mute, volume up/down, menu navigation keys and three context dependant soft keys.		Per Phone Set	$583.28	-	-	No	No
Polycom SoundPoint IP 4000 Conference Phone (Lease Option)	IPMR4000	The IP 3000 is end of life and is replaced with the IP 4000 and IP 6000. This phone is a two line conference phone. The following are additional features that include speakerphone, high resolution backlit graphical LCD, 12-key telephone keypad, On/Off Hook, redial, mute, volume up/down, menu navigation keys and three context dependant soft keys.		Per Phone Set	-	$12.39	-	No	Yes
SoundStation IP 4000 Ex-Mics (Qty 2) (Purchase)	IPMI4000	Microphones		Per Phone Set	$218.57	-	-	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Polycom SoundStation IP 6000 (SIP) Conference Phone	IPLY6000	The IP 3000 is end of life and is replaced with the IP 4000 and IP 6000. AC power or 802.3af Power over Ethernet. Includes 100-240V power supply, 0.4A, 48V/19W; NORTH AMERICA power plug; 25 ft/6m Cat5 shielded Ethernet cable; Power Insert Cable.		Per Phone Set	46% off Mfg List	N/A	N/A	No	No
Polycom SoundStation IP 7000 (SIP) Conference Phone	IPLY7000	AC power or 802.3af Power over Ethernet. Includes 100-240V power supply, 1.5A, 48V/50W; NORTH AMERICA power plug; 25 ft/6m Cat5 shielded Ethernet cable; Power Insert Cable.		Per Phone Set	46% off Mfg List	N/A	N/A	No	No
Extension (EX) Microphones for SoundStation VTX 1000 and SoundStation IP 6000	IPLS6000	Extension (EX) microphones for SoundStation VTX 1000 and SoundStation IP 6000. Includes two EX microphones and two 7 foot/2.3 meter cables.		Per Phone Set	46% off Mfg List	N/A	N/A	No	No
Extension (EX) Microphones for SoundStation IP 7000	IPLS7000	Extension (EX) microphones for SoundStation IP 7000. Includes two EX microphones and two 7 foot/2.3 meter cables.		Per Phone Set	40% off Mfg List	N/A	N/A	No	No
Handset+ Handset Cord	HNDS0001	Handset+ handset cord 5-pack for SoundPoint IP 550, IP 650 & IP 670.		Per Phone Set	40% off Mfg List	N/A	N/A	No	No
Handset (Purchase)	HNDS0000	Handset cord 5-pack for SoundPoint IP 301, 501, 600, and 601		Per Phone Set	$26.54	-	-	No	No
SoundPoint IP Wallmount Bracket Kit	IPWM0000	For use with SoundPoint IP 501 and SoundPoint IP 601 phones.		Per Phone Set	$14.63	-	-	No	No
Power Over Ethernet Cable for Cisco PoE (Purchase	PWRE0001	For use with SoundPoint IP 300 and SoundPoint IP 500 phones		Per Phone Set	$18.57	-	-	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Power Over Ethernet Cable for 802.3af PoE (Purchase)	PWRE0002	For use with SoundPoint IP 300 and SoundPoint IP 500 phones.		Per Phone Set	$18.57	-	-	No	No
Single Line IP Phone Set Additional									
Cisco 7912G (Purchase Option)	ICSC7912	The 7912 is a single line phone. The following are additional features that include Pixel based display, Four Soft keys, Menu key, Hold Key, volume control, handset hearing-aid-compatible and XML applications can be delivered to the display.		Per Phone Set	$205.20	-	-	No	No
Cisco 7912G (Lease Option)	ICMR7912	The 7912 is a single line phone. The following are additional features that include Pixel based display, Four Soft keys, Menu key, Hold Key, volume control, handset hearing-aid-compatible and XML applications can be delivered to the display.		Per Phone Set	-	$3.85	-	No	Yes
Multiline IP Phone Cisco 7940G 2Line (Purchase Option)	ICSC7940	This phone is a two line phone. The following are additional features that include speakerphone, four soft keys, built-in headset, audio controls, pixel-based LCD display and XML support.		Per Phone Set	$280.80	-	-	No	No
Cisco 7940G 2Line (Lease Option)	ICMR7940	This phone is a two line phone. The following are additional features that include speakerphone, four soft keys, built-in headset, audio controls, pixel-based LCD display and XML support.		Per Phone Set	-	$5.27	-	No	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Multiline IP Phone Set Additional									
Cisco 7960G 6Line (Purchase Option)	ICSC7960	This phone is a six line phone. The following are additional features that include speakerphone, four soft keys, built-in headset, audio controls, pixel-based LCD display and XML support.		Per Phone Set	$334.80	-	-	No	No
Cisco 7960G 6Line (Lease Option)	ICMR7960	This phone is a six line phone. The following are additional features that include speakerphone, four soft keys, built-in headset, audio controls, pixel-based LCD display and XML support.		Per Phone Set	-	$6.29	-	No	Yes

Aastra

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Aastra 6731i Line Desktop IP Phone	ASTR6731	The Aastra 6731i is an entry level, yet enterprise grade IP telephone. Featuring a 3 line LCD display, the 6731i supports up to 6 lines with call appearances, offers advanced XML capability to access custom applications and is fully interoperable with leading SIP Based platforms. The 6731i supports POE and has two 10/100 Ethernet ports, handset, handset cord, installation guide, regulatory sheet, stand, Ethernet cable, and wall mounting kit. An AC power adapter is optional and has to be ordered separately.		Per Phone Set	35% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
AC Adapter	ASAC0000	Compatible with: 6731i, 6755i, 6757i, 6757i CT. 15W (48V) AC adapter, Input plugs (NA, EU, UK, AUS), In: 100-240VAC, 50-60Hz.		Per Phone Set	35% off Mfg List	N/A	N/A	No	No
Aastra 6755i 9 Line Desktop IP Phone	ASTR6755	The 6755i is an advanced screen SIP telephone with "9" line appearances, 6 programmable keys with LEDs and 6 customizable soft keys with LEDs and LCD labeling. It offers a full duplex speakerphone, white backlit graphical display (144 X 75), is PoE capable, supports headset use, comes with an AC adapter and has built in dual switched 10/100 Ethernet ports. The 55i can support up to 3 expansion modules (560M).		Per Phone Set	35% off Mfg List	N/A	N/A	No	No
Aastra 6757i 9 Line Desktop IP Phone	ASTR6751	The 6757i is an advanced extra large screen SIP telephone, with 9 line appearances, 12 customizable soft keys with LEDs and LCD labeling. The 6757i has an integrated XML browser, full duplex speakerphone, extra large white backlit graphical display (144 X 128), dual Ethernet ports (10/100 Base T) and is capable of having 3 expansion modules (560M). The 6757i supports headset use and an AC adapter is included.		Per Phone Set	35% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Aastra 6757i CT 9 Line Desktop IP Phone with One Cordless Handset	ASCT6757	The 6757i CT is an executive SIP telephone that offers wireless capability that comes with One cordless telephone. The cordless telephone (CT) is paired to an antenna and a receiver that are built into the 57i CT base telephone. This IP Phone can support up to a total of four cordless handsets. The 6757i CT has an advanced extra large screen, 9 line appearances, 12 customizable soft keys with LEDs and LCD labeling, integrated XML browser, full duplex speakerphone, extra large white backlit graphical display (144 X 128), dual Ethernet ports and is capable of having 3 expansion modules (560M). The 57i CT supports both headset and cordless use and an AC adapter is included. The cordless handset operates at the 2.4 GHz frequency and is license free.		Per Phone Set	35% off Mfg List	N/A	N/A	No	No
Additional Aastra Cordless Handset	ASCH0000	The CT is a cordless telephone used with the 57i CT base SIP telephone. It has a message waiting lamp, 5 line backlit LCD, 2.5 mm headset connector and 2 context-sensitive soft keys. Included are a cordless telephone, charging cradle, regulatory sheet, battery, AC power adapter and belt clip.		Per Phone Set	35% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Aastra 560 Expansion Module	ASTR0560	The 560M is a 20 button soft key expansion module with 60 key access via three shift keys. It can be attached to either a 6755i, 6757i, or 6757i CT telephone (not the 6731i). Included are the base expansion module, stand, wall mounting kit and fastener kit. Expansion Module is powered by the base unit.		Per Phone Set	35% off Mfg List	N/A	N/A	No	No
Optional Aastra Access Point Indoor Power Supply	ASPW0000	AC Adapter for Access Point is only used for Indoor use. Supports 120mA Power: 6 Watts	To be used with Converged Services, IP Telephony Business Line Service	Per Phone Set	35% off Mfg List	N/A	N/A	No	No
Aastra DECT Access Point Indoor	ASTI0000	Aastra Digital Enhanced Cordless Telecommunications (DECT) Access Point Indoor (Radio Fixed Parts 32) is for indoor only. Access Point Handles 8 simultaneous Voice and up to 12 Signaling Channels (requires engineered design).This also includes screws and anchors for wall mounting, drilling template (paper guide) regulatory and safety Information. This is supported by PoE. AC power adapter is optional and has to be ordered separately. This utilizes DECT 6.0 frequency range (1.92-1.93 Ghz)	To be used with Converged Services, IP Telephony Business Line Service	Per Phone Set	35% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Aastra DECT Access Point Outdoor	ASTO0000	Aastra Digital Enhanced Cordless Telecommunications (DECT) Access Point Outdoor (Radio Fixed Parts 34) is for outdoor only. Access Point Handles 8 simultaneous Voice and up to 12 Signaling Channels (requires engineered design). Aastra Access Point Software Open Mobility Module Activation Kit not included but required with this device. Wall Mounting Kit is not included with this device. This is only supported by PoE. No AC power adapter is available. This utilizes DECT 6.0 frequency range (1.92-1.93 Ghz).	To be used with Converged Services, IP Telephony Business Line Service	Per Phone Set	35% off Mfg List	N/A	N/A	No	No
Aastra DECT 142 Handset	ASTR0142	Includes Aastra DECT 142 Handset; 3 AAA Rechargeable Batteries; Memory Card (pre-inserted in handset); Belt Clip; Charging Cradle. 120 VAC Power adapter for North America and Quick User Guide.	To be used with Converged Services, IP Telephony Business Line Service	Per Phone Set	35% off Mfg List	N/A	N/A	No	No
Wall Mounting Kit for Aastra Access Point Outdoor Unit	ASWM000	Wall Mounting Kit for Aastra Access Point Outdoor Unit Includes: 3 sealing washers; 3 anchors for wall mounting; 3 screws.	To be used with Converged Services, IP Telephony Business Line Service	Per Phone Set	35% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
  Notification
  Response Duration from Receipt of Order
  Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

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6.3.2.4 Hosted Standalone IP Telephony Voice Mail Services

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Hosted Standalone IP Telephony Voice Mail Service

Description of the Service: The Verizon Hosted IP Centrex (HIPC) solution will include VOIP Voice Mail Services to all HIPC End-Users. The voicemail system is a fully redundant and scalable architecture capable of supporting millions of users. The service will allow VOIP Voice Mail End-Users to forward messages to other End-Users in the same VOIP Voice Mail network. All network-based HIPC users, regardless of location, can access the same voicemail system.

Availability: Statewide. Domestic locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
VOIP Voice Mail Service	IPVM0000	Minimum message length will be at least 2 minutes and not to exceed 3 minutes each. Message review, including skip back or ahead Message saving, not to exceed 35 messages, and erasing Erased message retrieval before call is ended Messaging forwarding to another voice mailbox in the system with the ability to append additional comments Message sending Password protection		Per Box	-	$2.58	-	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
		Personalized greetings (both permanent and temporary)							
		Message waiting indicator signal received at workstation within 1 minute							
		The voice mail system must be capable of remote access from any phone location on or off net							
		Creation of Group Distribution Lists to provide the ability to define five voice mail distribution lists with maximum of 25 numbers per distribution list, to forward and reply to an individual or to a group of predefined recipients							
		Web based End-User administration application							
		Integration with other Unified Messaging applications with no Hardware modification is dependent on the capabilities of each individual system. Message waiting indication can be difficult depending on the age of the legacy phone system. For any integration to be possible, access to the IP Transport Network may be required to integrate the existing phone system and Voicemail System Service.							

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
  Service Availability Percentage
  Excessive Outage
  Notification
  Response Duration from Receipt of Order
  Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

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6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Audio Conferencing

Description of the Service: Audio Conferencing for users of the Hosted IP Telephone and Converged IP networks. Audio Conferencing services provide for connections for external subscribers (off-net) through a gateway service (IP-to-TDM, TDM-to-IP), allowing non-IP subscribers to utilize the same set of services.

Availability: Nationwide. International locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Audio Conferencing Services:									
Standard Meet Me Conferencing (In/Outbound) per port	ISMM0000	Includes a Conference Coordinator to greet and announces each participant. Or to expedite entry, each participant will be prompted to enter a passcode. Conference calls are periodically scanned and checked for quality. Coordinator assistance is available as needed by pressing *0 on a touchtone phone. Standard Service is available with all audio conferencing access types. The service can support hundreds of conference participants utilizing both PSTN and IP Telephony endpoints.		Per Minute	$0.00	$0.1220	$0.00	No	Yes

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Premier Meet Me Conferencing (In/Outbound) per port	IPMM0000	Ideal for high-visibility events, including investor relations calls, focus groups, and press conferences. Premier Services provides a dedicated Conference Coordinator to continuously provide support throughout the call. A Meeting Manager will be the point of contact before, during, and after the conference to ensure call requirements are met. Premier Service is available with all access types. The service can support hundreds of conference participants utilizing both PSTN and IP Telephony endpoints.	Certain advanced features are only available with Premier Service.	Per Minute	$0.00	$0.1481	$0.00	No	Yes
Direct Dial, Basic Dial-In Instant Meeting Service (per port)	OIMM0000	Verizon Conferencing offers direct Dial, Basic Dial in Meet me service up to 96 ports known as the "Instant Meeting" service. Participants can dial a pre-established number to join the conference call.		Per Minute	$0.00	$0.0236	$0.00	No	Yes
Toll Free, Basic Dial-In Instant Meeting Service (per port)	IIMM0000	Verizon Conferencing offers Toll Free, Dial In meet me service up to 96 ports, known as Instant Meeting, where participants dial a pre-established toll free number to join the conference call.		Per Minute	$0.00	$0.0236	$0.00	No	Yes
Off Net Meet Me	ONMM0000	Off Net Meet Me Gateway services provide access to IP based audio conferencing events when calling in to the event on PSTN based services, Direct Dial or Toll Free Meet Me.		Per Minute	$0.00	$0.0236	$0.00	No	Yes

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Additional available services:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Audio Streaming:	See Below	See Below	See Below	See Below	See Below	See Below	See Below	No	Yes
- Audio Streaming per call/event	IAST0000	Audio Streaming provides a real time broadcast of a live conference call over the public Internet. At the time of the conference, the leader uses the Meet Me number to dial into the bridge. The Coordinator then dials out to the streaming vendor, and the call is streamed to the Internet in real time		Per Call/Event	$476.00	$0.00	$0.00	No	Yes
- Audio Streaming Replay 1-4 Participants	IASR0004	A replay of a previous live conference call is made available to participants over the public Internet.	Requires initial Audio Streaming of live event.	Per Replay	$527.00	$0.00	$0.00	No	Yes
- Audio Streaming Replay 5-10 Participants	IASR0010	A replay of a previous live conference call is made available to participants over the public Internet.	Requires initial Audio Streaming of live event.	Per Replay	$544.00	$0.00	$0.00	No	Yes
- Audio Streaming Replay 11-25 Participants	IASR0025	A replay of a previous live conference call is made available to participants over the public Internet.	Requires initial Audio Streaming of live event.	Per Replay	$578.00	$0.00	$0.00	No	Yes
- Audio Streaming Replay 26-50 Participants	IASR0050	A replay of a previous live conference call is made available to participants over the public Internet.	Requires initial Audio Streaming of live event.	Per Replay	$612.00	$0.00	$0.00	No	Yes
- Audio Streaming Replay 51-250 Participants	IASR0250	A replay of a previous live conference call is made available to participants over the public Internet.	Requires initial Audio Streaming of live event.	Per Replay	$680.00	$0.00	$0.00	No	Yes
- Audio Streaming Replay 251-500 Participants	IASR0500	A replay of a previous live conference call is made available to participants over the public Internet.	Requires initial Audio Streaming of live event.	Per Replay	$1,020.00	$0.00	$0.00	No	Yes

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
- Audio Streaming Replay 501-1000 Participants	IASR1000	A replay of a previous live conference call is made available to participants over the public Internet.	Requires initial Audio Streaming of live event.	Per Replay	$1,360.00	$0.00	$0.00	No	Yes
Audio Conferencing Features:									
Conference Recording	See Below	Conference Recording can be done by any of the conferencing service levels. With Instant Meeting the leader of the call may use "Instant WebModerator", a tool to initiate the recording of the call. With Standard and Premier Level service at time of reservation the leader may request for an operator to start the recording of the conference call.	Recordings are available in the following formats only: - Audiocassette - CD - Downloadable file; MP3 or .wav	See Below	See Below	See Below	See Below	No	Yes
Cassette	IRAC0000			Per Audio Cassette	$12.75	$0.00	$0.00	No	Yes
CD	IRCD0000			Per CD	$12.75	$0.00	$0.00	No	Yes
.wav on CD	IRWF0000			Per .wav on CD	$38.25	$0.00	$0.00	No	Yes
MPC or .wav file do	ICMP0000			Per MP3 or .wav file Download	$38.25	$0.00	$0.00	No	Yes
Conference Transcription	ICTR0000	When making reservations the leader may request to have a transcription sent to them after the call. The transcriptionist listens to the recording and transcribes the spoken content into a written format. The conference is transcribed to either paper or diskette and then is sent to the customer via fax, modem or e-mail by a transcriptionist. Within 48 business hours the leader will receive the transcription of their meeting in the format requested.	The conference must be recorded.	Per Occurrence	$0.00	$0.00	$0.00	No	Yes

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Instant Replay Plus	IIRP0000	Instant Replay Plus allows callers to dial in and listen to a digital replay of a previously held conference or other recorded audio announcement at their convenience. Callers access the replay call by dialing a toll or toll-free number and following voice prompts.	Customers must request Instant Replay Plus when making their reservation.	Per Occurrence	$0.00	$0.00	$0.00	No	Yes
Participant List	IRPL0000	Verizon operators will capture up to 3 pieces of information for the callers and send the participant list to the leader in an MS Excel format immediately following the call.	Available with Standard and Premier level services only. Must be requested when reserving call. Verizon's Instant Meeting Audio platform has a web moderator tool, which allows the leaders of the call to capture the phone number and the name of the person who joined their meeting free of charge.	Per List	$21.25	$0.00	$0.00	No	Yes
Pre-Notification – US	IRPN0000	With 48-hour notice, the Conference Coordinator will notify all participants of the date and time of their scheduled call. Participants will be contacted throughout the day prior to the conference call.	Verizon conference operators require 48 hours advance notice from the conference leader.	Per Participant	$0.00	$2.18	$0.00	No	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Web RSVP	RSVP0000	Web RSVP is an Internet registration tool designed to collect and view meeting participant information online. Conference leaders can post meeting-specific information for their participants and collect up to five pieces of information about their participants, including name and e-mail address. Web RSVP allows conference leaders to download participant list reports via e-mail		Per Event	$0.00	$0.00	$0.00	No	Yes
Duplicate Billing per invoice	IADB0000	Duplicate Billing is requested from the Conference leader or department who may need to see these conferencing charges separate from where the invoice is being sent.		Per Invoice	$0.00	$8.71	$0.00	No	Yes
Operational Reports – Standard	IORS0000	Operational Reports – Standard provides a conference call leader additional paper or electronic reports sent to them separate from the original reports.		Per month per report after first report	$0.00	$87.13	$0.00	No	Yes
Cancellation Fee for Meet Me Services	CIMM0000	Cancellation fees may apply to CALNET 2 Customers with scheduled Meet Me Services that cancel the scheduled conference with less than 2 hours notice.		Per Occurrence	$0.00	$0.00	$0.00	No	Yes
Underutilization Fee	IPUF0000	Underutilization Fees associated with instances of CALNET2 customers utilizing less than 80% of reserved ports on a Dial In Meet Me call.		Per Occurrence	$0.00	$0.00	$0.00	No	Yes

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Listen Only (Broadcast)	CSLO0000	A broadcast only call, where participants are put into a listen-only-mode by the presenter. The presenter may open the call to participants at any time.	Requires the use of 'Web Moderator'	Per Occurrence	$0.00	$0.00	$0.00	No	Yes

IP Net Conferencing Services which includes WebEx and MS LiveMeeting:

IP Net Conferencing Services:									
Reserved Net Conferencing port	RSCF0000	Reserved Net Conferencing allows users to view presentations or share applications via the Internet while listening to the presenter through a standard audio conference connection. Meeting attendees log on to a pre-determined Web site to view presentations. Customers can host their own Net Conference, or use Premier Service or Operator Hosting to have the Coordinator changes the slides and manages the Net Conference.		Per Minute	$0.00	$0.1307	$0.00	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Instant Net Conferencing - Instant MS Live Meeting or WebEX port	INCF0000	Instant Net Conferencing is offered through Verizon by the leader preference of either MS Live Meeting or WebEx. With the Instant Net Subscription the leaders can send out an email invite combining both their Audio bridge information and the hyper link to their Instant Net Meeting. This allows leaders to view documents real time, make changes, go to live websites, pull up and show any application on their desktop, record the meetings and have multiple choices as downloads, pass leader control over to another participant, polling, white board capabilities, and chat. Each Instant Net Leader has their own unique Account and can access their Instant Net 24 x 7 365 days a year. Verizon recommends using this type of a conferencing service with groups up to 100 or smaller.		Per Minute	$0.00	$0.1307	$0.00	Yes	No

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Reserved Net	IRPM0000	Reserved Net Conferencing allows users to view presentations or share applications via the Internet while listening to the presenter through a standard audio conference connection. Meeting attendees log on to a pre-determined Web site to view presentations. Customers can host their own Net Conference, or use Premier Service or Operator Hosting to have the Verizon Coordinator change the slides and manages the Net Conference.		Per Minute	$0.00	$0.1307	$0.00	Yes	No
Web Ex Enterprise Edition Committed Minutes Range: Enterprise Edition is a committed minute's module per month of all the WebEX custom platforms. This service is utilized for CALNET 2 groups that have multiple net conferencing needs across different business units.									
1,500 to 4,999	WECM0005			Per Minute	$0.00	$0.2788	$0.00	Yes	No
5,000 to 9,999	WECM0010			Per Minute	$0.00	$0.2614	$0.00	Yes	No
10,000 to 24,999	WECM0025			Per Minute	$0.00	$0.2440	$0.00	Yes	No
25,000 to 49,999	WECM0050			Per Minute	$0.00	$0.2178	$0.00	Yes	No
50,000 to 99,999	WECM0100			Per Minute	$0.00	$0.2004	$0.00	Yes	No
100,000 to 249,999	WECM0250			Per Minute	$0.00	$0.1917	$0.00	Yes	No
250,000 to 499,999	WECM0500			Per Minute	$0.00	$0.1743	$0.00	Yes	No
500,000 to 999,999	WECM01000			Per Minute	$0.00	$0.1481	$0.00	Yes	No
1,000,000 to 2,499,999	WECM2500			Per Minute	$0.00	$0.1394	$0.00	Yes	No
2,500,000 to 4,999,999	WECM5000			Per Minute	$0.00	$0.1307	$0.00	Yes	No
5,000,000 +	WECM5001			Per Minute	$0.00	$0.1220	$0.00	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Features of WebEx and/or MS LiveMeeting:									
Cancellation Charge Reserve Net	ICRN0000	Per reserved bridge port charges may apply for each pre-scheduled conference call either cancelled by the Customer within 30 minutes of the scheduled conference call time or during which fewer than two bridge ports participate.		Per Occurrence	$0.00	$0.00	$0.00	Yes	No
Overbooking	IOBK0000	Per each unused connection after the first 50 unused connections per completed call		Per Occurrence	$0.00	$0.00	$0.00	Yes	No
Operator Hosting per call/event	IHST0000	Operator Hosting provides a Verizon Coordinator to change the slides and manages the Net Conference.		Per Occurrence	$85.00	$0.00	$0.00	Yes	No
Customized Net Storage – WebEx	ICNS0000	Additional 100 megabytes beyond first 100 megabytes per Internet site per 30-day period.		Per 100 megabytes beyond first 100 megabytes per Internet site per 30-day period	$0.00	$174.25	$0.00	Yes	No
Customized Net Storage – WebEx	ICNS0500			Per 500 megabytes beyond first 100 megabytes per Internet site per 30-day period	$0.00	$522.75	$0.00	Yes	No
File Download	ICFD0000	A recorded file of the Net Conference may be requested and downloaded following the Net Conference, by the Conference leader.		Per Download	$85.00	$0.00	$0.00	Yes	No
Reserved Net Replay Additional Storage	IRNR0000	Following the initial 30 days of storage, an additional 30 days of storage may be requested.		Per 30 days after initial 30 days of storage	$0.00	$43.56	$0.00	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Reserved Net Replay Set Up and Storage	INRS0000	Initial set up and first 30 days of storage, upon request of the Conference leader.		Per initial set up and first 30 days of storage	$85.00	$0.00	$0.00	Yes	No
Seat Based Overage Charge	ISBC0000	A charge may be assessed for each 15-minutes of Net Conference overage		Per 15-minutes of overage	$0.00	$6.54	$0.00	Yes	No
Applicable to Per Minute Net Conference	See Below	See Below	See Below	See Below	See Below	See Below	See Below	See Below	See Below
Customized Net Set Up Fee: MSLive Meeting	NFLM0000	A customized Net Conference web site can be established for Conference leaders, using the Live Meeting platform.		Per Occurrence	$0.00	$0.00	$0.00	No	Yes
Customized Net Set Up Fee: WebEx w/SSL Per Minute	NFSS0000	A customized Net Conference web site can be established for Conference leaders, using the WebEx with SSL platform.		Per Occurrence	$5,500.00	$0.00	$0.00	Yes	No

WebEx Named Host which includes Meeting Center Pro, Training Center, Sales Center, Support Center and Enterprise Edition:

Named Host through Verizon offers WebEx Named Hosts as a pay per month option in Named Host tiers. A Named Host is any host who may host an unlimited number of meetings using the meeting tools identified above. Each Meeting must be hosted by a Named Host (identified above) and may include no more than the listed maximum number of meeting participants

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
WebEx Meeting Center Pro Named Host									
The online meeting standard - present information, share applications, and collaborate on projects with customers and coworkers around the globe.									
WebEx Meeting Center Pro Named Host 5-24 *(15 participants maximum)*	WMPC0001	Meeting Center Pro Named Host 5-24 (15 participants maximum)		Per Host	N/A	$56.72	$0.00	Yes	No
WebEx Meeting Center Pro Named Host 25-49 *(15 participants maximum)*	WMPC0002	Meeting Center Pro Named Host 25-49 (15 participants maximum		Per Host	N/A	$45.38	$0.00	Yes	No
WebEx Meeting Center Pro Named Host 50-199 *(15 participants maximum)*	WMPC0003	Meeting Center Pro Named Host 50-199 (15 participants maximum)		Per Host	N/A	$37.81	$0.00	Yes	No

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
WebEx Meeting Center Pro Named Host 200-499 *(15 participants maximum)*	WMPC0004	Meeting Center Pro Named Host 200-499 (15 participants maximum)		Per Host	N/A	$26.47	$0.00	Yes	No
WebEx Meeting Center Pro Named Host 500-999 *(15 participants maximum)*	WMPC0005	Meeting Center Pro Named Host 500-999 (15 participants maximum)		Per Host	N/A	$18.91	$0.00	Yes	No
WebEx Meeting Center Pro Named Host 1,000 + *(15 participants maximum)*	WMPC0006	Meeting Center Pro Named Host 1,000+ (15 participants maximum)		Per Host	N/A	$15.13	$0.00	Yes	No
WebEx Training Center Pro Named Host An online virtual classroom solution that enables organizations to deliver engaging, effective interactive instructor-led training—to anyone, any time, anywhere.									
WebEx Training Center Pro Named Host 5-9 *(30 participants)*	WTCP0001	Training Center Pro Named Host 5-9 (30 participants maximum)		Per Host	N/A	$226.87	$0.00	Yes	No
WebEx Training Center Pro Named Host 10-24 *(30 participants maximum)*	WTCP0002	Training Center Pro Named Host 10-24 (30 participants maximum)		Per Host	N/A	$189.06	$0.00	Yes	No
WebEx Training Center Pro Named Host 25-49 *(30 participants maximum)*	WTCP0003	Training Center Pro Named Host 25-49 (30 participants maximum)		Per Host	N/A	$151.25	$0.00	Yes	No
WebEx Training Center Pro Named Host 50-99 *(30 participants maximum)*	WTCP0004	Training Center Pro Named Host 50-99 (30 participants maximum)		Per Host	N/A	$128.57	$0.00	Yes	No
WebEx Training Center Pro Named Host 100-249 *(30 participants maximum)*	WTCP0005	Training Center Pro Named Host 100-249 (30 participants maximum)		Per Host	N/A	$98.31	$0.00	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
WebEx Training Center Pro Named Host 250-499 *(30 participants maximum)*	WTCP0006	Training Center Pro Named Host 250-499 (30 participants maximum)		Per Host	N/A	$75.62	$0.00	Yes	No
WebEx Training Center Pro Named Host 500-999 *(30 participants maximum)*	WTCP0007	Training Center Pro Named Host 500-999 (30 participants maximum)		Per Host	N/A	$60.50	$0.00	Yes	No
WebEx Training Center Pro Named Host 1000+ *(30 participants maximum)*	WTCP0008	Training Center Pro Named Host 1000+ (30 participants maximum)		Per Host	N/A	$45.38	$0.00	Yes	No
WebEx Training Center Pro Named Host 5-9 *(50 participants maximum)*	WTCP0009	Training Center Pro Named Host 5-9 (50 participants maximum)		Per Host	N/A	$378.12	$0.00	Yes	No
WebEx Training Center Pro Named Host 10-24 *(50 participants maximum)*	WTCP0010	Training Center Pro Named Host 10-24 (50 participants maximum)		Per Host	N/A	$340.31	$0.00	Yes	No
WebEx Training Center Pro Named Host 25-49 *(50 participants maximum)*	WTCP0011	Training Center Pro Named Host 25-49 (50 participants maximum)		Per Host	N/A	$302.50	$0.00	Yes	No
WebEx Training Center Pro Named Host 50-99 *(50 participants maximum)*	WTCP0012	Training Center Pro Named Host 50-99 (50 participants maximum)		Per Host	N/A	$245.78	$0.00	Yes	No
WebEx Training Center Pro Named Host 100-249 *(50 participants maximum)*	WTCP0013	Training Center Pro Named Host 100-249 (50 participants maximum)		Per Host	N/A	$189.06	$0.00	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
WebEx Training Center Pro Named Host 250-499 *(50 participants maximum)*	WTCP0014	Training Center Pro Named Host 250-499 (50 participants maximum)		Per Host	N/A	$136.12	$0.00	Yes	No
WebEx Training Center Pro Named Host 500-999 *(50 participants maximum)*	WTCP0015	Training Center Pro Named Host 500-999 (50 participants maximum)		Per Host	N/A	$83.19	$0.00	Yes	No
WebEx Training Center Pro Named Host 1,000+ *(50 participants maximum)*	WTCP0016	Training Center Pro Named Host 1,000+ (50 participants maximum)		Per Host	N/A	$68.06	$0.00	Yes	No
WebEx Training Center Pro Named Host 5-9 *(100 participants maximum)*	WTCP0017	Training Center Pro Named Host 5-9 (100 participants maximum)		Per Host	N/A	$567.18	$0.00	Yes	No
WebEx Training Center Pro Named Host 10-24 *(100 participants maximum)*	WTCP0018	Training Center Pro Named Host 10-24 (100 participants maximum)		Per Host	N/A	$510.47	$0.00	Yes	No
WebEx Training Center Pro Named Host 25-49 *(100 participants maximum)*	WTCP0019	Training Center Pro Named Host 25-49 (100 participants maximum)		Per Host	N/A	$453.75	$0.00	Yes	No
WebEx Training Center Pro Named Host 50-99 *(100 participants maximum)*	WTCP0020	Training Center Pro Named Host 50-99 (100 participants maximum)		Per Host	N/A	$397.03	$0.00	Yes	No
WebEx Training Center Pro Named Host 100-249 *(100 participants maximum)*	WTCP0021	Training Center Pro Named Host 100-249 (100 participants maximum)		Per Host	N/A	$340.31	$0.00	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
WebEx Training Center Pro Named Host 250-499 *(100 participants maximum)*	WTCP0022	Training Center Pro Named Host 250-499 (100 participants maximum)		Per Host	N/A	$264.69	$0.00	Yes	No
WebEx Training Center Pro Named Host 500-999 *(100 participants maximum)*	WTCP0023	Training Center Pro Named Host 500-999 (100 participants maximum)		Per Host	N/A	$189.06	$0.00	Yes	No
WebEx Training Center Pro Named Host 1,000+ *(100 participants maximum)*	WTCP0024	Training Center Pro Named Host 1,000+ (100 participants maximum)		Per Host	N/A	$113.44	$0.00	Yes	No
WebEx Sales Center Pro Named Host An online communication solution that delivers a personalized and compelling buyer experience for prospects while providing comprehensive sales management analytics and collaborative team selling tools to sales reps and managers.									
WebEx Sales Center Pro Named Host 5-24 *(15 participants maximum)*	WSCP0001	Sales Center Pro Named Host 5-24 (15 participants maximum)		Per Host	N/A	$56.72	$0.00	Yes	No
WebEx Sales Center Pro Named Host 25-49 *(15 participants maximum)*	WSCP0002	Sales Center Pro Named Host 25-49 (15 participants maximum)		Per Host	N/A	$45.38	$0.00	Yes	No
WebEx Sales Center Pro Named Host 50-199 *(15 participants maximum)*	WSCP0003	Sales Center Pro Named Host 50-199 (15 participants maximum)		Per Host	N/A	$37.81	$0.00	Yes	No
WebEx Sales Center Pro Named Host 200-499 *(15 participants maximum)*	WSCP0004	Sales Center Pro Named Host 200-499 (15 participants maximum)		Per Host	N/A	$26.47	$0.00	Yes	No

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
WebEx Sales Center Pro Named Host 500-999 *(15 participants maximum)*	WSCP0005	Sales Center Pro Named Host 500-999 (15 participants maximum)		Per Host	N/A	$18.91	$0.00	Yes	No
WebEx Sales Center Pro Named Host 1,000 + *(15 participants maximum)*	WSCP0006	Sales Center Pro Named Host 1000+ (15 participants maximum)		Per Host	N/A	$15.13	$0.00	Yes	No
WebEx Support Center Named Host A real-time, remote support solution that enables technical support representatives (TSR) to remotely diagnose problems, transfer files, and resolve issues for customers around the world.									
WebEx Support Center Named Host 5-9 *(5 participants maximum)*	WSPC0001	Support Center Named Host 5-9 (5 participants maximum)		Per Host	N/A	$113.44	$0.00	Yes	No
WebEx Support Center Named Host 10-24 *(5 participants maximum)*	WSPC0002	Support Center Named Host 10-24 (5 participants maximum)		Per Host	N/A	$102.09	$0.00	Yes	No
WebEx Support Center Named Host 25-49 *(5 participants maximum)*	WSPC0003	Support Center Named Host 25-49 (5 participants maximum)		Per Host	N/A	$90.75	$0.00	Yes	No
WebEx Support Center Named Host 50-99 *(5 participants maximum)*	WSPC0004	Support Center Named Host 50-99 (5 participants maximum)		Per Host	N/A	$83.19	$0.00	Yes	No
WebEx Support Center Named Host 100-249 *(5 participants maximum)*	WSPC0005	Support Center Named Host 100-249 (5 participants maximum)		Per Host	N/A	$75.62	$0.00	Yes	No
WebEx Support Center Named Host 250-499 *(5 participants maximum)*	WSPC0006	Support Center Named Host 255-499 (5 participants maximum)		Per Host	N/A	$64.28	$0.00	Yes	No

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing and 6.3.4.6 Converged Services, Managed IP Audio Conferencing
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
WebEx Support Center Named Host 500-999 *(5 participants maximum)*	WSPC0007	Support Center Named Host 500-999 (5 participants maximum)		Per Host	N/A	$52.94	$0.00	Yes	No
WebEx Support Center Named Host 1,000+ *(5 participants maximum)*	WSPC0008	Support Center Named Host 1,000+ (5 participants maximum)		Per Host	N/A	$37.81	$0.00	Yes	No
WebEx Enterprise Edition Named Host WebEx Enterprise Edition consists of the following service platforms: Meeting Center, Event Center, Training Center, Sales Center and Support Center									
WebEx Enterprise Edition Named Host 100-199 *(200 participants maximum)*	WNTP0001	Enterprise Edition Named Host 100-199 (200 participants maximum)		Per Host	N/A	$41.60	$0.00	Yes	No
WebEx Enterprise Edition Named Host 200-299 *(200 participants maximum)*	WNTP0002	Enterprise Edition Named Host 200-299 (200 participants maximum0		Per Host	N/A	$40.84	$0.00	Yes	No
WebEx Enterprise Edition Named Host 300-399 *(200 participants maximum)*	WNTP0003	Enterprise Edition Named Host 300-399 (200 participants maximum)		Per Host	N/A	$39.33	$0.00	Yes	No
WebEx Enterprise Edition Named Host 400-599 *(200 participants maximum)*	WNTP0004	Enterprise Edition Named Host 400-599 (200 participants maximum)		Per Host	N/A	$38.19	$0.00	Yes	No
WebEx Enterprise Edition Named Host 600-799 *(200 participants maximum)*	WNTP0005	Enterprise Edition Named Host 600-799 (200 participants maximum)		Per Host	N/A	$36.30	$0.00	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
WebEx Enterprise Edition Named Host 800+ *(200 participants maximum)*	WNTP0006	Enterprise Edition Named Host 800+ (200 participants maximum)		Per Host	N/A	$35.17	$0.00	Yes	No
WebEx Presentation Studio - Number of Slots WebEx Presentation Studio is a monthly service for presenting, managing and distributing pre-recorded multimedia presentations on the customer's customized web site provided by the Named Host subscription. Presentation Studio provides an easy to use, cost effective solution for communicating a consistent message to an audience for viewing at their convenience. Presentation Slots: Each online presentation can be made available simultaneously and utilizes a "Presentation Slot". A "Presentation Slot" is an allocated space on the Customer's assigned Presentation Studio internet site where a single presentation can be made available. The number of simultaneous Participants, minute usage, and duration of the recorded presentation(s) is unlimited.									
WebEx Presentation Studio Slots 10-40	WSLT0001	Presentation Studio Slots 10-40		Per Slot	$93.50	$95.84	$0.00	Yes	No
WebEx Presentation Studio Slots 41-100	WSLT0002	Presentation Studio Slots 41-100		Per Slot	$85.00	$87.13	$0.00	Yes	No
WebEx Presentation Studio Slots 101-150	WSLT0003	Presentation Studio Slots 101-150		Per Slot	$76.50	$78.41	$0.00	Yes	No
WebEx Presentation Studio Slots 151+	WSLT0004	Presentation Studio Slots 151+		Per Slot	$68.00	$69.70	$0.00	Yes	No

Notes:

Applicable Service Level Agreements:
   Service Availability Percentage
   Excessive Outage
   Notification
   Provisioning
   Response Duration from Receipt of Order
   Administrative Service Level Agreements

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Taxes and Surcharges:

The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.2.6 Statewide Hosted Standalone IP Telephony Services in Additional Specific Geographic Locations/Availability

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Statewide Hosted Standalone IP Telephony Services, Additional Specific Geographic Locations - Hosted IP Centrex (HIPC)

Description of the Service: Verizon's Hosted IP Centrex (HIPC) Service is available to CALNET II at these additional specific geographic locations. The HIPC Service is deployed in geographically diverse locations throughout the US to provide redundancy and survivability.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SANTA ANA	ISTA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FRESNO	IFSN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HAYWARD	IHAY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PASADENA	IPAS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RICHMOND	IRCH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
VAN NUYS	IVNY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MARTINEZ	IMAR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SALINAS	ISAL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ANAHEIM	IANA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ESCONDIDO	IESC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ORANGE	IORA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FAIRFIELD	IFLD0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ALHAMBRA	IALH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RIVERSIDE	IRIV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
VENTURA	IVNT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
REDDING	IRED0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FREMONT	IFRE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
IRVINE	IIRV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
EL MONTE	IELM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes

6.3.2.6 Statewide Hosted Standalone IP Telephony Services in Additional Specific Geographic Locations/Availability
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SANTA CRUZ	ISCZ0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SANTA CLARA	ISCL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BREA	IBRE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
VALLEJO	IVLJ0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RANCHO CORDOVA	IRCV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
VISALIA	IVIS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MODESTO	IMOD0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PORTERVILLE	IPOR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WALNUT CREEK	IWCR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN BERNARDINO	ISBR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
OCEANSIDE	IOCN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
GARDENA	IGAR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN RAFAEL	ISRF0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
OROVILLE	IORO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BERKELEY	IBKY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
VISTA	IVTA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
VACAVILLE	IVAC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
STOCKTON	ISTK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
EL CAJON	IIEJ0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN PEDRO	ISPE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN LUIS OBISPO	ISLO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN LEANDRO	ISLE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PLEASANTON	IPLE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BAKERSFIELD	IBAK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SANTA ROSA	ISRS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN BRUNO	ISBN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PLEASANT HILL	IPLH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
NORTHRIDGE	INTH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
NEWPORT BEACH	INPB0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MONTEREY	IMRY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MONTEBELLO	IMTB0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WEST SACRAMENTO	IWSC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LAGUNA HILLS	ILAH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ELK GROVE	IEGR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CORONA	ICOR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CHULA VISTA	ICHV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
CARLSBAD	ICBD0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SONORA	ISNR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
NORTH HOLLYWOOD	INHO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
EMERYVILLE	IEMY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BUENA PARK	IBPK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TURLOCK	ITUR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SHERMAN OAKS	ISHO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RIALTO	IRIA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PETALUMA	IPTL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
NAPA	INAP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MILPITAS	IMIL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MATHER AFB	IMTR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LOS GATOS	ILGA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LOS ALTOS	ILAT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LARKSPUR	ILKS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LAFAYETTE	ILAF0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FOLSOM	IFLS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
EUREKA	IEUR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
DAVIS	IDAV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
COSTA MESA	ICMS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CHICO	ICHC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CARSON	ICAR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
AUBURN	IAUB0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ANTIOCH	IANT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WOODLAND HILLS	IWDH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
UNION CITY	IUNC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN MARTIN	ISMT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN MARCOS	ISNM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
REDWOOD CITY	IRDW0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PINOLE	IPIN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ORINDA	IORN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
NATIONAL CITY	INTL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
JACKSON	IJKS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
GARDEN GROVE	IGGR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
EL CENTRO	IELC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BURLINGAME	IBLG0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
BENICIA	IBEN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WEST HILLS	IWHI0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
UKIAH	IUHK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TUSTIN	ITUS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SOUTH SAN FRANCISCO	ISSF0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
POWAY	IPOW0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MONTEREY PARK	IMOP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LAKE PORT	ILKP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CONCORD	ICON0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CARMICHAEL	ICML0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ALBY	IABY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
YREKA	IYRE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WILMINGTON	IWLM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WATSONVILLE	IWAT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
VENICE	IVEN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SUNNYVALE	ISNY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SOLEDAD	ISOL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SILVERADO CANYON	ISCY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SARATOGA	ISAR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN PABLO	ISPL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN LORENZO	ISLR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PLAYA DEL REY	IPDR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ONTARIO	IOTA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HANFORD	IHAN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FONTANA	IFON0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
DALY CITY	IDLY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
COLTON	ICOL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WOODLAND	IWOO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TORRANCE	ITOR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TERMINAL ISLAND	ITLI0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
QUINCY	IQUI0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PIEDMOUNT	IPDM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
OXNARD	IOXN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
OAKLEY	IOAK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
NOVATO	INOV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
NORCO	INOR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes

6.3.2.6 Statewide Hosted Standalone IP Telephony Services in Additional Specific Geographic Locations/Availability
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
NEWARK	INEW0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MORENO VALLEY	IMOR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MERCED	IMER0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LAGUNA NIGUEL	ILGN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
KERMAN	IKER0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
GRASS VALLEY	IGSV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
GONZALES	IGON0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
DUBLIN	IDUB0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
DOWNEY	IDOW0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
DELANO	IDEL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CYPRESS	ICYP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CUPERTINO	ICUP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
COMPTON	ICOM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CAMPO	ICMP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ARCADIA	IARC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ALISO VIEJO	IASV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ALAMEDA	IALA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
YUBA CITY	IYCY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
YORBA LINDA	IYOL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
YERBA BUENA ISLAND	IYBI0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WILLOWS	IWIL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WEST COVINA	IWCV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TRAVIS AFB	ITAF0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TRACY	ITCY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TRABUCO CANYON	ITCN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
THOUSAND OAKS	ITHO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TARZANA	ITZN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SUNOL	ISUN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SUN VALLEY	ISVA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SOUTH LAKE TAHOE	ISLT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SOUTH GATE	ISOG0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SIMI VALLEY	ISIV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SEPULVEDA	ISEP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SANTEE	ISAN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN QUENTIN	ISQU0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes

6.3.2.6 Statewide Hosted Standalone IP Telephony Services in Additional Specific Geographic Locations/Availability
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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SAN JUAN CAPISTRANO	ISJC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ROSEMEAD	IROS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ROCKLIN	IROC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RIO VISTA	IRIO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RESEDA	IRES0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RANCHO SANTA MARGARITA	IRSM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
POMONA	IPOM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PLACENTIA	IPLC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PACOIMA	IPAC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PACIFICA	IPCF0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
NORTH HIGHLANDS	INOH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
NEWHALL	INWL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
NEW CASTLE	INCA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MOUNTAIN VIEW	IMVW0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MARYSVILLE	IMRV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LOS BANOS	ILBA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LONG BEACH	ILBE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LOMITA	ILOM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LODI	ILOD0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LINCOLN	ILNC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LAGUNA BEACH	ILGB0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LA MESA	ILAM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LA JOLLA	ILAJ0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
INGLEWOOD	IING0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HERCULES	IHER0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HEALDSBURG	IHLD0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
GREENVILLE	IGRN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
GREELEY HILL	IGLY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
GLENDALE	IGLN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FULLERTON	IFUL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FOWLER	IFOW0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FIREBAUGH	IFIR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FAIR OAKS	IFRO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
EL SEGUNDO	IESG0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
EL CERRITO	IECR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
DANVILLE	IDAN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CULVER CITY	ICLV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CORONA DEL MAR	ICDM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CLOVIS	ICVS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CLEAR LAKE	ICLL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CASTRO VALLEY	ICST0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CANOGA PARK	ICNG0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CAMPBELL	ICMB0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CAMARILLO	ICMR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BYRON	IBYR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BURBANK	IBNK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BELL GARDENS	IBGD0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BANNING	IBAN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ARVIN	IARV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ARCATA	IART0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
YOUNTVILLE	IYNT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WILLITS	IWTS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WESTMINSTER	IWST0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WEST LOS ANGELES	IWLA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
WEAVERVILLE	IWVL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
VILLA PARK	IVLP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TULARE	ITUL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TRUCKEE	ITRK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TRINIDAD	ITRI0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TIBURON	ITIB0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
TEHACHAPI	ITEH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SYLMAR	ISYL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SUTTER CREEK	ISCK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SUNSET BEACH	ISUB0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SUISUN CITY	ISUI0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
STUDIO CITY	ISTU0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SOUTH PASADENA	ISOP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SOUTH EL MONTE	ISEM0000	Hosted IP Centrex (HIPC)		Per Seubscriber	$24.09	$18.91	-	Yes	Yes
SONOMA	ISON0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SOLANA BEACH	ISOB0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SLOUGHHOUSE	ISLH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SHASTA	ISHS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SELMA	ISEL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SEASIDE	ISEA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SEAL BEACH	ISLB0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SCOTTS VALLEY	ISCV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SANTA VENETIA	ISTV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SANTA PAULA	ISTP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SANTA BARBARA	ISTB0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN MARINO	ISMA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN GABRIEL	ISGA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN DIMAS	ISDI0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN CLEMENTE	ISNC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAN ANSELMO	ISMO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SALIDA	ISDA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
SAINT HELENA	ISHE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RODEO	IROD0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RIO LINDA	IRLI0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RIO DELL	IRDL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
REEDLEY	IREE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
REDWAY	IRWY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RED BLUFF	IRBL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RANCHO SANTE FE	IRSF0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
RANCHO PALOS VERDES	IRPV0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
POINT REYES	IPRY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PLYMOUTH	IPLY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PLACERVILLE	IPLA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PIONEER	IPIO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PINE GROVE	IPGR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PATTERSON	IPAT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PACIFIC PALISADES	IPPL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
PACIFIC BEACH	IPBE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
OJAI	IOJI0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
OAKDALE	IODL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
OAK PARK	IOPK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
NORWALK	INWK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MURRIETA	IMUR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
MOUNT WILSON	IMWI0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MORGAN HILL	IMHL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MOORPARK	IMPK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MONTE VISTA	IMVS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MONARCH BEACH	IMBE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MISSION VIEJO	IMVO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MIRAMAR	IMMR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MILL VALLEY	IMVY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MILBRAE	IMBR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MARIPOSA	IMPS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MARINA	IMNA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MARE ISLAND	IMIS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
MANTECA	IMCA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LIVINGSTON	ILVG0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LIVERMORE	ILVR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LINDSAY	ILSY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LEMOORE	ILEM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LEBEC	ILBC0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LE GRAND	ILGR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LAWNDALE	ILDL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LAKE FOREST	ILFO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LA PALMA	ILPM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
LA GRANGE	ILGE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
KINGSTON	IKST0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
KINGSBURG	IKBG0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
KENTFIELD	IKNT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
JAMUL	IJML0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
IONE	IINE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
IMPERIAL	IIMP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HUNTINGTON PARK	IHPK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HUNTINGTON BEACH	IHBE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HUGHSON	IHGS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HOPLAND	IHPL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HIGHLAND	IHLN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HAY FORK	IHFK0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HAWTHORNE	IHTH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes

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Updated August 29, 2013

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
HARBOR CITY	IHCY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
HAPPY CAMP	IHCP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
GROVER BEACH	IGBE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
GRANADA HILLS	IGHL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
GARBERVILLE	IGVL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FOUNTAIN VALLEY	IFVL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FOSTER CITY	IFCY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FLINTRIDGE	IFRG0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
FELTON	IFEL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ELMAR	EEMR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
EL SOBRANTE	IESO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
EL PORTAL	IEPO0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
EL DORADO HILLS	IEDH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
EL CAMINO	IECA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
DORRIS	IDOR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
DINUBA	IDIN0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CORTE MADERA	ICMD0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
COLUSA	ICUA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
COLMA	ICSA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
COLFAX	ICFX0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
COALINGA	ICOA0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CLYDE	ICYD0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CLAYTON	ICLY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CHESTER	ICHS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CHATSWORTH	ICHT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CERES	ICER0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CATHEDRAL CITY	ICTH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CAPITOLA	ICAP0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
CAMINO	ICAM0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BAYSIDE	IBAY0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BURNEY	IBUR0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BUELLTON	IBUE0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BRISBANE	IBRS0000	Hosted IP Centrex (HIPC)		Per Seauscriber	$24.09	$18.91	-	Yes	Yes
BRENTWOOD	IBNT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BLUE LAKE	IBLL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BLACK HAWK	IBLH0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
BEVERLY HILLS	IBVL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
BELMONT	IBEL0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ATASCADERO	IATS0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ANGWIN	IAGW0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ANGELS CAMP	IANG0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ANDERSON	IAND0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes
ALTADENA	IALT0000	Hosted IP Centrex (HIPC)		Per Subscriber	$24.09	$18.91	-	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
  Service Availability Percentage
  Catastrophic Outage 1
  Catastrophic Outage 2
  Catastrophic Outage 3
  One-Way Transmission Delay
  Jitter
  Packet Loss
  Excessive Outage
  Notification
  Response Duration from Receipt of Order
  Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.2.6 Statewide Hosted Standalone IP Telephony Services in Additional Specific Geographic Locations/Availability
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California
TECHNOLOGY AGENCY
Office of Technology Services

verizonbusiness

6.3.3.8 Converged Services, IP and Network IP Transport Services

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: IP and Network IP Transport Services

Description of the Service: IP Transport services that support Voice, Video and Data. IP transport may include, at a minimum: DSL, DS0, DS1, DS3, Fractional DS3, Ethernet, or a combination to augment geographic coverage or bandwidth. IP transport supports, at a minimum:
  - Hosted IP Centrex (HIPC) Services 6.3.4
  - IP Contact Center Applications 6.3.5
  - IP Communication Applications – Other Services 6.3.6

Availability: Nationwide. International locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Transport at a minimum (1 end point):		Bundled – includes Router, Mgmt of Router, PIP Access, PIP Port						Yes	Yes
56 Kbps	IPTK0056			Per Month	$522.75	$292.98	$0.00	Yes	Yes
56 Kbps - Specific Configuration Adtran NetVanta 3205	ADTR0056	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using an Adtran NetVanta 3205 with Flash Memory 8MB, RAM 16MB, 1 Interface T1-FT1, 1 Interface Ethernet 10Base-T/100Base-TX, Standard OS.		Per Month	$522.75	$292.98	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
56 Kbps - Specific Configuration Cisco 1941 Router	CSCR0056	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Cisco 1941 router with IP Base IOS, 2 onboard GE, 2 EHWIC slots, 256MB CF default, and 512MB DRAM default.		Per Month	$522.75	$292.98	$0.00	Yes	Yes
128 Kbps	IPTK0128			Per Month	$522.75	$521.18	$0.00	Yes	Yes
128 Kbps - Specific Configuration Cisco 1941 Router	CSCR0128	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Cisco 1941 router with IP Base IOS, 2 onboard GE, 2 EHWIC slots, 256MB CF default, and 512MB DRAM default.		Per Month	$522.75	$521.18	$0.00	Yes	Yes
128 Kbps - Specific Configuration Juniper SRX 210 Router	JNPR0128	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Juniper SRX 210 with 2 GbE + 6 Fast Ethernet ports, and base memory (512 MB RAM, 1 GB Flash).		Per Month	$522.75	$521.18	$0.00	Yes	Yes
384 Kbps	IPTK0384			Per Month	$522.75	$586.53	$0.00	Yes	Yes
384 Kbps - Specific Configuration Cisco 1941 Router	CSCR0384	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Cisco 1941 router with IP Base IOS, 2 onboard GE, 2 EHWIC slots, 256MB CF default, and 512MB DRAM default.		Per Month	$522.75	$586.53	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
384 Kbps - Specific Configuration Juniper SRX 210 Router	JNPR0384	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Juniper SRX 210 with 2 GbE + 6 Fast Ethernet ports, and base memory (512 MB RAM, 1 GB Flash).		Per Month	$522.75	$586.53	$0.00	Yes	Yes
512 Kbps	IPTK0512			Per Month	$522.75	$608.31	$0.00	Yes	Yes
512 Kbps - Specific Configuration Cisco 1941 Router	CSCR0512	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Cisco 1941 router with IP Base IOS, 2 onboard GE, 2 EHWIC slots, 256MB CF default, and 512MB DRAM default.		Per Month	$522.75	$608.31	$0.00	Yes	Yes
512 Kbps - Specific Configuration Juniper SRX 210 Router	JNPR0512	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Juniper SRX 210 with 2 GbE + 6 Fast Ethernet ports, and base memory (512 MB RAM, 1 GB Flash).		Per Month	$522.75	$608.31	$0.00	Yes	Yes
640 Kbps	IPTK0640			Per Month	$522.75	$630.09	$0.00	Yes	Yes
768 Kbps	IPTK0768			Per Month	$522.75	$630.09	$0.00	Yes	Yes
768 Kbps - Specific Configuration Cisco 1941 Router	CSCR0768	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Cisco 1941 router with IP Base IOS, 2 onboard GE, 2 EHWIC slots, 256MB CF default, and 512MB DRAM default.		Per Month	$522.75	$630.09	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
768 Kbps - Specific Configuration Juniper SRX 210 Router	JNPR0768	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Juniper SRX 210 with 2 GbE + 6 Fast Ethernet ports, and base memory (512 MB RAM, 1 GB Flash).		Per Month	$522.75	$630.09	$0.00	Yes	Yes
896 Kbps	IPTK0896			Per Month	$522.75	$651.87	$0.00	Yes	Yes
1.024 Mbps	IPTK1024			Per Month	$522.75	$651.87	$0.00	Yes	Yes
1.024 Mbps - Specific Configuration Cisco 1941 Router	CSCR1024	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Cisco 1941 router with IP Base IOS, 2 onboard GE, 2 EHWIC slots, 256MB CF default, and 512MB DRAM default.		Per Month	$522.75	$651.87	$0.00	Yes	Yes
1.024 Mbps - Specific Configuration Juniper SRX 210 Router	JNPR1024	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Juniper SRX 210 with 2 GbE + 6 Fast Ethernet ports, and base memory (512 MB RAM, 1 GB Flash).		Per Month	$522.75	$651.87	$0.00	Yes	Yes
1.152 Mbps	IPTK1152			Per Month	$522.75	$651.87	$0.00	Yes	Yes
1.280 Mbps	IPTK1280			Per Month	$522.75	$651.87	$0.00	Yes	Yes
1.408 Mbps	IPTK1408			Per Month	$522.75	$651.87	$0.00	Yes	Yes
1.536 Mbps	IPTK1536			Per Month	$522.75	$651.87	$0.00	Yes	Yes
1.536 Mbps - Specific Configuration Cisco 1941 Router	CSCR1536	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Cisco 1941 router with IP Base IOS, 2 onboard GE, 2 EHWIC slots, 256MB CF default, and 512MB DRAM default.		Per Month	$522.75	$651.87	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
1.536 Mbps - Specific Configuration Juniper SRX 210 Router	JNPR1536	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Juniper SRX 210 with 2 GbE + 6 Fast Ethernet ports, slot and base memory (512 MB RAM, 1 GB Flash).		Per Month	$522.75	$651.87	$0.00	Yes	Yes
1.536 Mbps - Specific Configuration Cisco 2911 Router	CISR1536	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Cisco 2911 with IP Base IOS, 3 onboard GE, 4 EHWIC slots, 256MB CF default , and 512MB DRAM default.		Per Month	$522.75	$651.87	$0.00	Yes	Yes
1.792 Mbps	IPTK1792			Per Month	$1,202.75	$2,039.23	$0.00	Yes	Yes
2.048 Mbps	IPTK2048			Per Month	$1,202.75	$2,039.23	$0.00	Yes	Yes
2.304 Mbps	IPTK2304			Per Month	$1,202.75	$2,039.23	$0.00	Yes	Yes
2.560 Mbps	IPTK2560			Per Month	$1,202.75	$2,039.23	$0.00	Yes	Yes
2.816 Mbps	IPTK2816			Per Month	$1,202.75	$2,039.23	$0.00	Yes	Yes
3.072 Mbps	IPTK3072			Per Month	$1,202.75	$2,039.23	$0.00	Yes	Yes
3.072 Mbps - Specific Configuration Cisco 2911 Router	CSCR3072	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a the Cisco 2911 with IP Base IOS, 3 onboard GE, 4 EHWIC slots, 256MB CF default , and 512MB DRAM default.		Per Month	$1,202.75	$2,039.23	$0.00	Yes	Yes
3.072 Mbps - Specific Configuration Juniper J2320 Router	JNPR3072	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Juniper J2320 router with 4 GbE, JUNOS, base memory (512 MB DRAM,512 MB Flash).		Per Month	$1,202.75	$2,039.23	$0.00	Yes	Yes
3.328 Mbps	IPTK3328			Per Month	$1,202.75	$2,110.98	$0.00	Yes	Yes
3.584 Mbps	IPTK3584			Per Month	$1,202.75	$2,110.98	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
3.840 Mbps	IPTK3840			Per Month	$1,202.75	$2,110.98	$0.00	Yes	Yes
4.096 Mbps	IPTK4096			Per Month	$1,202.75	$2,110.98	$0.00	Yes	Yes
4.352 Mbps	IPTK4352			Per Month	$1,202.75	$2,110.98	$0.00	Yes	Yes
4.608 Mbps	IPTK4608			Per Month	$1,202.75	$2,110.98	$0.00	Yes	Yes
4.608 Mbps - Specific Configuration Cisco 2911 Router	CSCR4608	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a the Cisco 2911 with IP Base IOS, 3 onboard GE, 4 EHWIC slots, 256MB CF default , and 512MB DRAM default.		Per Month	$1,202.75	$2,110.98	$0.00	Yes	Yes
4.608 Mbps - Specific Configuration Juniper J2320 Router	JNPR4608	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Juniper J2320 router with 4 GbE, JUNOS, base memory (512 MB DRAM,512 MB Flash).		Per Month	$1,202.75	$2,110.98	$0.00	Yes	Yes
4.864 Mbps	IPTK4864			Per Month	$1,202.75	$2,182.73	$0.00	Yes	Yes
5.120 Mbps	IPTK5120			Per Month	$1,202.75	$2,182.73	$0.00	Yes	Yes
5.632 Mbps	IPTK5632			Per Month	$1,202.75	$2,182.73	$0.00	Yes	Yes
6.144 Mbps	IPTK6144			Per Month	$1,202.75	$2,182.73	$0.00	Yes	Yes
6.144 Mbps - Specific Configuration Cisco 2911 Router	CSCR6144	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a the Cisco 2911 with IP Base IOS, 3 onboard GE, 4 EHWIC slots, 256MB CF default , and 512MB DRAM default.		Per Month	$1,202.75	$2,182.73	$0.00	Yes	Yes
6.144 Mbps - Specific Configuration Juniper J2320 Router	JNPR6144	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Juniper J2320 router with 4 GbE, JUNOS, base memory (512 MB DRAM,512 MB Flash).		Per Month	$1,202.75	$2,182.73	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
6.656 Mbps	IPTK6656			Per Month	$1,202.75	$2,254.48	$0.00	Yes	Yes
7.168 Mbps	IPTK7168			Per Month	$1,202.75	$2,254.48	$0.00	Yes	Yes
7.680 Mbps	IPTK7680			Per Month	$1,202.75	$2,254.48	$0.00	Yes	Yes
7.680 Mbps - Specific Configuration Cisco 2911 Router	CSCR7680	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a the Cisco 2911 with IP Base IOS, 3 onboard GE, 4 EHWIC slots, 256MB CF default , and 512MB DRAM default.		Per Month	$1,202.75	$2,254.48	$0.00	Yes	Yes
7.680 Mbps - Specific Configuration Juniper J2320 Router	JNPR7680	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Juniper J2320 router with 4 GbE, JUNOS, base memory (512 MB DRAM,512 MB Flash).		Per Month	$1,202.75	$2,254.48	$0.00	Yes	Yes
8.192 Mbps	IPTK8192			Per Month	$1,202.75	$2,911.83	$0.00	Yes	Yes
8.704 Mbps	IPTK8704			Per Month	$1,202.75	$2,911.83	$0.00	Yes	Yes
9.216 Mbps	IPTK9216			Per Month	$1,202.75	$2,911.83	$0.00	Yes	Yes
9.216 Mbps - Specific Configuration Cisco 2911 Router	CSCR9216	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a the Cisco 2911 with IP Base IOS, 3 onboard GE, 4 EHWIC slots, 256MB CF default , and 512MB DRAM default.		Per Month	$1,202.75	$2,911.83	$0.00	Yes	Yes
9.216 Mbps - Specific Configuration Juniper J2320 Router	JNPR9216	This is an option to the Private IP Bundled (Router, Mgmt of Router, PIP Access, PIP Port) IP Transport at a minimum (1 end point) using a Juniper J2320 router with 4 GbE, JUNOS, base memory (512 MB DRAM,512 MB Flash).		Per Month	$1,202.75	$2,911.83	$0.00	Yes	Yes
9.768 Mbps	IPTK9768			Per Month	$1,202.75	$3,173.21	$0.00	Yes	Yes
11 Mbps	IPTM0011			Per Month	$1,202.75	$3,347.46	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
12 Mbps	IPTM0012			Per Month	$1,202.75	$3,544.37	$0.00	Yes	Yes
13 Mbps	IPTM0013			Per Month	$1,202.75	$3,728.87	$0.00	Yes	Yes
14 Mbps	IPTM0014			Per Month	$1,202.75	$3,728.87	$0.00	Yes	Yes
15 Mbps	IPTM0015			Per Month	$1,202.75	$3,728.87	$0.00	Yes	Yes
16 Mbps	IPTM0016			Per Month	$1,202.75	$3,728.87	$0.00	Yes	Yes
17 Mbps	IPTM0017			Per Month	$1,202.75	$3,728.87	$0.00	Yes	Yes
18 Mbps	IPTM0018			Per Month	$1,202.75	$3,728.87	$0.00	Yes	Yes
19 Mbps	IPTM0019			Per Month	$1,202.75	$3,728.87	$0.00	Yes	Yes
20 Mbps	IPTM0020			Per Month	$1,202.75	$3,728.87	$0.00	Yes	Yes
21 Mbps	IPTM0021			Per Month	$1,202.75	$4,005.62	$0.00	Yes	Yes
22 Mbps	IPTM0022			Per Month	$1,202.75	$4,005.62	$0.00	Yes	Yes
23 Mbps	IPTM0023			Per Month	$1,202.75	$4,005.62	$0.00	Yes	Yes
24 Mbps	IPTM0024			Per Month	$1,202.75	$4,005.62	$0.00	Yes	Yes
25 Mbps	IPTM0025			Per Month	$1,202.75	$4,005.62	$0.00	Yes	Yes
30 Mbps	IPTM0030			Per Month	$1,202.75	$4,005.62	$0.00	Yes	Yes
35 Mbps	IPTM0035			Per Month	$1,202.75	$4,005.62	$0.00	Yes	Yes
40 Mbps	IPTM0040			Per Month	$1,202.75	$4,005.62	$0.00	Yes	Yes
45 Mbps	IPTM0045			Per Month	$1,202.75	$4,005.62	$0.00	Yes	Yes
155 Mbps	IPTM0155			Per Month	ICB	ICB	ICB	Yes	Yes
622 Mbps	IPTM0622			Per Month	ICB	ICB	ICB	Yes	Yes
2.5 Gbps	IPTG0025			Per Month	ICB	ICB	ICB	Yes	Yes
10 Gbps	IPTG0010			Per Month	ICB	ICB	ICB	Yes	Yes
Ethernet Bundle:	See Below	Includes Router, Router Management, PIP Ethernet Access and PIP Ethernet Port		See Below	See Below	See Below	See Below	Yes	Yes
1 Mbps	ETRN0001			Per Month	ICB	ICB	ICB	Yes	Yes
2 Mbps	ETRN0002			Per Month	ICB	ICB	ICB	Yes	Yes
3 Mbps	ETRN0003			Per Month	ICB	ICB	ICB	Yes	Yes
4 Mbps	ETRN0004			Per Month	ICB	ICB	ICB	Yes	Yes
5 Mbps	ETRN0005			Per Month	ICB	ICB	ICB	Yes	Yes
6 Mbps	ETRN0006			Per Month	ICB	ICB	ICB	Yes	Yes
7 Mbps	ETRN0007			Per Month	ICB	ICB	ICB	Yes	Yes
8 Mbps	ETRN0008			Per Month	ICB	ICB	ICB	Yes	Yes
9 Mbps	ETRN0009			Per Month	ICB	ICB	ICB	Yes	Yes
10 Mbps	ETRN0010			Per Month	ICB	ICB	ICB	Yes	Yes
15 Mbps	ETRN0015			Per Month	ICB	ICB	ICB	Yes	Yes
20 Mbps	ETRN0020			Per Month	ICB	ICB	ICB	Yes	Yes
25 Mbps	ETRN0025			Per Month	ICB	ICB	ICB	Yes	Yes
30 Mbps	ETRN0030			Per Month	ICB	ICB	ICB	Yes	Yes
35 Mbps	ETRN0035			Per Month	ICB	ICB	ICB	Yes	Yes
40 Mbps	ETRN0040			Per Month	ICB	ICB	ICB	Yes	Yes
50 Mbps	ETRN0050			Per Month	ICB	ICB	ICB	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
60 Mbps	ETRN0060			Per Month	ICB	ICB	ICB	Yes	Yes
70 Mbps	ETRN0070			Per Month	ICB	ICB	ICB	Yes	Yes
80 Mbps	ETRN0080			Per Month	ICB	ICB	ICB	Yes	Yes
90 Mbps	ETRN0090			Per Month	ICB	ICB	ICB	Yes	Yes
100 Mbps	ETRN0100			Per Month	ICB	ICB	ICB	Yes	Yes
200 Mbps	ETRN0200			Per Month	ICB	ICB	ICB	Yes	Yes
300 Mbps	ETRN0300			Per Month	ICB	ICB	ICB	Yes	Yes
400 Mbps	ETRN0400			Per Month	ICB	ICB	ICB	Yes	Yes
500 Mbps	ETRN0500			Per Month	ICB	ICB	ICB	Yes	Yes
600 Mbps	ETRN0600			Per Month	ICB	ICB	ICB	Yes	Yes
700 Mbps	ETRN0700			Per Month	ICB	ICB	ICB	Yes	Yes
800 Mbps	ETRN0800			Per Month	ICB	ICB	ICB	Yes	Yes
900 Mbps	ETRN0900			Per Month	ICB	ICB	ICB	Yes	Yes
1000 Mbps	ETRN1000			Per Month	ICB	ICB	ICB	Yes	Yes
VPLS	VPLS0000			Per Month	ICB	ICB	ICB	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Additional Router IOS Encryption Option

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Encryption Cisco x800 Series - Advanced IP Services	ENCA1800	Encryption for the Cisco 1800 Series includes upgrading from standard IP Base IOS to Advanced IP Services to enable IPSec and DMVPN features onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption for the Cisco 1800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$2,378.80	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SNA/IPX Cisco x800 Series - Enterprise Base	ESIE1800	SNA/IPX for the Cisco 1800 Series includes upgrading from standard IP Base IOS to Enterprise Base Services to enable SNA/IPX option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 1800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$1,752.80	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Encryption & SNA/IPX Cisco x800 Series - Advanced Enterprise Services	ESIP1800	Encryption & SNA/IPX for the Cisco 1800 Series includes upgrading from standard IP Base IOS to Advanced Enterprise Services to enable IPSec or DMVPN and SNA/IPX switching option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption & SNA/IPX for Cisco 1800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$2,629.20	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Encryption Cisco x900 Series - Security License	ENCS1900	Encryption for the Cisco 1900 Series includes activation of the Security License on the Universal/IP Base License to enable IPSec and DMVPN features onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. Encryption for the 1900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$626.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SNA/IPX Cisco x900 Series - Data License	ESND1900	SNA/IPX for the Cisco 1900 Series includes activation of the Data License on the Universal/IP Base License to enable SNA/IPX option onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 1900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$375.60	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Encryption Cisco 2800 Series - Advanced IP Services	ENCA2800	Encryption for the Cisco 2800 Series includes upgrading from standard IP Base IOS to Advanced IP Services to enable IPSec and DMVPN features onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption for the Cisco 2800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$3,693.40	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SNA/IPX Cisco 2800 Series - Enterprise Base	ESNE2800	SNA/IPX for the Cisco 2800 Series includes upgrading from standard IP Base IOS to Enterprise Base Services to enable SNA/IPX option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 2800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$3,004.80	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Encryption & SNA/IPX Cisco 2800 Series - Advanced Enterprise Services	ESIP2800	Encryption & SNA/IPX for the Cisco 2800 Series includes upgrading from standard IP Base IOS to Advanced Enterprise Services to enable IPSec or DMVPN and SNA/IPX switching option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption & SNA/IPX for Cisco 2800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$4,131.60	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Encryption Cisco 2900 Series - Security License	ENCS2900	Encryption for the Cisco 2900 Series includes activation of the Security License on the Universal/IP Base License to enable IPSec and DMVPN features onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. Encryption for the 2900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$751.20	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SNA/IPX Cisco 2900 Series - Data License	ESND2900	SNA/IPX for the Cisco 2900 Series includes activation of the Data License on the Universal/IP Base License to enable SNA/IPX option onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 2900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$438.20	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Encryption Cisco 3800 Series - Advanced IP Services	ENCA3800	Encryption for the Cisco 3800 Series includes upgrading from standard IP Base IOS to Advanced IP Services to enable IPSec and DMVPN features onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption for the Cisco 3800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$4,194.20	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SNA/IPX Cisco 3800 Series - Enterprise Base	ESNE3800	SNA/IPX for the Cisco 3800 Series includes upgrading from standard IP Base IOS to Enterprise Base Services to enable SNA/IPX option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 3800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$3,130.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Encryption & SNA/IPX Cisco 3800 Series - Advanced Enterprise Services	ESIP3800	Encryption & SNA/IPX for the Cisco 3800 Series includes upgrading from standard IP Base IOS to Advanced Enterprise Services to enable IPSec or DMVPN and SNA/IPX switching option onto the IP Transport Bundle Managed Router. This includes additional Router DRAM/Flash required for this enhanced IOS with the standard hand off of two copper 10/100 RJ45 interfaces. Encryption & SNA/IPX for Cisco 3800 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$4,920.20	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Encryption Cisco 3900 Series - Security License	ENCS3900	Encryption for the Cisco 3900 Series includes activation of the Security License on the Universal/IP Base License to enable IPSec and DMVPN features onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. Encryption for the 3900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$1,252.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SNA/IPX Cisco 3900 Series - Data License	ESND3900	SNA/IPX for the Cisco 3900 Series includes activation of the Data License on the Universal/IP Base License to enable SNA/IPX option onto the IP Transport Bundle Managed Router. The standard IP Transport Bundle Managed Router hand off is two copper 10/100 RJ45 interfaces. SNA/IPX for the Cisco 3900 Series installation charges (feature ID IPMW0007) will be waived when ordering this service with the standard IP Transport Bundle. If ordered after the IP Transport Bundle Managed Router order, then feature ID IPMW0007 for Management (Router labor only) Router IOS Change Support New Features will apply.		Per Router	$626.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Additional features and services available for purchase, not required for services described above:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation	Mandatory
Private IP Port Only:	See Below	PIP Port only options in several speeds are available for purchase without the bundled Router, Mgmt of Router, or Access.		See Below	See Below	See Below	See Below	Yes	Yes
56/64 KB	PORT0064			Per Month	$170.00	$130.69	$0.00	Yes	Yes
128 KB	PORT0128			Per Month	$170.00	$217.81	$0.00	Yes	Yes
256 KB	PORT0256			Per Month	$170.00	$261.38	$0.00	Yes	Yes
384 KB	PORT0384			Per Month	$170.00	$283.16	$0.00	Yes	Yes
512 KB	PORT0512			Per Month	$170.00	$304.94	$0.00	Yes	Yes
768 KB	PORT0768			Per Month	$170.00	$326.72	$0.00	Yes	Yes
1.024 Mbps	PORT1024			Per Month	$170.00	$348.50	$0.00	Yes	Yes
1.536 Mbps	PORT1536			Per Month	$170.00	$348.50	$0.00	Yes	Yes
3.072 Mbps	PORT3072			Per Month	$170.00	$435.63	$0.00	Yes	Yes
4.608 Mbps	PORT4608			Per Month	$170.00	$522.75	$0.00	Yes	Yes
6.144 Mbps	PORT6144			Per Month	$170.00	$609.88	$0.00	Yes	Yes
7.680 Mbps	PORT7680			Per Month	$170.00	$697.00	$0.00	Yes	Yes
9.216 Mbps	PORT9216			Per Month	$170.00	$871.25	$0.00	Yes	Yes
10.752 Mbps	PORT1075			Per Month	$170.00	$1,132.63	$0.00	Yes	Yes
12.288 Mbps	PORT1228			Per Month	$170.00	$1,306.88	$0.00	Yes	Yes
19.800 Mbps	PORT1980			Per Month	$170.00	$1,481.13	$0.00	Yes	Yes
44.736 Mbps	PORT4473			Per Month	$170.00	$1,742.50	$0.00	Yes	Yes
155.52 Mbps (OC3)	PIOC0003			Per Month	$0.00	$4,389.36	$0.00	Yes	Yes
622.08 Mbps (OC12)	PIOC0012			Per Month	$0.00	$13,547.94	$0.00	Yes	Yes
2,488 Mbps (OC48)	PIOC0048			Per Month	ICB	ICB	ICB	Yes	Yes
9,953.28 Mbps (OC192)	PIOC0192			Per Month	ICB	ICB	ICB	Yes	Yes
Ethernet	See Below			See Below	See Below	See Below	See Below	See Below	See Below
1 Mbps	PIET0001			Per Month	$0.00	$294.48	$0.00	Yes	Yes
2 Mbps	PIET0002			Per Month	$0.00	$544.53	$0.00	Yes	Yes
3 Mbps	PIET0003			Per Month	$0.00	$600.95	$0.00	Yes	Yes
4 Mbps	PIET0004			Per Month	$0.00	$691.99	$0.00	Yes	Yes
5 Mbps	PIET0005			Per Month	$0.00	$762.34	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
6 Mbps	PIET0006			Per Month	$0.00	$800.89	$0.00	Yes	Yes
7 Mbps	PIET0007			Per Month	$0.00	$839.01	$0.00	Yes	Yes
8 Mbps	PIET0008			Per Month	$0.00	$910.03	$0.00	Yes	Yes
9 Mbps	PIET0009			Per Month	$0.00	$943.13	$0.00	Yes	Yes
10 Mbps	PIET0010			Per Month	$0.00	$1,037.44	$0.00	Yes	Yes
15 Mbps	PIET0015			Per Month	$0.00	$1,202.77	$0.00	Yes	Yes
20 Mbps	PIET0020			Per Month	$0.00	$1,290.32	$0.00	Yes	Yes
25 Mbps	PIET0025			Per Month	$0.00	$1,329.53	$0.00	Yes	Yes
30 Mbps	PIET0030			Per Month	$0.00	$1,368.95	$0.00	Yes	Yes
35 Mbps	PIET0035			Per Month	$0.00	$1,447.80	$0.00	Yes	Yes
40 Mbps	PIET0040			Per Month	$0.00	$1,513.80	$0.00	Yes	Yes
50 Mbps	PIET0050			Per Month	$0.00	$1,633.59	$0.00	Yes	Yes
60 Mbps	PIET0060			Per Month	$0.00	$1,894.97	$0.00	Yes	Yes
70 Mbps	PIET0070			Per Month	$0.00	$2,134.56	$0.00	Yes	Yes
80 Mbps	PIET0080			Per Month	$0.00	$2,352.38	$0.00	Yes	Yes
90 Mbps	PIET0090			Per Month	$0.00	$2,548.41	$0.00	Yes	Yes
100 Mbps	PIET0100			Per Month	$0.00	$2,722.66	$0.00	Yes	Yes
200 Mbps	PIET0200			Per Month	$0.00	$5,227.50	$0.00	Yes	Yes
300 Mbps	PIET0300			Per Month	$0.00	$7,514.53	$0.00	Yes	Yes
400 Mbps	PIET0400			Per Month	$0.00	$9,583.75	$0.00	Yes	Yes
500 Mbps	PIET0500			Per Month	$0.00	$10,890.63	$0.00	Yes	Yes
600 Mbps	PIET0600			Per Month	$0.00	$12,415.31	$0.00	Yes	Yes
700 Mbps	PIET0700			Per Month	$0.00	$13,722.19	$0.00	Yes	Yes
800 Mbps	PIET0800			Per Month	$0.00	$14,811.25	$0.00	Yes	Yes
900 Mbps	PIET0900			Per Month	$0.00	$15,682.50	$0.00	Yes	Yes
1000 Mbps	PIET1000			Per Month	$0.00	$16,335.94	$0.00	Yes	Yes
Private IP Multicasting Per Host Port:	See Below	Private IP Multicasting is a bandwidth conserving technology that helps reduce traffic by simultaneously delivering a steady stream of information to multiple locations from a host PIP port. Charge applies per host port multicast.		See Below	See Below	See Below	See Below	See Below	See Below
Small Tier 16kbps - 511kbps	IPMC0511			Per Month	$0.00	$34.85	$0.00	Yes	Yes
Medium Tier 512kbps - 1.4Mbps	IPMC1400			Per Month	$0.00	$139.40	$0.00	Yes	Yes
Large Tier 1.5 Mbps - 2.99Mbps	IPMC2990			Per Month	$0.00	$280.98	$0.00	Yes	Yes
Extra Large Tier 3Mbps - 5.99Mbps	IPMC5990			Per Month	$0.00	$559.78	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Jumbo Tier 6Mbps & Greater	IPMC0000			Per Month	ICB	ICB	ICB	Yes	Yes
PIP Expedited Forwarding Gold Car Option:		A Gold CAR Option is an available option for high-priority applications, as required/defined by the user. Traffic marked EF has the highest traffic priority. Note that EF Gold Car is included with all CALNET II Module 3 Voice and Video services.	Preliminary discussion with OTech/STND required					Yes	Yes
8 Kbps	CRGD0008			Per Month	$0.00	$8.71	$0.00	Yes	Yes
16 Kbps	CRGD0016				$0.00	$15.68	$0.00	Yes	Yes
32 Kbps	CRGD0032				$0.00	$24.84	$0.00	Yes	Yes
48 Kbps	CRGD0048				$0.00	$31.81	$0.00	Yes	Yes
64 Kbps	CRGD0064				$0.00	$38.78	$0.00	Yes	Yes
128 Kbps	CRGD0128				$0.00	$64.47	$0.00	Yes	Yes
192 Kbps	CRGD0192				$0.00	$86.69	$0.00	Yes	Yes
256 Kbps	CRGD0256				$0.00	$81.80	$0.00	Yes	Yes
320 Kbps	CRGD0320				$0.00	$87.89	$0.00	Yes	Yes
384 Kbps	CRGD0384				$0.00	$117.31	$0.00	Yes	Yes
448 Kbps	CRGD0448				$0.00	$130.23	$0.00	Yes	Yes
512 Kbps	CRGD0512				$0.00	$141.35	$0.00	Yes	Yes
576 Kbps	CRGD0576				$0.00	$151.03	$0.00	Yes	Yes
640 Kbps	CRGD0640				$0.00	$159.64	$0.00	Yes	Yes
704 Kbps	CRGD0704				$0.00	$166.82	$0.00	Yes	Yes
768 Kbps	CRGD0768				$0.00	$172.56	$0.00	Yes	Yes
832 Kbps	CRGD0832				$0.00	$176.86	$0.00	Yes	Yes
896 Kbps	CRGD0896				$0.00	$179.73	$0.00	Yes	Yes
960 Kbps	CRGD0960				$0.00	$181.53	$0.00	Yes	Yes
1.024 Mbps	CRGD1024				$0.00	$181.89	$0.00	Yes	Yes
1.152 Mbps	CRGD1152				$0.00	$190.50	$0.00	Yes	Yes
1.280 Mbps	CRGD1280				$0.00	$196.24	$0.00	Yes	Yes
1.408 Mbps	CRGD1408				$0.00	$199.47	$0.00	Yes	Yes
1.536 Mbps	CRGD1536				$0.00	$200.18	$0.00	Yes	Yes
2.048 Mbps	CRGD2048				$0.00	$255.07	$0.00	Yes	Yes
3.072 Mbps	CRGD3072				$0.00	$365.57	$0.00	Yes	Yes
4.608 Mbps	CRGD4608				$0.00	$525.21	$0.00	Yes	Yes
6.144 Mbps	CRGD6144				$0.00	$674.09	$0.00	Yes	Yes
7.680 Mbps	CRGD7680				$0.00	$811.85	$0.00	Yes	Yes
9.216 Mbps	CRGD9216				$0.00	$938.49	$0.00	Yes	Yes
10.752 Mbps	CRGD1075				$0.00	$1,054.37	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
12.288 Mbps	CRGD1228				$0.00	$1,158.76	$0.00	Yes	Yes
15.360 Mbps	CRGD1560				$0.00	$992.97	$0.00	Yes	Yes
18.432 Mbps	CRGD1843				$0.00	$1,142.62	$0.00	Yes	Yes
21.504 Mbps	CRGD2150				$0.00	$1,276.38	$0.00	Yes	Yes
24.576 Mbps	CRGD2457				$0.00	$1,394.51	$0.00	Yes	Yes
27.648 Mbps	CRGD2764				$0.00	$1,497.01	$0.00	Yes	Yes
30.720 Mbps	CRGD3070				$0.00	$1,583.37	$0.00	Yes	Yes
33.792 Mbps	CRGD3379				$0.00	$1,654.35	$0.00	Yes	Yes
36.864 Mbps	CRGD3686				$0.00	$1,709.44	$0.00	Yes	Yes
39.936 Mbps	CRGD3993				$0.00	$1,748.91	$0.00	Yes	Yes
43.008 Mbps	CRGD4300				$0.00	$1,772.48	$0.00	Yes	Yes
Private IP Access for Port Only:	See Below	Provides customer high access speeds to connect to a Private IP Port maintaining the scalability option to grow bandwidth.		See Below	See Below	See Below	See Below	See Below	See Below
DS1 Access	IPAA0001			Per Circuit	$170.00	$153.75		Yes	Yes
DS3 Access	IPAA0003			Per Circuit	$850.00	$1,845.00		Yes	Yes
155.52 Mbps (OC3 Access)	OCAC0003			Per Circuit	ICB	ICB	ICB	Yes	Yes
622.08 Mbps (OC12 Access)	OCAC0012			Per Circuit	ICB	ICB	ICB	Yes	Yes
2,488 Mbps (OC48 Access)	OCAC0048			Per Circuit	ICB	ICB	ICB	Yes	Yes
9,953.28 Mbps (OC192 Access)	OCAC0192			Per Circuit	ICB	ICB	ICB	Yes	Yes
Ethernet Access	See Below			See Below	See Below	See Below	See	See Below	See Below
1 Mbps	CEAT0001			Per Circuit	ICB	ICB	ICB	Yes	No
2 Mbps	CEAT0002			Per Circuit	ICB	ICB	ICB	Yes	No
3 Mbps	CEAT0003			Per Circuit	ICB	ICB	ICB	Yes	No
4 Mbps	CEAT0004			Per Circuit	ICB	ICB	ICB	Yes	No
5 Mbps	CEAT0005			Per Circuit	ICB	ICB	ICB	Yes	No
6 Mbps	CEAT0006			Per Circuit	ICB	ICB	ICB	Yes	No
7 Mbps	CEAT0007			Per Circuit	ICB	ICB	ICB	Yes	No
8 Mbps	CEAT0008			Per Circuit	ICB	ICB	ICB	Yes	No
9 Mbps	CEAT0009			Per Circuit	ICB	ICB	ICB	Yes	No
10 Mbps	CEAT0010			Per Circuit	ICB	ICB	ICB	Yes	No
15 Mbps	CEAT0015			Per Circuit	ICB	ICB	ICB	Yes	No
20 Mbps	CEAT0020			Per Circuit	ICB	ICB	ICB	Yes	No
25 Mbps	CEAT0025			Per Circuit	ICB	ICB	ICB	Yes	No
30 Mbps	CEAT0030			Per Circuit	ICB	ICB	ICB	Yes	No
35 Mbps	CEAT0035			Per Circuit	ICB	ICB	ICB	Yes	No
40 Mbps	CEAT0040			Per Circuit	ICB	ICB	ICB	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
50 Mbps	CEAT0050			Per Circuit	ICB	ICB	ICB	Yes	No
60 Mbps	CEAT0060			Per Circuit	ICB	ICB	ICB	Yes	No
70 Mbps	CEAT0070			Per Circuit	ICB	ICB	ICB	Yes	No
80 Mbps	CEAT0080			Per Circuit	ICB	ICB	ICB	Yes	No
90 Mbps	CEAT0090			Per Circuit	ICB	ICB	ICB	Yes	No
100 Mbps	CEAT0100			Per Circuit	ICB	ICB	ICB	Yes	No
200 Mbps	CEAT0200			Per Circuit	ICB	ICB	ICB	Yes	No
300 Mbps	CEAT0300			Per Circuit	ICB	ICB	ICB	Yes	No
400 Mbps	CEAT0400			Per Circuit	ICB	ICB	ICB	Yes	No
500 Mbps	CEAT0500			Per Circuit	ICB	ICB	ICB	Yes	No
600 Mbps	CEAT0600			Per Circuit	ICB	ICB	ICB	Yes	No
700 Mbps	CEAT0700			Per Circuit	ICB	ICB	ICB	Yes	No
800 Mbps	CEAT0800			Per Circuit	ICB	ICB	ICB	Yes	No
900 Mbps	CEAT0900			Per Circuit	ICB	ICB	ICB	Yes	No
1000 Mbps	CEAT1001			Per Circuit	ICB	ICB	ICB	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

IP Network Transport Management (Router):

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation	Mandatory
Management (Router) - Managed WAN Monitor and Notify (Small)	MWMS0000	Managed Services WAN Monitor & Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Router must be certified by VzB MNS. VzB PIP network will provide in-band mgmt. Small would facilitate bandwidth speeds between 56KB and 12Meg service. This service requires Feature ID of either MWTO0001 or MWND0001.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$37.82	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router) - Managed WAN Monitor and Notify (Medium)	MWMM0000	Managed Services WAN Monitor & Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Router must be certified by VzB MNS. VzB PIP network will provide in-band mgmt. Medium would facilitate bandwidth speeds between T1 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$42.44	N/A	Yes	No
Management (Router) - Managed WAN Monitor and Notify (Large)	MWML0000	Managed Services WAN Monitor & Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Router must be certified by VzB MNS. VzB PIP network will provide in-band mgmt. Large would facilitate bandwidth speeds between DS3 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$64.58	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router) - Managed WAN Physical (Small)	MWPH0000	Managed Services WAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line is required from the customer. Small would facilitate bandwidth speeds between 56KB and 12Meg service. This service requires Feature ID of either MWTO0001 or MWND0001.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$72.88	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router) - Managed WAN Physical (Medium)	MWPM0000	Managed Services WAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line is required from the customer. Medium would facilitate bandwidth speeds between T1 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$91.33	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router) - Managed WAN Physical (Large)	MWPL0000	Managed Services WAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line is required from the customer. Large would facilitate bandwidth speeds between DS3 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$153.14	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router) - Managed WAN Full (Small)	MWFS0000	Managed Services WAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line is required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. Small would facilitate bandwidth speeds between 56KB and 12Meg service. This service requires Feature ID of either MWTO0001 or MWND0001.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$83.03	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router) - Managed WAN Full (Medium)	MWFM0000	Managed Services WAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line is required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. Medium would facilitate bandwidth speeds between T1 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$107.93	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router) - Managed WAN Full (Large)	MWFL0000	Managed Services WAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Router must be certified by VzB MNS. Customer must have a manufacturer certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line is required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. Large would facilitate bandwidth speeds between DS3 to OCN service. This service requires Feature ID of either MWTO0001 or MWND0001.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$180.81	N/A	Yes	No
Takeover of Existing Device Management Takeover of Existing Circuit and Router	MWTO0001	This applies to Management (Router) of Monitor & Notify, Physical and Full (Small, Medium and Large).		Per Occurrence	$350.00	N/A	N/A	Yes	No
New Device - New Circuit or Router Installation requiring initial configuration and implementation support	MWND0001	This applies to Management (Router) of Monitor & Notify, Physical and Full (Small, Medium and Large).		Per Occurrence	$550.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router) Threshold Reporting	THRP0000	Managed (Router) Threshold Reporting is an add on service to Management WAN. This feature notifies Managed Network Service engineers of performance exceptions, including enhanced latency, discards, traffic shaping, and more.		Per Device Per Month	N/A	$5.23	N/A	Yes	No
Management (Router) Order Expedite	MROX0000	Managed (Router) Order Expedite is an add on service to Management WAN. This request is to activate a router in 15 days or less. Not including circuit.		Per Order	$935.00	N/A	N/A	Yes	No
Management (Router) New Implementation Rescheduling	MIRS0000	Managed (Router) Rescheduling is an additional charge to reschedule Router Activation within less than 48 hours (2 calendar days) of original scheduled installation date. If Router Activation is rescheduled before 48 hours then no additional charge shall apply.		Per Site	$300.00	N/A	N/A	Yes	No
Management (Router) After Hours Premium Charge (M-F, 5 p.m. to 8 a.m., including weekends and holidays	MAHP0000	Managed (Router) After Hours Premium Charge is a one site charge for standby support at the NOC during non-business hour installations. This charge is in addition to the normal business installation charge.		Per Occurrence	$600.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Optional Change Management provides additional change management support for items customers are not likely to encounter on a daily basis. Optional Change Management items are charged on a per-incident basis (NRC), and are available to customers that subscribe to 6.3.3.8 Converged Services, IP and Network IP Transport Services. These are enhanced features and a subset of the 6.3.3.8 Converged Services, IP and Network IP Transport Services

Optional Change Management Activities:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation	Mandatory
Management (Router remote labor configuration) Dynamic Host Configuration Protocol ("DHCP") IP Helper - Add / Modify / Delete	IPMW0012	Mgmt Dynamic Host Configuration Protocol (Router) is an add on service to Management WAN. This service provides Router configuration to Add / Modify / Delete Dynamic Host Configuration Protocol IP changes as the customer requires configuration changes to an existing configuration on the router.	Remote configuration activity on the Router.	Per Occurrence	N/A	N/A	$42.50	Yes	No
Management (Router remote labor configuration) IP Network Address Translation - Add / Modify / Delete	IPMW0013	Mgmt IP Network Address Translation (NAT) is an add on service to Management WAN. This service provides Router configuration to Add / Modify / Delete IP Network Address Translation (NAT) changes as the customer requires configuration changes to an existing configuration on the router.	Remote configuration activity on the Router.	Per Occurrence	N/A	N/A	$42.50	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router remote labor configuration) Network Routed Protocol - Add / Modify / Delete	IPMW0014	Mgmt Network Protocol (Router) is an add on service to Management WAN. This service provides Router configuration to Add / Modify / Delete a network routed protocol (e.g., IPX, DLSW, RTP, SIP, HSRP) changes as the customer requires configuration changes to an existing configuration on the router.	Remote configuration activity on the Router.	Per Occurrence	N/A	N/A	$42.50	Yes	No
Management (Router remote labor configuration) Managed Service Operations ("MSO") IP/address Subnet Mask Changes	IPMW0015	Mgmt Managed Service Operations IP/address Subnet Mask is an add on service to Management WAN. Verizon will Add/Modify/Delete an existing router configuration according to a new IP address plan (Managed Services Operations approved IP addressing).	Remote configuration activity on the Router.	Per Occurrence	N/A	N/A	$42.50	Yes	No
Management (Router remote labor configuration) Virtual Circuit Add / Modify / Delete	IPMW0016	Mgmt Virtual Circuit is an add on service to Management WAN. Router configuration to Add / Modify / Delete a Virtual Circuit.	Remote configuration activity on the Router.	Per Occurrence	N/A	N/A	$42.50	Yes	No
Management (Router remote labor configuration) Routing Protocol - Add / Modify / Delete	IPMW0017	Mgmt Routing Protocol is an add on service to Management WAN. Router configuration to Add/Modify/Delete a routing protocol (e.g., static, EIGRP, OSPF, RIP, BGP) changes as the customer requires configuration changes to an existing configuration on the router.	Remote configuration activity on the Router.	Per Occurrence	N/A	N/A	$42.50	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router remote labor configuration) VPN Tunnel - Add / Modify / Delete	IPMW0018	Mgmt VPN Tunnel is an add on service to Management WAN. Router configuration to Add/Modify/Delete a Virtual Private Network tunnel changes as the customer requires configuration changes to an existing configuration on the router.	Remote configuration activity on the Router.	Per Occurrence	N/A	N/A	$42.50	Yes	No
In lieu of the optional change management per occurrence services described above, customers have the option to utilize the established hourly rate. Labor charges will commence upon arrival at customer site. Only the highest single NRC will be charged per device. Feature ID's are IPMW0001, IPMW0002, IPMW0003, IPMW0004, IPMW0005, IPMW0006, IPMW0007, IPMW0008, IPMW0009, IPMW0010, and IPMW0011.									
Management (Router labor only) Bandwidth Increase / Decrease Physical	IPMW0001	Management Bandwidth Increase / Decrease Physical Dispatch of a technician to the premises to perform Router configuration changes to support increase or decrease of bandwidth and/or CSU/DSU/Router module changes required to support bandwidth change.		Per Occurrence	$350.00	$0.00	$0.00	Yes	No
Management (Router labor only) Hardware Module Upgrade	IPMW0002	Management Hardware Module Upgrade dispatches a technician to the premises to perform Add or swap a component to upgrade a module. This includes additional remote management and configuration services.		Per Occurrence	$350.00	$0.00	$0.00	Yes	No
Management (Router labor only) Intra-Building Move	IPMW0003	Management (Router-labor only) Intra-building Move dispatches a technician to the premises to perform In-building move of existing router – using same circuit and no design impact. Done during normal business hours.		Per Occurrence	$350.00	$0.00	$0.00	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router labor only) Router Move, Inter-Building or Across Town	IPMW0004	Management Router Move, Inter Building or Across Town dispatches a technician to the premises to perform Across town is within 30 miles of original circuit, same router but new circuit, done during normal business hours. This includes additional remote management and configuration services.		Per Occurrence	$600.00	$0.00	$0.00	Yes	No
Management (Router labor only) Memory Upgrade	IPMW0005	Management Memory Upgrade dispatches a technician to the premises to perform Add or swap to an upgraded memory (flash or DRAM). This includes additional remote management and configuration services.		Per Occurrence	$350.00	$0.00	$0.00	Yes	No
Management (Router labor only) Router Exchange	IPMW0006	Management Router Exchange dispatches a technician to the premises to perform Substitute one router for another at an existing site. This includes additional remote management and configuration services.		Per Occurrence	$350.00	$0.00	$0.00	Yes	No
Management (Router labor only) Router IOS Change Support New Features	IPMW0007	Management (Router-labor only) Router IOS Change support new features dispatches a technician to the premises to perform Changes the IOS on the router for new feature requirements. This includes additional remote management and configuration services.		Per Occurrence	$350.00	$0.00	$0.00	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Router labor only) Traffic Shaping/Queuing Add/ Delete	IPMW0008	Mgmt Shaping/Queuing is an add on service to Management WAN. Dispatch of a technician to the premises to perform Router configuration to traffic shaping or queuing changes as the customer requires configuration changes to an existing configuration on the router.		Per Occurrence	$350.00	$0.00	$0.00	Yes	No
Management (Router labor only) Traffic Filter Design	IPMW0009	Mgmt Traffic Filter is an add on service to Management WAN. Dispatch of a technician to the premises to perform Router configuration to traffic filters changes as the customer requires configuration changes to an existing configuration on the router.		Per Occurrence	$350.00	$0.00	$0.00	Yes	No
Management (Router) Field Service Technicians (labor only) Normal business hours (M-F, 8 a.m. to 5 p.m.).	IPMW0010	Management Field Service Technicians hourly rate during Normal business hours (M-F, 8 a.m. to 5 p.m.). Dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.		Per Hour	$135.00	$0.00	$0.00	Yes	No
Management (Router) Field Service Technicians (labor only) After hours (M-F, 5 p.m. to 8 am, including weekends and holidays).	IPMW0011	Management Field Service Technicians hourly rate After hours (M-F, 5 p.m. to 8 am, including weekends and holidays) dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.		Per Hour	$170.00	$0.00	$0.00	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Private IP Secure Gateway Services (Secure Gateway Universal Port - data only not to be used for voice) is a suite of services that includes the three components listed below through a single network based port. This section includes optional managed services for Remote Office connectivity.

Secure Gateway Firewall - provides enterprise employees secure access to the Internet from customer locations connected to private networks via a network-based firewall. Secure Gateway- Firewall is available with Private IP. This service extends the power of Verizon's private networks to safely provide Internet access without the requirement of multiple links and premise based firewalls. Secure Gateway Firewall bundles access with a "stateful firewall" to help protect against a range of network security threats. The network-based firewall inspects and tracks all inbound and outbound data streams, allowing passage of only those packets that match a known and authorized state. Stateful firewalls help improve the security and performance of more traditional packet filters because they capture and hold attributes of each data stream for the entire length of the connection.

Secure Gateway Mobile User – provides secure, encrypted, remote access to the customers' private network for their mobile workforce and remote employees. Mobile User is enabled by geographically-dispersed network gateways deployed at Verizon points of presence (PoPs). The service provides remote access through an exclusively-provisioned port between the customer's private network and the company's public IP network. Remote sites use Verizon or third-party dial, DSL or cable to connect to the Verizon IP backbone or the Internet. Then, using a VPN software client, the remote site automatically establishes a secure IPSec tunnel, through the IP network to the Secure Gateway Port located on a Verizon network gateway. The VPN client allows optional split tunneling for flexible end-user access to the customer's private network only, or to both their private network and the public Internet.

Secure Gateway Remote Office – creates a secure end-to-end logical link between corporate resources or corporate "hubs" on the Verizon network and remote sites connected to the Internet or Verizon's IP network via low cost broadband or T1 access. Verizon network service "hubs" are typically data centers, corporate headquarters, regional offices and other locations hosting mission-critical enterprise servers. Secure Gateway Remote Office utilizes Cisco technology for the hardware client, the Universal Port, or network gateway and the EasyVPN feature of the IOS operating system. Secure Gateway Remote Office leverages industry standard security protocols - IPSec, 3DES, and AES encryption and is an ideal solution for customers with sensitive price points and ease-of-implementation requirements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation	Mandatory
Secure Gateway Universal Port 64 Kbps	SEGU0064	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$85.00	$148.98	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Secure Gateway Universal Port 128 Kbps	SEGU00128	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$85.00	$263.99	N/A	Yes	Yes
Secure Gateway Universal Port 256 Kbps	SEGU0256	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$85.00	$351.99	N/A	Yes	Yes
Secure Gateway Universal Port 384 Kbps	SEGU0384	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$85.00	$417.33	N/A	Yes	Yes
Secure Gateway Universal Port 512 Kbps	SEGU0512	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$85.00	$554.99	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Secure Gateway Universal Port 768 Kbps	SEGU0768	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$85.00	$653.44	N/A	Yes	Yes
Secure Gateway Universal Port 1.024 Mbps	SGUP0001	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$85.00	$782.38	N/A	Yes	Yes
Secure Gateway Universal Port 1.536 Mbps	SGUP0002	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$170.00	$1,042.89	N/A	Yes	Yes
Secure Gateway Universal Port 3.07 Mbps	SGUP0003	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$510.00	$1,564.77	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Secure Gateway Universal Port 4.608 Mbps	SGUP0004	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$510.00	$2,349.76	N/A	Yes	Yes
Secure Gateway Universal Port 6.144 Mbps	SGUP0006	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$510.00	$3,134.76	N/A	Yes	Yes
Secure Gateway Universal Port 7.680 Mbps	SGUP0007	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$510.00	$3,919.75	N/A	Yes	Yes
Secure Gateway Universal Port 9.216 Mbps	SGUP0009	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$510.00	$4,704.75	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Secure Gateway Universal Port 10.752 Mbps	SGUP0010	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$510.00	$5,488.88	N/A	Yes	Yes
Secure Gateway Universal Port 12.288 Mbps	SGUP0012	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$510.00	$6,273.87	N/A	Yes	Yes
Secure Gateway Universal Port 15.360 Mbps	SGUP0015	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$510.00	$7,843.86	N/A	Yes	Yes
Secure Gateway Universal Port 18.432 Mbps	SGUP0018	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$510.00	$9,413.86	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Secure Gateway Universal Port 25.600 Mbps	SGUP0025	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$510.00	$13,074.85	N/A	Yes	Yes
Secure Gateway Universal Port 43.008 Mbps	SGUP0043	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$850.00	$21,966.83	N/A	Yes	Yes
Secure Gateway Universal Port 50 Mbps	SGUP0050	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$850.00	$25,539.82	N/A	Yes	Yes
Secure Gateway Universal Port 60 Mbps	SGUP0060	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$850.00	$30,650.58	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Secure Gateway Universal Port 70 Mbps	SGUP0070	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$850.00	$35,760.46	N/A	Yes	Yes
Secure Gateway Universal Port 80 Mbps	SGUP0080	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$850.00	$40,870.34	N/A	Yes	Yes
Secure Gateway Universal Port 90 Mbps	SGUP0090	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$850.00	$45,981.09	N/A	Yes	Yes
Secure Gateway Universal Port 100 Mbps	SGUP0100	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$850.00	$51,090.97	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Secure Gateway Universal Port 155 Mbps	SGUP0155	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$850.00	$79,194.01	N/A	Yes	Yes
Secure Gateway Universal Port 622 Mbps	SGUP0622	Secure Internetworking Gateway. Gateway Port provides remote office, mobile users and Internet Access from the Private IP (PIP) Network from one port. Secure Gateway Universal Port includes all of the functionality of Secure Gateway Firewall Service.	Requires Private IP Port for this service.	Per Month	$850.00	$317,800.64	N/A	Yes	Yes
Secure Gateway Firewall (Custom)	SGFC0000	Custom Gateway Firewall service is an additional add on service to Secure Gateway service. Custom Firewall enables the customer to administer its firewall policies via a web-based Graphic User Interface (GUI) to customize the types of Internet traffic to allow into and out of the customer's VzB network service.	Requires Private IP Port for this service. Customer must manage policy.	Per Month	N/A	$109.78	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Reporting Standard Select	RSTS0000	Reporting Standard Select service is an additional add on service to Secure Gateway service. This service enables Volume, bandwidth utilization, and Health statistics for Customer Edge (CE) device LAN interfaces, CE WAN interfaces, CE WAN sub-interfaces, and CE routers. Router details CE memory and CE CPU utilization. Customers can retrieve granular data for the performance of network components. On-demand reporting allows end-users to filter data based on their needs (time-of-day, week, month, etc.). Capacity "What-if" report allows end-users to simulate load and bandwidth changes to existing network infrastructure.		Per Month	N/A	$10.46	N/A	Yes	Yes
SIG Client CPE Managed Service Small	HCCR0871	Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 871. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.		Per Month	N/A	$108.91	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SIG Client CPE Managed Service Small - On Site	HCOS0871	Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 871. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.		Per Month	On Site- $400.00	N/A	N/A	Yes	Yes
SIG Client CPE Managed Service Small - Remote	HCRM0871	Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 871. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.		Per Month	Remote $85.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SIG Client CPE Managed Service Medium	HCCR1811	Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1811. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.		Per Month	N/A	$226.53	N/A	Yes	Yes
SIG Client CPE Managed Service Medium - On Site	HCOS1811	Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1811. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.		Per Month	On Site- $400.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SIG Client CPE Managed Service Medium - Remote	HCRM1811	Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1811. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.		Per Month	Remote $85.00	N/A	N/A	Yes	Yes
SIG Client CPE Managed Service Large	HCCR1841	Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1841. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.		Per Month	N/A	$326.72	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SIG Client CPE Managed Service Large - On Site	HCOS1841	Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1841. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.		Per Month	On Site-$400.00	N/A	N/A	Yes	Yes
SIG Client CPE Managed Service Large - Remote	HCRM1841	Hardware Client CPE Mgmt service is an additional add on service to Secure Gateway service. This service provides a Cisco 1841. End User Package includes Equipment, Maintenance and Management for Secure Gateway Remote Office. Customer responsible for providing modem and analog telephone line for this service to allow for CPE Mgmt. Customer also responsible for providing Internet connection.		Per Month	Remote $85.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
OOB Management Analog Connection Service Full	OOBM0001	Out of Band (OOB) Modem with Analog Line service is an additional add on service to SIG Client CPE Managed service. This service enables VzB to provide the require Analog Line and Modem required to provide Management to the Hardware Client CPE. Modem and 1MB service. Includes Modem and Plain Old Telephone Service (POTS). This is used to provide Out of Band (OOB) Mgmt for CPE and Mgmt.		Per Month	$85.00	$60.99	N/A	Yes	Yes
OOB Management Analog Connection Service Partial	OOBM0002	Out Of Band (OOB) Modem without Analog Line service is an additional add on service to SIG Client CPE Managed service. This service enables VzB to provide the require Modem and the customer provides the Analog Line required to provide Management to the Hardware Client CPE. This is used to provide Out of Band (OOB) Mgmt for CPE and Mgmt.		Per Month	$85.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Dial Access is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation	Mandatory
Dial Access Flat-Rate Monthly 10 Hours	DAFR0000	Dial Access is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.	US contiguous 48 states	10 Hours Per Month Per User	$0.00	$3.44	N/A	Yes	Yes
Overage 10	DAFR0001	Overage applies above defined Hours Per Month Per User.		Per User, Per Hour	N/A	$1.31	N/A	Yes	Yes
Acct Maintenance	DAFR0002	Acct Maintenance includes a monthly charge for Dial Access Network customer group.		Per Acct	N/A	$87.13	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Additional Domain/Sub Domain Name	DAFR0003	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.		Per Occurrence	$850.00	N/A	N/A	Yes	Yes
Additional Domain/Sub Domain Name – Change Charges	DAFR0004	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.		Per Change	N/A	N/A	$850.00	Yes	Yes
Dial Access Flat-Rate Monthly 50 Hours	DIAF0000	Dial Access is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.	US contiguous 48 states	50 Hours Per Month Per User	$0.00	$8.67	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Overage 50	DIAF0001	Overage applies above defined Hours Per Month Per User.		Per User, Per Hour	N/A	$1.31	N/A	Yes	Yes
Acct Maintenance	DAFR0002	Acct Maintenance includes a monthly charge for Dial Access Network customer group.		Per Acct	N/A	$87.13	N/A	Yes	Yes
Additional Domain/Sub Domain Name	DAFR0003	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.		Per Occurrence	$850.00	N/A	N/A	Yes	Yes
Additional Domain/Sub Domain Name – Change Charges	DAFR0004	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.		Per Change	N/A	N/A	$850.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Dial Access Flat-Rate Monthly 150 Hours	DFRM0000	Dial Access is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.	Verizon Business reserves the right to modify its Dial Access pricing at its sole discretion if the average monthly usage of all active Dial Access users of the 150 hours per user per month service offering purchasing under CALNET II exceeds one hundred (100) hours for three (3) consecutive months. US contiguous 48 states	150 Hours Per Month Per User	$0.00	$12.16	N/A	Yes	Yes
Overage 150	DFRM0001	Overage applies above defined Hours Per Month Per User.		Per User, Per Hour	N/A	$1.31	N/A	Yes	Yes
Acct Maintenance	DAFR0002	Acct Maintenance includes a monthly charge for Dial Access Network customer group.		Per Acct	N/A	$87.13	N/A	Yes	Yes
Additional Domain/Sub Domain Name	DAFR0003	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.		Per Occurrence	$850.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Additional Domain/Sub Domain Name – Change Charges	DAFR0004	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.		Per Change	N/A	N/A	$850.00	Yes	Yes
Dial Access Usage-Based Hourly	DAUB0000	Dial Access is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. This charge is applied on an Hour by Hour basis. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.	US contiguous 48 states	Per Hour / Per Month	$0.00	$1.05	N/A		
Acct Maintenance	DAFR0002	Acct Maintenance includes a monthly charge for Dial Access Network customer group.		Per Acct	N/A	$87.13	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Additional Domain/Sub Domain Name	DAFR0003	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.		Per Occurrence	$850.00	N/A	N/A	Yes	Yes
Additional Domain/Sub Domain Name – Change Charges	DAFR0004	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.		Per Change	N/A	N/A	$850.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Dial Access Usage-Based Toll Free Hourly	DAUT0000	Dial Access is an IP dial access service offering that is designed for large organizations that have remote, roaming, or branch office users and/or contractors. This charge is applied on a Toll Free Hour by Hour basis. Dial Access uses the public Dial Access Network (DAN) (POPs). It provides an excellent infrastructure for remote analog to a business intranet, extranet or virtual private network (VPN). The service provides remote users with a low-cost, dial-up, point-to-point protocol (PPP) connection to the Internet.	US contiguous 48 states	Per Hour / Per Month	$0.00	$2.44	N/A	Yes	Yes
Acct Maintenance	DAFR0002	Acct Maintenance includes a monthly charge for Dial Access Network customer group.		Per Acct	N/A	$87.13	N/A	Yes	Yes
Additional Domain/Sub Domain Name	DAFR0003	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.		Per Occurrence	$850.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Additional Domain/Sub Domain Name – Change Charges	DAFR0004	Additional Domain/Sub Name Is applied 1.) If domain name change other than the first provided by VzB at start-up. 2.) If subdomain name other than the first two provided by VzB at start-up. 3.) If edit to existing domain and/or subdomain name 4.) Per Network Access Identifier (NAI) per subsequent requests to add or edit existing NAIs.		Per Change	N/A	N/A	$850.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Managed Network Dedicated:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation	Mandatory
Managed Internet Dedicated Connection Service Small	MNID0001	Managed Internet Dedicated Connection Service Small device provides management services (implementation and ongoing support) on associated CPE for Internet Dedicated access solutions. Managed Internet Dedicated service is available to purchasers of Verizon Internet Dedicated T1, NxT1, T3, or Internet Dedicated Ethernet Service.	Verizon Business will manage up to and including the local area network (LAN) interface on the CPE, but is not responsible for customers LAN operations or the interoperability of the CPE with customers LAN. Verizon Business supports up to 25 static routes on the managed CPE router.	Per Month	$85.00	$100.19	N/A	No	No
Managed Internet Dedicated Connection Service Medium	MNID0002	Managed Internet Dedicated Connection Service Medium device provides management services (implementation and ongoing support) on associated CPE for Internet Dedicated access solutions. Managed Internet Dedicated service is available to purchasers of Verizon Internet Dedicated T1, NxT1, T3, or Internet Dedicated Ethernet Service.	Verizon Business will manage up to and including the local area network (LAN) interface on the CPE, but is not responsible for customers LAN operations or the interoperability of the CPE with customers LAN. Verizon Business supports up to 25 static routes on the managed CPE router.	Per Month	$85.00	$133.30	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Managed Internet Dedicated Connection Service Large	MNID0003	Managed Internet Dedicated Connection Service Large device provides management services (implementation and ongoing support) on associated CPE for Internet Dedicated access solutions. Managed Internet Dedicated service is available to purchasers of Verizon Internet Dedicated T1, NxT1, T3, or Internet Dedicated Ethernet Service.	Verizon Business will manage up to and including the local area network (LAN) interface on the CPE, but is not responsible for customers LAN operations or the interoperability of the CPE with customers LAN. Verizon Business supports up to 25 static routes on the managed CPE router.	Per Month	$85.00	$233.50	N/A	No	No

Notes:

Applicable Service Level Agreements:
  Service Availability Percentage
  Catastrophic Outage 1
  Catastrophic Outage 2
  Catastrophic Outage 3
  Round Trip Transmission Delay
  Packet Loss
  Excessive Outage
  Notification
  Provisioning
  Response Duration from Receipt of Order
  Administrative Service Level Agreements

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Taxes and Surcharges:

The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.3.8a Converged Services, IP and Network IP Transport Services - Security Services

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: IP and Network IP Transport Services

Description of the Service: IP Transport services that support Voice, Video and Data. IP transport may include, at a minimum: DSL, DS0, DS1, DS3, Fractional DS3, Ethernet, or a combination to augment geographic coverage or bandwidth. IP transport supports, at a minimum:
- Hosted IP Centrex (HIPC) Services 6.3.4
- IP Contact Center Applications 6.3.5
- IP Communication Applications – Other Services 6.3.6

Availability: Nationwide. International locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Professional Security Services (PSS):

Verizon's Professional Security Services (PSS) takes a business-driven approach to information security - looking to ascertain your organization's individual risk profile prior to making recommendations on security controls. This approach reveals where your organization may be disproportionately devoting too many resources on the protection of certain assets. It also sets the stage for the adoption of a security management program that is congruent to the mission of your organization. Verizon's PSS gives you the intelligence-driven capacity to assess risk, manage threats, help address compliance requirements, and reduce complexity—all in the context of your organization's extended enterprise.

The customer must have the required levels of access, interviewees and documentation available upon the pre-determined dates. If interviewees are unavailable or documentation is not provided, the quality of the final deliverables may be affected. The customer will make all systems to be tested available throughout the duration of the testing period. Systems to be tested will have normal operating throughput. Verizon will try to honor the customer's requests regarding the assignment of our personnel to the project. However, Verizon reserves the right to determine the assignment of personnel. Verizon may provide additional details within the purchase order documentation.

Verizon's PSS offerings are divided into the following practice areas to include Threat & Vulnerability Management, Identity & Access Management and Governance Risk & Compliance.

All PSS hours quoted in this section are for Normal Working Hours. Any work performed out of normal working hours will need to be reviewed in advance and may carry a premium charge.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Data Protection									
Data Protection and DLP (Roadmap, Strategy & Implementation)	PSSV1425	Identify Customer's existing and anticipated business requirements associated with encryption, key management, and/or Data Loss Prevention (DLP).Assess the current state and recommend steps Customer should consider taking to address its current and future needs to identify, monitor, and protect data in use (e.g., endpoint actions), data in motion (e.g., network actions), and data at rest (e.g., data storage). This supplementary service may be purchased in unit increments as small as 1 with no maximum limit. Each increment includes a maximum of 1 personnel day, not to exceed 8 hours of work delivered by a consultant with more than 2 years of experience in the IT and security area.		Per Day (up to 8 hours, NWH)	$1,600.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
MSS Configuration Support									
MSS Configuration Support	PSSV1427	Services to assist customers with the design and on-boarding of Vz Managed Security Services and service elements. This service is provided on an as needed basis to complement customer resources. This supplementary service may be purchased in unit increments as small as 1 with no maximum limit. Each increment includes a maximum of 1 personnel day, not to exceed 8 hours of work delivered by a consultant with more than 2 years of experience in the IT and security area.		Per Day (up to 8 hours, NWH)	$1,480.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Managed Security Services (MSS):

Managed Security Services, Premises-based, runs on the Verizon Managed Security Platform and provides a full range of security services to address the customer's most vital security needs. The broad service offering can be purchased as either Monitoring Only or Management and Monitoring Service Types on a wide array of Serviced Devices.

The serviced devices supported under this contract cover the more critical security areas in the customer environment. Devices supported include:
• Firewall (FW)
• Network Intrusion Detection (NIDS)
• Network Intrusion Prevention Services (NIPS)
• Proxy Server
• Managed SEM Platform (SEM)

Verizon security service, whether Monitor Only or Management and Monitoring Service Types can be provided in various Service Levels and Device Configurations. Not all levels and configurations are available for each security device. The Service Levels are designed to meet the broad set of requirements for each type of device and each customer, to provide the optimal security service. Following are the various Service Levels and Device Configurations available:

Service Levels
• Standard is the basic service level and provides industry-standard event definitions, event reporting and email contact with the Security Operations Center (SOC)
• Platinum is a more customized service level providing customer-specific SEAM policy, reporting and alternative contact methods with greater frequency and speed of response.

Device Configurations
• Gigabit provides support for handling devices with Gigabit throughput
• High Availability service is available for devices in a fail-over or load-balancing configuration.
• High Availability Gigabit provides service for Gigabit devices in a fail-over load-balancing configuration.

Not every service level and configuration is offered for each device type, and so the following matrix defines the available configuration options.

SERVICE AVAILABILITY MATRIX

Services	Service Type		Service Levels		Device Configuration	
	Monitoring Only	Management and Monitoring	Standard	Platinum	Basic	Availability
Firewall (FW)	x	x	x	x	x	x
Network Intrusion Detection System (NIDS)	x	x	x	x	x	x
Network Intrusion Prevention System (NIPS)	x	x	x	x	x	x
Proxy Server	x	x		x	x	x
Add-ons: AS, AV, Content Filtering		x		x	x	
Managed SEM (SEM)	x	x				

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Verizon provides these services only on Verizon Business certified hardware platforms. These MSS services exclude Verizon providing the customer premise security devices or device configuration. At the time the customer signs up for the Monitoring Only, or Management and Monitoring service, a Customer Service Manager (CSM) will be assigned to the customer to assist in implementation of the service. The CSM will work with the customer representative(s) to develop a detailed project plan to cover the implementation and activation of the service. During this process, the customer's security design, network and covered devices will be reviewed, documented and configured for inclusion in the service. Given the tremendous variability in project scope, complexity, and number, type and vendor for devices to be covered in this process, the interval necessary to complete the provisioning process varies significantly.

Service Types

Monitoring Only
Monitor Only Service provides a broad range of security services including: Device Availability, Health Monitoring, Threat Analysis, Security Incident Handling, and Service & Security Incident Reporting, which are defined below in greater detail. Verizon provides 24-hour remote monitoring of customer provided security device(s) via a three-tier architecture. Security log data is captured by a hardened Local Event Collector (LEC) device (provided by Verizon with this service) and is sent to our Security Management Center (SMC).

The SMC is where Security logs and alerts are analyzed, correlated, normalized, and classified by our proprietary State and Event Analysis Management (SEAM). SEAM policy is either set to a default configuration or customized based upon level of service (Standard vs. Platinum). From our Security Operations Center (SOC), Verizon then interprets and escalates to you for remediation, as required. Through our Security Dashboard, you get a near-real-time view of your company's security posture and the effectiveness of your security device at every level.

Monitoring Only offers are generally available in High Availability, Gigabit, and High Availability for Gigabit devices and most are offered in two levels, Standard and Platinum.

Verizon Monitoring Only service provides the following:

1. Device Availability Monitoring
 • Verizon establishes a life signal time-out period (e.g., of (2) minutes) for monitoring the availability of a Serviced Device. During monitoring, Verizon can adapt the time-out period to minimize the number of false alerts.
 • Verizon monitors the availability of the Serviced Device 24x7 by sending a life signal (a "ping") once every life signal time-out period.
 • If the Serviced Device does not respond three (3) out of five (5) consecutive life signals Verizon assumes it is unavailable.
 • When Verizon establishes that a Serviced Device is unavailable, it will contact you within the time agreed in the Service Level Agreement. If Verizon has the information available, it will also send an Availability Report with a first technical assessment.
 • These are the contacts and escalation parameters for the Availability Report:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

	Interaction	Reporting
Channel	Cf. Service Level	Security Dashboard
Type	Availability Report	Statistics
Reference Time	SMC Time Stamp	SMC Time Stamp
Response Time	Cf. Service Level	Refresh Rate
Contact Person	1° Primary incident contact 2° Secondary incident contact	Authorized users
Escalation	1° Primary escalation contact 2° Secondary escalation contact	

- Verizon is not responsible for the availability monitoring of the devices serviced by the Serviced Device (i.e. the Subordinate Devices).

2. Device Health Monitoring

- Verizon will work with you to define one or more health thresholds for monitoring the health of a Serviced Device. Thresholds are usually set by Verizon at the default levels suggested by the vendor (e.g., 90%). Device thresholds can be viewed and changed by an authorized Customer representative on the web portal. As a precondition to perform such monitoring, Verizon requires access to the Serviced Device in a manner that allows measuring the health parameters reported on by the Serviced Device.
- Verizon monitors the health of the Serviced Device 24x7 by measuring a number of health parameters once every ten (10) minutes. Conditional upon the reporting capability of the Serviced Device, these health parameters include one or more of the following: CPU usage, Memory usage, Disk usage, Swap usage and Network usage.
- If the Serviced Device exceeds a health threshold, Verizon will create a health incident.
- When Verizon creates a health incident, it will contact you within the time agreed to in the Service Level Agreement. If Verizon has the information available, it will also send a Health Report with a first technical assessment.
- These are the contacts and escalation parameters for the Health Report:

	Interaction	Reporting
Channel	Cf. Service Level	Security Dashboard
Type	Health Report	Statistics
Reference Time	SMC Time Stamp	SMC Time Stamp
Response Time	Cf. Service Level	Refresh Rate
Contact Person	1° Primary incident contact 2° Secondary incident contact	Authorized users
Escalation	1° Primary escalation contact 2° Secondary escalation contact	

- Verizon is not responsible for the health monitoring of the devices serviced by the Serviced Device (i.e. the Subordinate Devices).

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

3. Threat Analysis

The Threat Analysis is based on the logs, events, and reports produced by a Serviced Device or received from devices serviced by that Serviced Device (i.e. the Subordinate Devices), as available.

The results of the Threat Analysis are reported on the Security Dashboard in real-time or periodically. They can also be used for escalating Threats and Incidents in real-time.

Event Collection
• Verizon will, if agreed, enable the Serviced Device to collect Events from the devices that it services (i.e. the Subordinate Devices). Verizon is not responsible to manage the transport of Events from these Subordinate Devices.
• You are responsible to procure one (1) or more Local Event Collectors that Verizon can use to collect Events from the Serviced Devices, and send them over to the SMC. We will jointly agree upon the number of Local Event Collectors used.
• For certain types of Serviced Devices, a Log Transport Agent must run on the Serviced Device to enable the transport of the Event logs generated by the Serviced Device to the Local Event Collector and/or SMC. You are responsible to install and maintain the functioning of the Log Transport Agent, including updating the Log Transport Agent as per any reasonable instructions from time to time given by Verizon. Verizon will provide you with a copy of the Log Transport Agent to be installed and install instructions or direct you to a download/instruction page.

Event Analysis
• Verizon analyzes, 24/7, the Events collected and produced by the Serviced Device. The analysis starts when the Events reach the SMC. All Events are labeled with a sequence number to identify them and to track their status.
• Verizon evaluates the severity of the Event, and classifies it according to the latest Service Context and SEAM policy, into one of the following categories:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Event classification	Level	Conditions
Insufficient Info	L0	Verizon has not enough information to assess the Event. Verizon will ask you for additional details.
Harmful Attack	L1	(i) The Event comes from a device on the inside of the Internet perimeter, and, (ii) The Event points to an attack (attempt) that may result in damage or unauthorized access to a device or application, and, (iii) The cause of the Event may render your infrastructure vulnerable or compromised.
Harmless Attack	L2	(i) The Event comes from a device on the inside of the Internet perimeter, and, (ii) The Event points to a known attack (attempt), and, (iii) Your infrastructure is not considered vulnerable or compromised based on the current Service Context.
False Positive	L4	The Event is falsely triggered by a device on the inside of the Internet perimeter. Such a false positive is caused by: • Poor detection code or signatures that do not discriminate well between normal and malicious activity for this Incident. • Devices that show characteristics similar to those of malicious activities.
Forensics	L3	The Event comes from a device on the outside of the Internet perimeter. It is only collected for future forensic analysis.
Off-line Analysis	L5	This level is used during the first phase of a deployment, or after major changes in the network (such as adding or removing a server or Serviced Device, moving a Serviced Device, changing security policies and Rule Sets, installing major signature updates or major software upgrades, implementing an *Urgent Change Request*, or, replacing a Serviced Device). These Events will only be logged without real time analysis.

• The Security Dashboard shows statistics on Events, not the Events individually.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Incident Creation and Correlation

• Verizon will correlate and aggregate related Events into Incidents.

• Events may appear harmless when they are seen in isolation. However, when they are combined with information from other Events or from the context, a more harmful pattern may appear. Examples of Incidents that may be detected are port scanning, spoofing attempts, exploits of configuration Vulnerabilities, penetration tests, multi-component, and blended worms.

• Events are combined with information from other Events to detect segmenting, fragmenting, de-synchronization and other methods applied by hackers, viruses, and worms. Events may also be compared with the Service Context, the output from scanning tools, and Watch Lists.

• Verizon may reclassify Events that were false negatives, and include these in Incidents.

• The ability to correlate and aggregate depends on the level of provided information on the systems that are reachable from the Serviced Device. This information will be configured in the SEAM policy.

• Verizon classifies Incidents into one of the following four (4) categories:

Incident classification	Conditions
Insufficient Info	One or more of the associated Events were classified as Insufficient Info
Harmful Attack	(i) One or more associated Events come from a device on the inside of the Internet perimeter, and, (ii) The Incident is identified as an attack (attempt) that may result in damage or unauthorized access to a device or application, or as an e-mail attachment suspected to be infected by a virus, and, (iii) The cause of the Incident may render your infrastructure vulnerable or compromised.
Harmless Attack	(i) One or more associated Events come from a device on the inside of the Internet perimeter, and, (ii) The Incident is identified as a known attack (attempt) or reconnaissance effort, and, (iii) Your infrastructure is not considered vulnerable or compromised based on the Service Context.
False Positive	The Incident is falsely triggered.

• Individual Incidents, statistics on Incidents, and statistics on Events associated with Incidents are reported on the Security Dashboard

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

SEAM Policy Update
• Verizon publishes the SEAM policy on the Security Dashboard. It is defined in the SEAM Event Classification Policy Language ("ECPL").
• The SEAM policy is owned and managed by Verizon.
• Verizon may change the SEAM policy:
  - After an Insufficient Info Incident has been reclassified.
  - If Verizon sees, or is notified of, a massive attack or a virus/worm outbreak with the risk of flooding.
  - If Verizon notes flooding. Flooding may occur as a result of wiring changes, new subnets, or new applications with new protocols within your infrastructure.
  - If Verizon thinks that changes to the Service Context may influence a Rule Set. Such changes may include adding, removing, or moving servers, adding new applications
   or web servers, changing Rule Sets in nearby devices.

4. Security Incident Handling

Incident Handling
• An Incident created during the Threat Analysis starts with status Open.
• During its handling of an Incident, Verizon will change the status of the Incident. Each time a status is changed, a SMC Time Stamp is added. These are the possible statuses of an Incident:

Incident classification	Conditions
Insufficient Info	One or more of the associated Events were classified as Insufficient Info
Harmful Attack	(i) One or more associated Events come from a device on the inside of the Internet perimeter, and, (ii) The Incident is identified as an attack (attempt) that may result in damage or unauthorized access to a device or application, or as an e-mail attachment suspected to be infected by a virus, and, (iii) The cause of the Incident may render your infrastructure vulnerable or compromised.
Harmless Attack	(i) One or more associated Events come from a device on the inside of the Internet perimeter, and, (ii) The Incident is identified as a known attack (attempt) or reconnaissance effort, and, (iii) Your infrastructure is not considered vulnerable or compromised based on the Service Context.
False Positive	The Incident is falsely triggered.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

 Incident Escalation

• Verizon escalates Insufficient Info or Harmful Attack Incidents. Verizon does not escalate Harmless Attack or False Positive Incidents.

• For Insufficient Info or Harmful Attack Incidents, Verizon examines (if it has enough information):
  - The target of the Incident, and its characteristics
  - If available, the packet dump of the attack to see if it concerns an exploit or a Vulnerability scan
  - If such an attack could be successful on the target and what the impact would be
  - The best way to mitigate the attack
  - The profile of the attackers (based on the attack pattern), to get an idea of their intentions

• For Insufficient Info or Harmful Attack Incidents: when an Incident is created at the SMC, Verizon sends you a Basic Incident Report within the time defined in the Service Level Agreement. A Basic Incident Report contains:
  - The identity of the affected Serviced Device and its location
  - The timestamp in UTC of the Incident
  - Source information, when the Incident does not represent a range of sources
  - Destination information, when the Incident does not represent a range of destinations
  - Threat Signature information; if applicable: Threat Signature ID, name and description
  - Packet dump, if obtainable from the Serviced Device using the existing infrastructure

• For an Insufficient Info Incident: and based upon the additional information you provided, Verizon reclassifies the Incident as Harmful Attack, Harmless Attack or False Positive.

• For Harmful Attack Incidents: after the first escalation, Verizon draws up an Extended Incident Report containing additionally to what is available in the Basic Incident Report:
  - First level analysis of the Incident and related Events
  - Impact on the infrastructure, if known
  - Recommended actions
  - Change Requests to the SEAM policy or device Rule Set, when applicable

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Insufficient Info Incident

• Verizon escalates an Insufficient Info Incident to you in the time defined in the Service Level Agreement after Verizon created the Incident. At the same time, it changes the status to Escalated. Next, Verizon waits for the necessary information to reclassify the Incident and to take the necessary actions.

• Verizon does not escalate an Incident as Insufficient Info if it sees that a previously escalated Incident had the same cause. Verizon will reclassify such Incidents in line with the first Incident.

• The quality of Verizon's classification and the number of Incidents escalated as an Insufficient Info Incident depends on the quality and completeness of the information that Verizon receives on the environment of the Serviced Device.

• You are responsible for closing the escalated Incident. This means that you must give Verizon the missing information, so that it can take action and change the status to Closed. Actions that may be necessary are, for example, update the inventory of infrastructure or change the SEAM policy or the Rule Set of the device.

• If you do not provide the missing information in forty-eight (48) hours, Verizon may send a reminder or may change anytime thereafter the status of the Incident to Closed.

Harmful Attack Incident

• Verizon escalates a Harmful Attack Incident to you in the time defined in the Service Level Agreement after Verizon created the Incident. At the same time, it changes the status to Escalated.

• If the Incident is not a reclassification of an Insufficient Info Incident, Verizon will try to trace the identity of the attacking IP addresses or user IDs. Verizon will also ask you to verify the integrity of the (application) servers.

• To block the attack, Verizon may:
  - Implement an Emergency Rule Set Change, if Verizon manages the device that can block the attack.
  - Advise you to implement a Rule Set change, if Verizon does not manage the device that can block the attack.

• In the latter case, you are responsible for bringing the escalated issue to closure and for repairing the integrity of the affected applications and infrastructure. And you should inform Verizon of your actions, so that Verizon can update its inventory of the infrastructure and the SEAM policy, and so that it can set the Incident status to Closed.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

5. Service & Security Incident Reporting

<u>Security Dashboard</u>
• You have 24x7 access to the Security Dashboard.
• The information on the Security Dashboard is updated regularly. Each type of information has its specific Refresh Rate.
• The Security Dashboard reports security information on devices and agents, individually and aggregated. You can consult, if applicable:
  - An analysis of the availability of the Serviced Devices, including comments on downtimes during the last 24 hours.
  - A list of Incidents classified per location, device, status, and level
  - A list of information for each Incident, including associated Events and the signatures that triggered the Events.
  - A query builder for searching Events and Incidents
  - An overview of connections for the past day, week, or month
  - Most frequent sources, destinations, and ports with blocked packets.
  - Port scans and spoofing attempts
  - A list of planned Security Upgrades
  - The status of Change Requests
• Each authorized user requires one (1) unique Verizon Customer Certificate.
• The OG Services include five (5) Verizon Customer Certificates irrespective of the number of subscriptions, unless otherwise agreed in writing. The set up of an additional authorized user, and its associated Verizon Customer Certificate, consumes two (2) Service Tickets.

Management Report
• Every month, Verizon will generate a Management Report and make it available on the Security Dashboard.
• The Management Report shows:
  - A status of the open Change Requests and Security Upgrades
  - A summary of all Incidents of the past period
  - A closure report of all Harmful Attack and Insufficient Info Incidents, and management-level interpretation of the Incidents
  - Most frequent sources, destinations, and ports of blocked packets
  - An overview of all planned and implemented Change Requests, Rule Set updates, and Security Upgrades of the past period
  - Requests For Information from Verizon concerning your network or to clarify irregularities in the Threat analysis of the past period
• The Management Report covers all your sites and devices subscribed to the OG Service. You can order additional Management Reports, e.g. a separate report per site. These will be charged separately.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Problem Ticket
- The Customer Service Desk ("CSD") accepts Problem Tickets on the Serviced Devices or the OG Services 24x7.
- The CSD can be reached via e-mail or telephone (with Platinum service).
- Verizon will only give support to staff that is authorized by your company and that you have registered in the Service Context.
- To help you solve your problem, Verizon needs correct and detailed information:
  - The name of the caller, telephone number, e-mail address, and company name
  - A detailed description of the problem, including steps to reproduce it
  - Error codes, messages, log files, output of diagnostic tools
  - Changes made to the configuration/policy/rules before you detected the problem
  - The impact on the business
  - The availability of back-ups and roll-back procedures
- Verizon will assign a unique Call ID and a Severity Level to every support request that it accepts. The Severity Level is based on your information and on the impact of the problem on your environment.

Problem severity	Level	Conditions
Severity 1	S1	An error causes the Serviced Device or OG Services to fail. Normal day-to-day business is not possible, e.g. system failure, an inaccessible or inoperable production system.
Severity 2	S2	An error significantly affects the functions of the Serviced Device or OG Services and prevents normal day-to-day business. Or an error occurs in a high-risk environment, e.g. an error in one line of a high-availability setup.
Severity 3	S3	An isolated error impacts the functions of the Serviced Device; there is no important impact on the day-to-day business. Or an error occurs that significantly affects the Serviced Device or OG Services, but a Work-around exists.
Severity 4	S4	A benign error occurs, or an improvement is asked. There are no problems with the Serviced Device or OG Services, and there is no immediate impact on the production environment.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

- For Severity 1 and 2 problems, you and Verizon will both assign a dedicated contact person.
- Severity 3 or 4 problems may be resolved in the next revision or upgrade of the software.
- Verizon will report on the status of a problem with status reports.
- When Verizon starts working on the problem, it will send you an initial status report. The initial status report will include:
  - The Call ID and Severity Level, used in all further calls and e-mails on this problem
  - A description of the problem
  - The status of the investigations
- You may ask for extra status reports by e-mail. Verizon will respond as soon as possible, by return e-mail.
- Verizon will support you, but not the end users of your services, or any other customers of yours.
- Verizon has the right to refuse requests that:
  - Concern general system maintenance
  - Are made by end users of your services
  - Concern installing new devices or software, stripping and hardening, and applying patches or upgrades
  - Would involve giving you implicit training
  - Would involve giving you implicit consultancy
  - Would involve a redesign of your infrastructure
- When Verizon believes that it has given you all information to resolve the problem, it will close the Call ID five (5) Business Days after it has sent the information.
- When a problem is resolved, or when its Severity is lowered to a level that does not require further immediate action, Verizon will inform you.
- If you do not answer a request for information, or a request to perform tasks or to provide Verizon with output:
  - After one (1) Business Day, a Severity 1 or 2 problem will be lowered one level
  - After five (5) Business Days, Verizon may close the Call ID

Request For Information
- The CSD accepts Request For Information enquiries on the OG Services and the Serviced Devices 24x7.
- The CSD can be reached via mail or telephone (with Platinum service). During the telephone call or via e-mail, you receive a Call ID. This Call ID must be used in all further calls and e-mails on this Request For Information.
- Any question on what is not directly available on the Security Dashboard or requiring a more detailed analysis compared to what is available on the incident reports, will not be considered as a regular Request For Information. Verizon may charge these requests separately at its then current standard or otherwise agreed upon rates. Examples of such requests are extended retrieval requests and specific forensics reports.

Data Availability and Retention
- Incidents stored in the SMC database, in a Verizon proprietary format, are kept for one (1) year, unless otherwise agreed in writing.
- Data on raw events will be kept for 90 days for Standard service or one (1) year with Platinum service. Moreover, this data can be made available on request up to one (1) month after the Services Agreement has ended. Verizon can also delete these data following mutually agreed procedures.
- Data can be retrieved via the Security Dashboard and following these parameters:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

	Interaction	Reporting
Channel	E-mail and Security Dashboard	Security Dashboard
Type	Data Available via appropriate storage medium Confirmed Data Destruction	Ticket Status
Reference Time	Timestamp of the request in Security Dashboard	Timestamp of the request in Security Dashboard
Response Time	N/A	Refresh Rate

• The amount of data to receive per Serviced Device and per month must not exceed ten (10) Gigabytes. Verizon may charge you separately its then current standard or otherwise agreed upon fees for any amount of data received from a Serviced Device during a month exceeding ten (10) Gigabytes.

Availability of SMC Equipment
• The availability of critical SMC equipment is defined to be 99.0% for Standard service or 99.5% for Platinum service for a period of one (1) month.
• The availability calculation specifically excludes:
  - The periods of scheduled and mutually agreed maintenance
  - Outages due to your failure to comply with this Service Description
  - Cases of force majeure or other events beyond our reasonable control
  - Emergency Maintenance

Limitations
Verizon provides this service only on Verizon Business certified hardware platforms. These services exclude Verizon providing the customer premise security devices or device configuration. Verizon offers industry leading monitoring service but cannot guarantee this service to be impenetrable. Although Verizon will catch most threats, Verizon does not guarantee every threat will be detected.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Management and Monitoring

Management and Monitoring Service provides all the same services as Monitoring Only including: Device Availability, Health Monitoring, Threat Analysis, Security Incident Handling, and Service and Security Incident Reporting. In addition, Management service provides Device Health Management including Device Troubleshooting, Hardware Maintenance and Device Restoration. Management service also provides Device Maintenance including Software Maintenance, and Device Security Management, all services that are incremental to the Monitoring Only services detailed in the previous section.

As with Monitoring Only service, Verizon provides 24-hour remote monitoring of customer provided Device(s) via a three-tier architecture. Security log data is captured by a hardened Local Event Collector (LEC) device (provided by Verizon with this service) and is sent to our Security Management Center (SMC).

The SMC is where logs and alerts are analyzed, correlated, normalized, and classified by our proprietary State and Event Analysis Machine (SEAM). SEAM policy is either set to a default configuration or customized based upon level of service (Standard vs. Platinum) as designated in the descriptions below. From our Security Operations Center (SOC), we then interpret and escalate to you for remediation, as required. In addition to the core functions provided by our monitoring service, we also proactively manage your security devices and remotely operate and maintain your platform, operating system, and software. This includes remote installation of security patches, hot fixes, service packs, and vendor product updates. In addition to these essential capabilities, we also perform the rule set change management function on customer provided Device(s) under our management and, with each customer-requested change, assess the risk associated with that change before completing the change in the time specified. Verizon Business also ensures that by managing your rule sets and policy backups a device can be remotely restored. Through our Security Dashboard, you get a near-real-time view of your company's security posture and the effectiveness of your Device at every level—from the big-picture view all the way down to the details of an individual security incident.

In order to deliver Security Management and Monitoring service on the Device(s), we only perform device configuration for the Device to be Monitored and Managed to work with SMC and LEC. Site Set Up Local Event Collector charge is not charged for subsequent Device(s) unless another LEC is required.

Verizon requires access to the Serviced Device in a manner that allows measuring the health parameters reported on by the Serviced Device. For Out of Band Management, the Customer is required to provide the 1MB and Modem. In-band Management would apply for existing customer connection to VzB Private IP (PIP) or Internet connection.

Management and Monitoring offers are generally available in High Availability, Gigabit, and High Availability for Gigabit devices and most are offered in two levels, Standard and Platinum.

Verizon Management and Monitoring service provides the following list of services. All the descriptions from the Monitoring Only section above apply to the Management and Monitoring services. **Only those services that are exclusive to Management and Monitoring, and therefore incremental to Monitoring Only services, are detailed in this section.**

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

1. Device Availability Monitoring

2. Health Monitoring - Management adds the following to the Health Monitoring services provided by Monitoring Only:

Device Troubleshooting
• Verizon will try to discover the cause of an unavailability of a Serviced Device with remote problem diagnosis.
• If Verizon thinks the problem is inherent to the Serviced Device and Verizon manages the maintenance contract for the Serviced Device, Verizon will escalate it to the manufacturer or vendor.
• Verizon is not responsible for problem diagnosis of the devices serviced by the Serviced Device (i.e. the Subordinate Devices).

Hardware Maintenance
• If Verizon experiences performance problems with the Serviced Device, it may recommend hardware upgrades.
• If Verizon detects a hardware failure, it may escalate the problem to the vendor or the manufacturer of the Serviced Device.
• In both cases, Verizon will contact you.
• Any upgrade or replacement of the hardware, due to failures, new demands, or performance problems, must be jointly coordinated.
• If you manage the maintenance contract of the equipment, you must also organize any on-site servicing of the hardware.
• If Verizon manages the maintenance contract for you, Verizon will coordinate the on-site servicing of the hardware.
• An escalation to the manufacturer or vendor, followed by a hardware replacement or maintenance, will follow the terms and conditions, and the service level of the equipment manufacturer/vendor and its Return Material Authorization (RMA).
• You must not return a Serviced Device, or parts of it, to the manufacturer without Verizon's agreement.

Device Restoration
• You are responsible for restoring the Serviced Device from the full back-up that you have made. You will also restore the connection between the Serviced Device and the SMC.
• If it is not possible to restore the Serviced Device from the full back-up, Verizon may try to restore the Serviced Device with its own copies.
• Verizon and you will together test the Serviced Device and its connection to the SMC.
• Verizon is not responsible for restoring the communication between the Serviced Device and the devices serviced by that Serviced Device (i.e. the Subordinate Devices).

3. Threat Analysis

4. Security Incident Handling

5. Device Maintenance (exclusive to Management service)

Software Maintenance
• Verizon is continuously on the lookout for new Security Upgrades for the Serviced Devices. New Security Upgrades are checked for their effect and impact. If you and Verizon approve a Security Upgrade, Verizon will plan to install it for the next Maintenance Window, as agreed.
• The number of Maintenance Windows you can define in the Service Context is not limited.
• If, according to Verizon, the Threat is critical, you will receive a notification on the ready for deployment status of the Security Upgrade within 24 hours.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Interaction	
Channel	E-mail
Type	Ready for deployment notification
Reference Time	SMC Time Stamp
Response Time	NTE 24 hour_Service_Levels
Contact Person	Primary incident contact + Secondary incident contact

- If Verizon does not manage the maintenance contract of the Serviced Device, you should send Verizon any Security Upgrades that you receive from the manufacturer, as soon as possible. Failing that, Verizon cannot install the Security Upgrades.
- Verizon will install the Security Upgrades remotely. During such a remote installation, you will be expected to assist Verizon with expertise on the operating system, the application, and any tool running on the Serviced Device.
- If a remote installation is not possible or practicable, Verizon can install the Security Upgrades on-site. It will do so at the applicable rates.
- Verizon reports on the installation of Security Upgrades by e-mail:

Reporting	
Channel	E-mail
Type	Confirmation of the installation
Reference Time	SMC Time Stamp
Response Time	After the installation
Contact Person	Primary incident contact + Secondary incident contact

- Other upgrades or replacements, such as end-of-life replacements of a Serviced Device, are not included but can be planned and carried out by Verizon as a separate project at the applicable rates.
- Verizon will inform you if the manufacturer announces the end-of-life of a Serviced Device.
- Verizon is not responsible for maintaining devices serviced by the Serviced Device (i.e. the Subordinate Devices).

Device Back-Up
- Verizon will back up the configuration files and the Rule Set of the Serviced Device.
- This back-up will be needed to return to a previous version if updates do not have the desired result.
- Verizon will keep a copy of the operating system, the application, and all installed upgrades of the Serviced Device.
- These copies will be needed to reinstall the Serviced Device if full back-ups are corrupted or not available.
- You are responsible for regularly making a full back-up of the Serviced Device and the devices serviced by the Serviced Device (i.e. the Subordinate Devices) where possible.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

1. **Device Security Management** (exclusive to Management service)

   Configuration Management
   - Verizon will help to maintain the configuration of a Serviced Device in line with new Threats and changes in the environment.
   - If you want to change the configuration of a Serviced Device, you must make a request using the Change Request procedures.
   - Verizon will implement configuration changes during a Maintenance Window it has agreed with you.
   - Verizon is not responsible for the configuration management of the devices serviced by the Serviced Device (i.e. the Subordinate Devices).

   Rule Set Management
   - Verizon and you will approve jointly the initial device Rule Set during the Service Commencement Procedure.
   - You may request changes to the Rule Set of a Service Device. Verizon will evaluate, prepare and implement changes to the Rule Set of a Serviced Device
   - You will remain the owner of the Rule Set.

   Change Management Process
   - Only staff that is authorized by your company and that you have registered in the Service Context can submit or approve Change Requests.
   - Change Requests must be submitted in the Security Dashboard. The Security Dashboard is a web client that, to the best of our knowledge, has not experienced a customer affecting service interruption. However, a toll free number is provided to each customer during service activation to enable authorized customer contacts to contact the SOC to provide a Change Request should the Security Dashboard not be available.
   - We assign a unique Change Request number to each Change Request properly submitted. You must use this number in all communication on this Change Request.
   - A Change Requests is either a:
     - Regular Change Request that is a planned change to the topology of your infrastructure or security policy that will be implemented during a Maintenance Window.
     - Fast-Track Change Request that is a planned or unplanned change that meets the constraints specified, and that will be implemented within days.
     - Urgent Change Request that is an unplanned change that meets the constraints specified, that you want implemented as soon as reasonably possible.
   - Each Change Request implemented will consume a number of Service Tickets, depending on its category, as specified herein.
   - Before implementing a Change Request, Verizon may ask you for extra confirmation and authorization. Verizon will send a confirmation request to the person who has submitted the Change Request, and to his/her management.
   - A Change Request has a status in each point of its lifecycle. When the status changes, a time stamp in UTC is attached.
   - These are the statuses:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Status	Conditions
Open	The Change Request has been received by Verizon
Accepted for review	The Change Request conforms to the criteria and is waiting for a second-level review
Accepted	The Change Request has been accepted for implementation by Verizon
Escalated	The Change Request has been escalated by Verizon to you because it is not clear or because it may have unexpected security or availability implications
Discarded	The Change Request has been rejected by Verizon
Requiring your validation	The Change Request has been implemented by Verizon and is waiting for your validation feedback which you are expected to provide within 2 Business Days after implementation.
Closed	The Change Request is closed after your validation or after 2 Business Days (whichever comes first).

• You can track the progress of the Change Requests on the Security Dashboard.
• Next to the normal reconfigurations, a major configuration change may be needed. Such a change will be implemented as a separate project for which Verizon may charge separately at its then current standard or otherwise agreed upon rates.
• A configuration change is major when it involves:
  - More than ten (10) changes to a Rule Set simultaneously
  - Changes to the IP addresses of a Serviced Device
  - Activation of a cross-device function on Serviced Devices
  - A redesign of the infrastructure
  - Introducing a device or application in the infrastructure
  - Activating a previously unused function on a Serviced Device
  - Changes estimated to require more time than available in a Maintenance Window

• Verizon will start the propagation of Rule Set updates to the devices serviced by the Serviced Device (i.e. the Subordinate Devices).

• Verizon is however not responsible for the actual propagation of the Rule Set updates to those Subordinate Devices.

• Verizon will maintain a maximum of five (5) users or user groups for authenticating towards the Serviced Device.

• You should provide an external authentication server if the number of users or user groups exceeds five (5). Monitoring and managing such external authentication server is outside the scope of the OG Services.

• Verizon may discard Change Requests not properly submitted on the Security Dashboard (e.g. in case the Change Request has not been submitted on the Security Dashboard or in case the Change Request information submitted is ambiguous or otherwise insufficiently clear to determine the nature of the requested change). Exceptions will be made if the Security Dashboard is unavailable.

Regular Change Request

• Verizon will analyze a Regular Change Request ("RCR") and give feedback within the time defined in the Service Level Agreement.

• A Change Request is accepted as a Regular Change Request if one of these holds:
  - It meets all criteria for Urgent or Fast-track Change Requests
  - It concerns a change to the application software
  - It concerns changes to operating system settings, except for changes to IP addresses

• Verizon will implement accepted Regular Change Requests in one of the next Maintenance Windows specified in the Service Context. The minimum time between submitting a Regular Change Request and its implementation is 48 hours.

Fast-Track Change Request

• Verizon will analyze a Fast-track Change Request ("FCR") and give feedback within the time defined in the Service Level Agreement. Verizon may request a second-level review of the Change Request.

• A request can be a Fast-Track Change Request if one of these holds:
  - It concerns changes to existing rules or the creation of new rules and/or objects in the Rule Set of a Serviced Device and, maximum three (3) Serviced Devices are involved.
  - It concerns creating new hosts in the policy; the host is part of a subnet that is already accessible and configured on the Serviced Device.
  - It concerns allowing or disallowing traffic between existing hosts.

• Examples of requests that will not be accepted as Fast-Track Change Requests for blocking Serviced Devices:
  - Changes to the Virtual Private Network ("VPN") configuration of objects
  - Change to the Network Address Translation ("NAT") configuration of rules or objects
  - Device policy changes on multiple Serviced Devices
  - Changes to anti-spoofing settings
  - Routing changes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

  - Additions of interfaces to the Serviced Device
• Verizon will implement accepted Fast-Track Change Requests within the time defined in the Service Level Agreement.

Urgent Change Request
• Verizon will analyze an Urgent Change Request ("UCR") and give feedback within the time defined in the Service Level Agreement.
• During the analysis and implementation of an Urgent Change Request, you will:
  - Ensure that the request is internally approved.
  - Ensure that the data supplied to Verizon are detailed enough to allow Verizon to analyze the request on time.
  - Ensure that an authorized person is available by telephone to further clarify the Urgent Change Request.
  - Confirm the decisions taken during phone calls with Secure E-mail.
• A request can be an Urgent Change Request if:
  - It concerns changes to existing rules or the creation of new rules and/or objects in the Rule Set of one (1) Serviced Device.
  - It clearly specifies the required configuration setting and its new value.
• Examples of such clearly defined change requests are:
  - Changes to mailer tables if the exact entries are specified
  - Changes to a routing table if the exact entries are specified
• As you allow less time for Verizon to analyze and mitigate potential availability or security risks associated with your change request, the implementation of an Urgent Change Request carries a higher degree of risk, which you accept by submitting such request.
• Verizon will implement accepted Urgent Change Requests within the time defined in the Service Level Agreement.

Emergency Change Request
• Verizon may implement Emergency Change Requests, such as changing the device Rule Set or disabling Threat Signatures. This may be the case, for example:
  - After Verizon witnesses or is notified of a massive attack or of a virus/worm outbreak with the risk of flooding.
  - After Verizon notes flooding that may be caused by changes in the topology of your infrastructure (rewiring, adding new subnets, new applications with new protocols).
  - If changes to the Service Context submitted to Verizon are believed to influence a Rule Set. Such changes may include adding, removing, or moving servers, adding new applications or web servers, changes to Rule Sets in adjacent devices.
• Verizon is authorized to make changes to the device Rule Set and to disable Threat Signatures in emergencies, after your approval, and according to the procedures for Urgent Change Requests.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

2. Service & Security Incident Reporting

Service Level Definitions

- Standard Service provides all the features listed above for both the Monitored and Managed and Monitored devices. State and Event Analysis Machine (SEAM) Policy is not customized. Events Verizon deems a significant risk are stored and labeled with a sequence number to identify them and to track their status. In addition to the Dashboard, only email is used as a method of contact from the Security Operations Center (SOC) to customer. Verizon may provide additional details within the purchase order documentation.

- Platinum Service provides all the features listed above for both the Monitored and Managed and Monitored devices, however with Platinum service, SEAM Policy is customized to fit the customer's security needs. Event Analysis includes all the features for Standard except all events, not only those Verizon deems a significant risk, are labeled with a sequence number to identify them and to track their status. Phone, in addition to email, is a method of contact from the SOC to customer and vice versa.

Device Configurations

- Basic Service is for standard devices in a basic configuration.
- High Availability Service is per pair of Security Devices in a fail-over or load-balancing configuration. High Availability service is to provide a level of redundancy of the device in case the primary device fails and/or load-balancing when the customer has the required CPE engineered solution. This service is only available on security device platforms supporting High Availability.
- Gigabit Service is for those Security Devices handling gigabit throughput.
- High Availability + Gigabit Service is for those Security Devices handling gigabit throughput in a fail-over or load-balancing configuration. High Availability service is to provide a level of redundancy of the device in case the primary device fails and/or load-balancing when the customer has the required CPE engineered solution.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Serviced Device: Firewall

Security services for Firewall devices are available in all configurations: Monitor Only and Management and Monitor; Standard and Platinum; High Availability (HA); Gigabit; and High Availability for Gigabit devices. The service descriptions, and requirements and limitations, for each of the configurations as reviewed above apply for this service. Verizon may provide additional details within the purchase order documentation for all Firewall Security Services.

Firewall Monitoring Only

Monitor Only features include: Device Availability & Health Monitoring, Threat Analysis, Security Incident Handling, and Service & Security Incident Reporting.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Firewall Monitoring Only Standard	FRWL0001	Firewall Monitoring Only Standard provides all the Monitoring Only and Standard features and attributes described above. State and Event Analysis Machine (SEAM) Policy is not customized. Events Verizon deems a significant risk are stored and labeled with a sequence number to identify them and to track their status. In addition to the Dashboard, only email is used as a method of contact from the Security Operations Center (SOC) to customer.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0010	Per Device	$500.00	$392.58	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Firewall Monitoring Only Gigabit Standard	FRWL0002	This service provides all the features of Firewall Monitoring Only Standard Service for those firewalls handling gigabit throughput. All other Standard attributes and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0010	Per Device	$500.00	$470.48	N/A	No	No
Firewall Monitoring Only High Availability Standard	FRWL0003	This service provides all the features of Firewall Monitoring Only Standard service per pair of Firewalls devices in a fail-over or load-balancing configuration. High Availability service is to provide a level of redundancy of the firewall in case the primary firewall fails and/or load-balancing when the customer has the required CPE engineered solution. This service is only available on Firewall platforms supporting High Availability. All other Standard attributes and restrictions apply	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0010	Per Device	$500.00	$490.98	N/A	No	No
Firewall Monitoring Only High Availability Gigabit Standard	FRWL0004	This service provides all the features of Firewall Monitoring Only Standard Service for those firewalls handling gigabit throughput and service per pair of Firewalls devices in a fail-over or load-balancing configuration. High Availability service is to provide a level of redundancy of the firewall in case the primary firewall fails and/or load -balancing when the customer has the required CPE engineered solution. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0010	Per Device	$500.00	$589.38	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Firewall Monitoring Only Platinum	FRWL0005	Firewall Monitoring Only Platinum provides all the features listed under Firewall Monitoring. SEAM Policy is customized to fit the customer's security needs. Event Analysis includes all the features for Standard except all events, not only those Verizon deems a significant risk, are labeled with a sequence number to identify them and to track their status. Phone is a method of contact from the SOC to customer and vice versa in addition to the Dashboard. Data on raw events defined as harmful by the customer will be kept for one (1) year. Moreover, this data can be made available on request up to one (1) month after the Service has been terminated. Verizon provides a review between the customer and a security Customer Service Manager (CSM) once a month.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0010	Per Device	$500.00	$810.78	N/A	No	No
Firewall Monitoring Only Gigabit Platinum	FRWL0006	This service provides all the features of Firewall Monitoring Only Platinum Service for those firewalls handling gigabit throughput. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0010	Per Device	$500.00	$975.80	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Firewall Monitoring Only High Availability Platinum	FRWL0007	This service provides all the features of Firewall Monitoring Only Platinum service per pair of Firewalls devices in a fail-over or load-balancing configuration. High Availability service is to provide a level of redundancy of the firewall in case the primary firewall fails and/or load- balancing when the customer has the required CPE engineered solution. This service is only available on Firewall platforms supporting High Availability. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0010	Per Device	$500.00	$1,013.73	N/A	No	No
Firewall Monitoring Only High Availability Gigabit Platinum	FRWL0008	This service provides all the features of Firewall Monitoring Only Platinum Service for those firewalls handling gigabit throughput per pair of Firewalls devices in a fail-over or load-balancing configuration. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0010	Per Device	$500.00	$1,220.78	N/A	No	No
Site Set Up Local Event Collector	FRWL0010	Site Set Up fee is charged for each Local Event Collector (LEC) per location. This fee covers placement of a local event collector and is dependent on the architectural solution design per customer.	Required for first managed security device on site.	Per Site Per LEC	$2,500.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Additional Customer Certificate	FRWL0011	All Firewall Monitoring MSS services require authorized Customer Certificates for user access authorization. Five (5) Customer Certificates are included in the price of all Monitored MSS services. Additional Customer Certificates are available for each additional user access.		Per Certificate	$125.00	N/A	N/A	No	No

Firewall Management and Monitoring

Management and Monitoring services include: Device Availability Monitoring, Health Monitoring, Device Troubleshooting, Threat Analysis, Security Incident Handling, Device Maintenance, Device Security Management, Service & Security Incident Reporting.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Firewall Management & Monitoring Standard	FRWL0013	Firewall Management and Monitoring Standard provides all the features listed above for Management &Monitoring Standard. State and Event Analysis Machine (SEAM) Policy is not customized. Events Verizon deems a significant risk are stored and labeled with a sequence number to identify them and to track their status. In addition to the Dashboard, only email is used as a method of contact from the SOC to customer. Standard service will allow up to 1 Regular Change, 1 Fast-Track and 0 Urgent monthly Change Request. Additional Change Request will incur charges identified as Regular, Fast-Track, and Urgent.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0022	Per Device	$500.00	$512.50	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Firewall Management & Monitoring Gigabit Standard	FRWL0014	This service provides all the features of Standard Firewall Management and Monitoring Service for Firewalls handling gigabit throughput. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0022	Per Device	$500.00	$615.00	N/A	No	No
Firewall Management & Monitoring High Availability Standard	FRWL0015	This service provides all the Firewall Management and Monitoring Standard features per pair of Firewalls devices in a fail-over or load-balancing configuration. High Availability service is to provide a level of redundancy of the firewall in case the primary firewall fails and/or load-balancing when the customer has the required CPE engineered solution. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0022	Per Device	$500.00	$717.50	N/A	No	No
Firewall Management & Monitoring High Availability Gigabit Standard	FRWL0016	This service provides all the features of Firewall Management and Monitoring Standard Service for those firewalls handling gigabit throughput per pair of Firewall devices in a fail-over or load-balancing configuration. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0022	Per Device	$500.00	$866.13	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Firewall Management and Monitoring Platinum									
Firewall Management & Monitoring Platinum	FRWL0017	Firewall Management and Monitoring Platinum provides all the features listed under Firewall Management and Monitoring with the following features: SEAM Policy is customized to fit the customers security needs. Event Analysis includes all the features for Standard except all events, not only those Verizon deems a significant risk, are labeled with a sequence number to identify them and to track their status. Phone is a method of contact from the SOC to customer and vice versa in addition to the Dashboard. Data on raw events defined as harmful by the customer will be kept for one (1) year. Moreover, this data can be made available on request up to one (1) month after the Service has been terminated. To perform firewall upgrades, customer can define an unlimited number of Maintenance Windows necessary to perform these upgrades. Verizon provides a	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0022	Per Device	$500.00	$1,107.00	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		review between the customer and a security Customer Service Manager (CSM) once a month. Platinum service will allow up to unlimited Regular Change, 1 Fast-Track and 1 Urgent monthly Change Request. Additional Change Request will incur charges identified as Fast-Track, and Urgent. All other Platinum features and restrictions apply.							
Firewall Management & Monitoring Gigabit Platinum	FRWL0018	This service provides all the features of Firewall Management and Monitoring Platinum Service for those firewalls handling gigabit throughput. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0022	Per Device	$500.00	$1,299.70	N/A	No	No
Firewall Management & Monitoring High Availability Platinum	FRWL0019	This service provides all the features of Verizon Firewall Management and Monitoring Platinum service per pair of Firewalls devices in a fail-over or load-balancing configuration. High Availability service is to provide a level of redundancy of the firewall in case the primary firewall fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on Firewall platforms supporting High Availability. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0022	Per Device	$500.00	$1,568.25	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Firewall Management & Monitoring High Availability Gigabit Platinum	FRWL0020	This service provides all the features of Firewall Management and Monitoring Platinum Service for those Firewall devices handling gigabit throughput per pair of Firewall devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the Firewall device in case the primary Firewall device fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on Firewall platforms supporting High Availability. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: FRWL0022	Per Device	$500.00	$1,839.88	N/A	No	No
Site Set Up Local Event Collector	FRWL0022	Site Set Up fee is charged for each Local Event Collector (LEC) per location. This fee covers placement of a local event collector and is dependent on the architectural solution design per customer.	Required for first managed security device on site.	Per Site Per LEC	$2,500.00	N/A	N/A	No	No
Additional Customer Certificate	FRWL0023	All Firewall Management and Monitoring MSS services require authorized Customer Certificates for user access authorization. Five (5) Customer Certificates are included in the price of all Management and Monitored MSS services. Additional Customer Certificates are available for each additional user access.		Per Certificate	$125.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Additional Service Tickets (Apply to All Management and Monitoring Configurations):									
Regular (1 Service Ticket)	FRWL0025	A Regular Change Request includes but is not limited to changes to the application software and/or changes to operating system settings (except for changes to IP addresses). Verizon will implement accepted Regular Change Requests on the next Maintenance Window agreed upon with the customer when setting up the service.		Per Occurrence	$75.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Fast-track (4 Service Tickets)	FRWL0026	Fast-Track Change Request includes: • Changes to existing rules or the creation of new rules and/or objects in the Rule Set of a Serviced Device and, maximum three (3) Serviced Devices are involved. • Creation of new hosts in the policy; the host is part of a subnet that is already accessible and configured on the Serviced Device. • Allowing or disallowing traffic between existing hosts. Fast-Track Change Request does not include changes to the Virtual Private Network ("VPN") configuration, change to the Network Address Translation ("NAT") configuration of rules or objects, device policy changes on multiple Serviced Devices, changes to anti-spoofing settings, routing changes, or additions of interfaces to the Serviced Device.		Per Occurrence	$125.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Urgent (8 Service Tickets)	FRWL0027	Urgent Change Request includes changes to existing rules or the creation of new rules and/or objects in the Rule Set of one (1) Serviced Device, and clearly specified required configuration setting and its new value.		Per Occurrence	$200.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Serviced Device: Network Intrusion Detection Service (NIDS)

Security service for Network Intrusion Detection (NIDS) devices are available in all configurations: Monitor Only; Management and Monitor; Standard and Platinum; High Availability (HA); Gigabit; and High Availability for Gigabit devices. The service descriptions and requirements and limitations as reviewed above apply for this service. Verizon may provide additional details within the purchase order documentation for all NIDS Security Services.

Network Intrusion Detection (NIDS) Monitoring Only

Monitor only features include: Device Availability & Health Monitoring, Threat Analysis, Security Incident Handling, and Service & Security Incident Reporting.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Detection (NIDS) Monitoring Only Standard	NIDS0001	NIDS Monitoring Only Standard provides all the Monitoring Only and Standard features and attributes described above. State and Event Analysis Machine (SEAM) Policy is not customized. Events Verizon deems a significant risk are stored and labeled with a sequence number to identify them and to track their status. In addition to the Dashboard, only email is used as a method of contact from the Security Operations Center (SOC) to customer.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0009	Per Device	$500.00	$444.85	N/A	No	No
Network Intrusion Detection (NIDS) Monitoring Only Gigabit Standard	NIDS0002	This service provides all the features of Network Intrusion Detection (NIDS) Monitoring Only Standard service for those NIDS devices handling gigabit throughput. All other Standard attributes and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0009	Per Device	$500.00	$540.18	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Detection (NIDS) Monitoring Only High Availability Standard	NIDS0003	This service provides all the features of NIDS Monitoring Only Standard service per pair of NIDS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIDS in case the primary NIDS fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on NIDS platforms supporting High Availability. All other Standard attributes and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0009	Per Device	$500.00	$555.55	N/A	No	No
Network Intrusion Detection (NIDS) Monitoring Only High Availability Gigabit Standard	NIDS0004	This service provides all the features of Network Intrusion Detection (NIDS) Monitoring Only Standard Service for those NIDS devices handling gigabit throughput and per pair of NIDS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIDS in case the primary NIDS fails and/or load balancing when the customer has the required CPE engineered solution. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0009	Per Device	$500.00	$676.50	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Detection (NIDS) Monitoring Only Platinum									
Network Intrusion Detection (NIDS) Monitoring Only Platinum	NIDS0005	NIDS Monitoring Only Platinum provides all the features listed under NIDS Monitoring. SEAM Policy is customized to fit the customer's security needs. Event Analysis includes all the features for Standard except all events, not only those Verizon deems a significant risk, are labeled with a sequence number to identify them and to track their status. Phone is a method of contact from the SOC to customer and vice versa in addition to the Dashboard. Data on raw events defined as harmful by the customer will be kept for one (1) year. Moreover, this data can be made available on request up to one (1) month after the Service has been terminated. Verizon provides a review between the customer and a security Customer Service Manager (CSM) once a month.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0009	Per Device	$500.00	$1,368.38	N/A	No	No
Network Intrusion Detection (NIDS) Monitoring Only Gigabit Platinum	NIDS0006	This service provides all the features of NIDS Monitoring Only Platinum Service for those NIDS handling gigabit throughput. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0009	Per Device	$500.00	$1,647.18	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Detection (NIDS) Monitoring Only High Availability Platinum	NIDS0007	This service provides all the features of NIDS Monitoring Only Platinum service per pair of NIDS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIDS in case the primary NIDS fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on NIDS platforms supporting High Availability. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0009	Per Device	$500.00	$1,508.80	N/A	No	No
Network Intrusion Detection (NIDS) Monitoring Only High Availability Gigabit Platinum	NIDS0008	This service provides all the features of NIDS Monitoring Only Platinum Service for those NIDS handling gigabit throughput per pair of NIDS devices in a fail-over or load balancing configuration. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0009	Per Device	$500.00	$1,816.30	N/A	No	No
Site Set Up Local Event Collector	NIDS0009	Site Set Up fee is charged for each Local Event Collector (LEC) per location. This fee covers placement of a local event collector and is dependent on the architectural solution design per customer.	Required for first managed security device on site.	Per Site Per LEC	$2,500.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Additional Customer Certificate	NIDS0010	All NIDS Monitoring MSS services require authorized Customer Certificates for user access authorization. Five (5) Customer Certificates are included in the price of all Monitored MSS services. Additional Customer Certificates are available for each additional user access.		Per Certificate	$125.00	N/A	N/A	No	No

Network Intrusion Detection (NIDS) Management and Monitoring:

Management and Monitoring services include: Device Availability Monitoring, Health Monitoring, Device Troubleshooting, Hardware Maintenance, Threat Analysis. Security Incident Handling, Device Maintenance, Device Security Management, and Service & Security Incident Reporting.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Detection (NIDS) Management and Monitoring Standard	NIDS0011	NIDS Management and Monitoring Standard provides all the features listed above for NIDS Management &Monitoring. State and Event Analysis Machine (SEAM) Policy is not customized. Events Verizon deems a significant risk are stored and labeled with a sequence number to identify them and to track their status. In addition to the Dashboard, only email is used as a method of contact from the SOC to customer. Standard service will allow up to 1 Regular Change, 1 Fast-Track and 0 Urgent monthly Change Request. Additional Change Request will incur charges identified as Regular, Fast-Track, and Urgent.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0019	Per Device	$500	$563.75	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Detection (NIDS) Management and Monitoring Gigabit Standard	**NIDS0012**	This service provides all the features of Standard NIDS Management and Monitoring Service for those NIDS devices handling gigabit throughput. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0019	Per Device	$500	$676.50	N/A	No	No
Network Intrusion Detection (NIDS) Management and Monitoring High Availability Standard	NIDS0013	This service provides all the NIDS Management and Monitoring Standard features per pair of NIDS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIDS in case the primary NIDS fails and/or load balancing when the customer has the required CPE engineered solution. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0019	Per Device	$500	$789.25	N/A	No	No
Network Intrusion Detection (NIDS) Management and Monitoring High Availability Gigabit Standard	NIDS0014	This service provides all the features of NIDS Management and Monitoring Standard Service for those NIDS devices handling gigabit throughput per pair of NIDS devices in a fail-over or load balancing configuration. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0019	Per Device	$500	$947.10	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Detection (NIDS) Management and Monitoring Platinum									
Network Intrusion Detection (NIDS) Management and Monitoring Platinum	NIDS0015	NIDS Management and Monitoring Platinum provides all the features listed under NIDS Management and Monitoring with the following features: SEAM Policy is customized to fit the customers security needs. Event Analysis includes all the features for Standard except all events, not only those Verizon deems a significant risk, are labeled with a sequence number to identify them and to track their status. Phone is a method of contact from the SOC to customer and vice versa in addition to the Dashboard. Data on raw events defined as harmful by the customer will be kept for one (1) year. Moreover, this data can be made available on request up to one (1) month after the Service has been terminated. To perform NIDS upgrades, customer can define an unlimited number of Maintenance Windows necessary to perform these upgrades. Verizon provides a review between the customer	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0019	Per Device	$500.00	$1,230.00	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		and a security Customer Service Manager (CSM) once a month. Platinum service will allow up to unlimited Regular Change, 1 Fast-Track and 1 Urgent monthly Change Request. Additional Change Request will incur charges identified as Fast-Track, and Urgent. Verizon may provide additional details within the purchase order.							
Network Intrusion Detection (NIDS) Management and Monitoring Gigabit Platinum	NIDS0016	This service provides all the features of NIDS Management and Monitoring Platinum Service for those NIDS devices handling gigabit throughput. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0019	Per Device	$500.00	$1,373.50	N/A	No	No
Network Intrusion Detection (NIDS) Management and Monitoring High Availability Platinum	NIDS0017	This service provides all the features of Verizon NIDS Management and Monitoring Platinum service per pair of NIDS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIDS in case the primary NIDS fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on NIDS platforms supporting High Availability. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0019	Per Device	$500.00	$1,722.00	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Detection (NIDS) Management and Monitoring High Availability Gigabit Platinum	NIDS0018	This service provides all the features of NIDS Management and Monitoring Platinum Service for those NIDS devices handling gigabit throughput per pair of NIDS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIDS device in case the primary NIDS device fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on NIDS platforms supporting High Availability. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIDS0019	Per Device	$500.00	$2,066.40	N/A	No	No
Site Set Up Local Event Collector	NIDS0019	Site Set Up fee is charged for each Local Event Collector (LEC) per location. This fee covers placement of a local event collector and is dependent on the architectural solution design per customer.	Required for first managed security device on site.	Per Site Per LEC	$2,500.00	N/A	N/A	No	No
Additional Customer Certificate	NIDS0020	All Intrusion Detection Management and Monitoring MSS services require authorized Customer Certificates for user access authorization. Five (5) Customer Certificates are included in the price of all Management and Monitored MSS services. Additional Customer Certificates are available for each additional user access.		Per Certificate	$125.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Additional Service Tickets (Apply to All Management and Monitoring Configurations):									
Regular (1 Service Ticket)	NIDT0001	A Regular Change Request includes but is not limited to changes to the application software and changes to operating system settings (except for changes to IP addresses). Verizon will implement accepted Regular Change Requests on the next Maintenance Window agreed upon with the customer when setting up the service.		Per Occurrence	$75.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Fast-track (4 Service Tickets)	NIDT0004	Fast-Track Change Request includes: • Changes to existing rules or the creation of new rules and/or objects in the Rule Set of a Serviced Device and, maximum three (3) Serviced Devices are involved. • Creation of new hosts in the policy; the host is part of a subnet that is already accessible and configured on the Serviced Device. • Allowing or disallowing traffic between existing hosts. Fast-Track Change Request does not include changes to the Virtual Private Network ("VPN") configuration, change to the Network Address Translation ("NAT") configuration of rules or objects, device policy changes on multiple Serviced Devices, changes to anti-spoofing settings, routing changes, or additions of interfaces to the Serviced Device.		Per Occurrence	$125.00	N/A	N/A	No	No
Urgent (8 Service Tickets)	NIDT0008	Urgent Change Request includes changes to existing rules or the creation of new rules and/or objects in the Rule Set of one (1) Serviced Device, and clearly specified required configuration setting and its new value.		Per Occurrence	$200.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Serviced Device: Network Intrusion Prevention Service (NIPS)

Security service for Network Intrusion Prevention (NIPS) devices are available in all configurations: Monitor Only, Management and Monitor; Standard and Platinum; High Availability (HA); Gigabit; High Availability for Gigabit devices. The service descriptions and requirements and limitations as reviewed above apply for this service. Verizon may provide additional details within the purchase order documentation for all NIPS Security Services.

Network Intrusion Prevention (NIPS) Monitoring Only

Monitor only features include: Device Availability & Health Monitoring, Threat Analysis, Security Incident Handling, and Service & Security Incident Reporting.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Prevention (NIPS) Monitoring Only Standard									
Network Intrusion Prevention (NIPS) Monitoring Only Standard	NIPS0001	Network Intrusion Prevention Monitoring Only Standard provides all the Monitoring Only and Standard features and attributes described above. State and Event Analysis Management (SEAM) Policy is not customized. Events Verizon deems a significant risk are stored and labeled with a sequence number to identify them and to track their status. In addition to the Dashboard, only email is used as a method of contact from the Security Operations Center (SOC) to customer.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0009	Per Device	$500.00	$453.05	N/A	No	No
Network Intrusion Prevention (NIPS) Monitoring Only Gigabit Standard	NIPS0002	This service provides all the features of NIPS Monitoring Only Standard Service for those NIPS devices handling gigabit throughput. All other Standard attributes and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0009	Per Device	$500.00	$549.40	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Prevention (NIPS) Monitoring Only High Availability Standard	NIPS0003	This service provides all the features of NIPS Monitoring Only Standard service per pair of NIPS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIPS in case the primary NIPS fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on NIPS platforms supporting High Availability. All other Standard attributes and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0009	Per Device	$500.00	$566.83	N/A	No	No
Network Intrusion Prevention (NIPS) Monitoring Only High Availability Gigabit Standard	NIPS0004	This service provides all the features of NIPS Monitoring Only Standard Service for those NIPS devices handling gigabit throughput and service per pair of NIPS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIPS in case the primary NIPS fails and/or load balancing when the customer has the required CPE engineered solution. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0009	Per Device	$500.00	$686.75	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Prevention (NIPS) Monitoring Only Platinum									
Network Intrusion Prevention (NIPS) Monitoring Only Platinum	NIPS0005	NIPS Monitoring Only Platinum provides all the features listed under NIPS Monitoring. SEAM Policy is customized to fit the customer's security needs. Event Analysis includes all the features for Standard except all events, not only those Verizon deems a significant risk, are labeled with a sequence number to identify them and to track their status. Phone is a method of contact from the SOC to customer and vice versa in addition to the Dashboard. Data on raw events defined as harmful by the customer will be kept for one (1) year. Moreover, this data can be made available on request up to one (1) month after the Service has been terminated. Verizon provides a review between the customer and a security Customer Service Manager (CSM) once a month.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0009	Per Device	$500.00	$1,403.23	N/A	No	No
Network Intrusion Prevention (NIPS) Monitoring Only Gigabit Platinum	NIPS0006	This service provides all the features of NIPS Monitoring Only Platinum Service for those NIPS devices handling gigabit throughput. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0009	Per Device	$500.00	$1,682.03	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Prevention (NIPS) Monitoring Only High Availability Platinum	NIPS0007	This service provides all the features of NIPS Monitoring Only Platinum service per pair of NIPS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIPS in case the primary NIPS fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on NIPS platforms supporting High Availability. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0009	Per Device	$500.00	$1,959.80	N/A	No	No
Network Intrusion Prevention (NIPS) Monitoring Only High Availability Gigabit Platinum	NIPS0008	This service provides all the features of NIPS Monitoring Only Platinum Service for those NIPS devices handling gigabit throughput per pair of NIPS devices in a fail-over or load balancing configuration. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0009	Per Device	$500.00	$2,349.30	N/A	No	No
Site Set Up Local Event Collector	NIPS0009	Site Set Up fee is charged for each Local Event Collector (LEC) per location. This fee covers placement of a local event collector and is dependent on the architectural solution design per customer.	Required for first managed security device on site.	Per Site Per LEC	$2,500.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Network Intrusion Prevention (NIPS) Management and Monitoring Service

Management and Monitoring services include: Device Availability Monitoring, Health Monitoring, Device Troubleshooting, Threat Analysis. Security Incident Handling, Device Maintenance, Device Security Management, Service & Security Incident Reporting.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Prevention (NIPS) Management and Monitoring Standard									
Network Intrusion Prevention (NIPS) Management and Monitoring Standard	NIPS0012	NIPS Management and Monitoring Standard provides all the features listed above for Management &Monitoring Standard. State and Event Analysis Machine (SEAM) Policy is not customized. Events Verizon deems a significant risk are stored and labeled with a sequence number to identify them and to track their status. In addition to the Dashboard, only email is used as a method of contact from the SOC to customer. Standard service will allow up to 1 Regular Change, 1 Fast-Track and 0 Urgent monthly Change Request. Additional Change Request will incur charges identified as Regular, Fast-Track, and Urgent.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0020	Per Device	$500.00	$627.30	N/A	No	No
Network Intrusion Prevention (NIPS) Management and Monitoring Gigabit Standard	NIPS0013	This service provides all the features of Standard NIPS Management and Monitoring Service for those NIPS devices handling gigabit throughput. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0020	Per Device	$500.00	$758.50	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Prevention (NIPS) Management and Monitoring High Availability Standard	NIPS0014	This service provides all the NIPS Management and Monitoring Standard features per pair of NIPS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIPS in case the primary NIPS fails and/or load balancing when the customer has the required CPE engineered solution. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0020	Per Device	$500.00	$878.43	N/A	No	No
Network Intrusion Prevention (NIPS) Management and Monitoring High Availability Gigabit Standard	NIPS0015	This service provides all the features of NIPS Management and Monitoring Standard Service for those NIPS devices handling gigabit throughput per pair of NIPS devices in a fail-over or load balancing configuration. All other Standard features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0020	Per Device	$500.00	$1,060.88	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Prevention (NIPS) Management and Monitoring Platinum									
Network Intrusion Prevention (NIPS) Management and Monitoring Platinum	NIPS0016	NIPS Management and Monitoring Platinum provides all the features listed under NIPS Management and Monitoring with the following features: SEAM Policy is customized to fit the customers security needs. Event Analysis includes all the features for Standard except all events, not only those Verizon deems a significant risk, are labeled with a sequence number to identify them and to track their status. Phone is a method of contact from the SOC to customer and vice versa in addition to the Dashboard. Data on raw events defined as harmful by the customer will be kept for one (1) year. Moreover, this data can be made available on request up to one (1) month after the Service has been terminated. To perform NIPS upgrades, customer can define an unlimited number of Maintenance Windows necessary to perform these upgrades. Verizon provides a review between the customer	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0020	Per Device	$500.00	$1,681.00	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		and a security Customer Service Manager (CSM) once a month. Platinum service will allow up to unlimited Regular Change, 1 Fast-Track and 1 Urgent monthly Change Request. Additional Change Request will incur charges identified as Fast-Track, and Urgent. All other Platinum features and restrictions apply.							
Network Intrusion Prevention (NIPS) Management and Monitoring Gigabit Platinum	NIPS0017	This service provides all the features of NIPS Management and Monitoring Platinum Service for those NIPS devices handling gigabit throughput. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0020	Per Device	$500.00	$2,013.10	N/A	No	No
Network Intrusion Prevention (NIPS) Management and Monitoring High Availability Platinum	NIPS0018	This service provides all the features of Verizon NIPS Management and Monitoring Platinum service per pair of NIPS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIPS in case the primary NIPS fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on NIPS platforms supporting High Availability. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0020	Per Device	$500.00	$2,631.18	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Intrusion Prevention (NIPS) Management and Monitoring High Availability Gigabit Platinum	NIPS0019	This service provides all the features of NIPS Management and Monitoring Platinum Service for those NIPS devices handling gigabit throughput per pair of NIPS devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the NIPS device in case the primary NIPS device fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on NIPS platforms supporting High Availability. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: NIPS0020	Per Device	$ 500.00	$3,148.80	N/A	No	No
Site Set Up Local Event Collector	NIPS0020	Site Set Up fee is charged for each Local Event Collector (LEC) per location. This fee covers placement of a local event collector and is dependent on the architectural solution design per customer.	Required for first managed security device on site.	Per Site Per LEC	$ 2,500.00	N/A	N/A	No	No
Additional Service Tickets (Apply to All Management and Monitoring Configurations)									
Regular (1 Service Ticket)	NIPT0001	A Regular Change Request includes but is not limited to changes to the application software and/or changes to operating system settings (except for changes to IP addresses).Verizon will implement accepted Regular Change Requests on the next Maintenance Window agreed upon with the customer when setting up the service.		Per Occurrence	$75.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Fast-track (4 Service Tickets)	NIPT0004	Fast-Track Change Requests are limited to the following: • Changes to existing rules or the creation of new rules and/or objects in the Rule Set of a Serviced Device and, maximum three (3) Serviced Devices are involved. • Creation of new hosts in the policy; the host is part of a subnet that is already accessible and configured on the Serviced Device. • Allowing or disallowing traffic between existing hosts. Fast-Track Change Request does not include changes to the Virtual Private Network ("VPN") configuration, change to the Network Address Translation ("NAT") configuration of rules or objects, device policy changes on multiple Serviced Devices, changes to anti-spoofing settings, routing changes, or additions of interfaces to the Serviced Device.		Per Occurrence	$125.00	N/A	N/A	No	No
Urgent (8 Service Tickets)	NIPT0008	Urgent Change Request are limited to changes to existing rules or the creation of new rules and/or objects in the Rule Set of one (1) Serviced Device, and clearly specified required configuration setting and its new value.		Per Occurrence	$200.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Serviced Device: Proxy Server
Security service for Proxy Server devices are available in the following configurations: Monitor Only, Management and Monitor, Platinum, and High Availability (HA)
Proxy service is not available in Standard, Gigabit and High Availability for Gigabit devices.

The service descriptions, and requirements and limitations for each of the configurations as reviewed above apply. Verizon may provide additional details within the purchase order documentation to contract for all Proxy Server Security Services.

Proxy Server Monitoring Only
Monitor only features include: Device Availability & Health Monitoring, Threat Analysis, Security Incident Handling, and Service & Security Incident Reporting.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Proxy Server Monitoring Only Platinum	PRXY0009	Proxy Server Monitoring Only Platinum provides all the features listed under Proxy Server Monitoring. SEAM Policy is customized to fit the customer's security needs. Event Analysis includes all the features for Standard except all events, not only those Verizon deems a significant risk, are labeled with a sequence number to identify them and to track their status. Phone is a method of contact from the SOC to customer and vice versa in addition to the Dashboard. Data on raw events defined as harmful by the customer will be kept for one (1) year. Moreover, this data can be made available on request up to one (1) month after the Service has been terminated. Verizon provides a review between the customer and a security Customer Service Manager (CSM) once a month.	Requires the following Feature Identifier if order is for the first managed security device at the location: PRXY0011	Per Device	$500.00	$897.90	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Proxy Server Monitoring Only High Availability Platinum	PRXY0010	This service provides all the features of Proxy Server Monitoring Only Platinum service per pair of Proxy Server devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the Proxy Server in case the primary Proxy Server fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on Proxy Server platforms supporting High Availability. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: PRXY0011	Per Device	$500.00	$1,122.38	N/A	No	No
Site Set Up Local Event Collector	PRXY0011	Site Set Up fee is charged for each Local Event Collector (LEC) per location. This fee covers placement of a local event collector and is dependent on the architectural solution design per customer.	Required for first managed security device on site.	Per Site Per Lec	$2,500.00	N/A	N/A	No	No
Additional Customer Certificate	PRXY0012	All Proxy Server Monitoring MSS services require authorized Customer Certificates for user access authorization. Five (5) Customer Certificates are included in the price of all Monitored MSS services. Additional Customer Certificates are available for each additional user access.		Per Certificate	$125.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Proxy Server Management and Monitoring Management and Monitoring services include: Device Availability Monitoring, Health Monitoring, Device Troubleshooting, Threat Analysis. Security Incident Handling, Device Maintenance, Device Security Management, Service & Security Incident Reporting									
Proxy Server Management Manage & Monitoring Anti-spam Add-on Platinum	PRXY0016	Proxy Server Management and Monitoring Anti-Spam Add-on Platinum provides Management and Monitoring service for Anti-Spam to a device enabled with Anti-Spam. This service provides the same level of Management and Monitoring of the Anti-Spam as the Proxy Server Monitoring Only Platinum. All services provided under Proxy Server Management and Monitoring Platinum are transitioned to the device's Anti-Spam capability.	Requires the following Feature Identifier if order is for the first managed security device at the location: PRXY0024	Per Device	$500.00	$517.63	N/A	No	No
Proxy Server Management & Monitoring Anti-virus Add-on Platinum	PRXY0017	Proxy Server Management and Monitoring Anti-Virus Add-on Platinum provides Management and Monitoring service for Anti-Virus to a device enabled with Anti-virus. This service provides the same level of Management and Monitoring of the Anti-Virus as the Proxy Server Monitoring Only Platinum. All services provided under Proxy Server Management and Monitoring Platinum are transitioned to the device's Anti-Virus capability.	Requires the following Feature Identifier if order is for the first managed security device at the location: PRXY0024	Per Device	$500.00	$517.63	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Proxy Server Management & Monitoring Content Filtering Add-on Platinum	PRXY0018	Proxy Server Management and Monitoring Content Filtering Add-on Platinum provides Management and Monitoring service for Content Filtering to a Proxy Server security device enabled with Content Filtering. This service provides the same level of Management and Monitoring of the Proxy Server Content Filtering as the Proxy Server Monitoring Only Platinum. All services provided under Proxy Server Management and Monitoring Platinum are transitioned to the device's Content Filtering capability.	Requires the following Feature Identifier if order is for the first managed security device at the location: PRXY0024	Per Device	$500.00	$517.63	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Proxy Server Management & Monitoring Platinum	PRXY0022	Proxy Server Management and Monitoring Platinum provides all the features listed under Proxy Server Management and Monitoring with the following features: SEAM Policy is customized to fit the customers security needs. Event Analysis includes all the features for Standard except all events, not only those Verizon deems a significant risk, are labeled with a sequence number to identify them and to track their status. Phone is a method of contact from the SOC to customer and vice versa in addition to the Dashboard. Data on raw events defined as harmful by the customer will be kept for one (1) year. Moreover, this data can be made available on request up to one (1) month after the Service has been terminated. To perform SSL VPN upgrades, customer can define an unlimited number of Maintenance Windows necessary to perform these upgrades. Verizon provides a review between the customer and a security Customer Service Manager (CSM) once a month. Platinum service will allow up to unlimited Regular Change, 1 Fast-Track and 1 Urgent monthly Change Request. Additional Change Request will incur charges identified as Fast-Track, and Urgent. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: PRXY0024	Per Device	$500.00	$1,043.45	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Proxy Server Management & Monitoring High Availability Platinum	PRXY0023	This service provides all the features of Verizon Proxy Server Management and Monitoring Platinum service per pair of Proxy Server devices in a fail-over or load balancing configuration. High Availability service is to provide a level of redundancy of the Proxy Server in case the primary Proxy Server fails and/or load balancing when the customer has the required CPE engineered solution. This service is only available on Proxy Server platforms supporting High Availability. All other Platinum features and restrictions apply.	Requires the following Feature Identifier if order is for the first managed security device at the location: PRXY0024	Per Device	$500.00	$1,460.63	N/A	No	No
Site Set Up Local Event Collector	PRXY0024	Site Set Up fee is charged for each Local Event Collector (LEC) per location. This fee covers placement of a local event collector and is dependent on the architectural solution design per customer.	Required for first managed security device on site.	Per Site Per LEC	$2,500.00	N/A	N/A	No	No
Additional Customer Certificate	PRXY0025	All Proxy Server Management and Monitoring MSS services require authorized Customer Certificates for user access authorization. Five (5) Customer Certificates are included in the price of all Management and Monitored MSS services. Additional Customer Certificates are available for each additional user access.		Per Certificate	$125.00	N/A	N/A	No	No

Additional Service Tickets (Apply to All Management and Monitoring Configurations)

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Regular (1 Service Ticket)	PRXT0001	A Regular Change Request includes but is not limited to changes to the application software and/or changes to operating system settings (except for changes to IP addresses). Verizon will implement accepted Regular Change Requests on the next Maintenance Window agreed upon with the customer when setting up the service.		Per Occurrence	$75.00	N/A	N/A	No	No
Fast-track (4 Service Tickets)	PRXT0004	Fast-Track Change Requests are limited to the following: • Changes to existing rules or the creation of new rules and/or objects in the Rule Set of a Serviced Device and a maximum three (3) Serviced Devices are involved. • Creation of new hosts in the policy; the host is part of a subnet that is already accessible and configured on the Serviced Device. • Allowing or disallowing traffic between existing hosts. Fast-Track Change Requests do not include changes to the Virtual Private Network ("VPN") configuration, change to the Network Address Translation ("NAT") configuration of rules or objects, device policy changes on multiple Serviced Devices, changes to anti-spoofing settings, routing changes, or additions of interfaces to the Serviced Device.		Per Occurrence	$125.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Urgent (8 Service Tickets)	PRXT0008	Urgent Change Requests are limited to changes to existing rules or the creation of new rules and/or objects in the Rule Set of one (1) Serviced Device and must clearly specify required configuration setting and its new value.		Per Occurrence	$200.00	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Serviced Device: Managed Security Event Management (SEM)

Managed SEM is included with Verizon's Managed Security Service (MSS) portfolio of services. This Managed SEM service is exclusively for Organizations that need Verizon to manage their customer-owned SEM system(s) and thus the service and fees are incremental to the Verizon Managed Security Service fees in the Managed Services section.

Security services for SEM provides Management and Monitoring for the SEM platform. While device services in this section are limited to Monitoring Only features.

Option: The CALNET service provides Management and Monitoring as described below, but Verizon can offer Monitoring Only for SEM platform and subordinate devices.
Verizon may provide additional details within the purchase order documentation for all MSEM Security Services.

Managed SEM Management and Monitoring

The SEM Management tool and Serviced Devices are Monitored under this MSS offer. The SEM Serviced Devices that depend on the SEM Management tool are not managed by Verizon under this offer.

Monitoring Services:
- Availability and Health Monitoring of the SEM tool
- Availability and Health Monitoring of the Serviced Devices
- Threat Analysis and Active Incident Handling of the events and incidents generated by the SEM tool

Management Services:
- Proactive Device Maintenance of the SEM tool
- Device Security Management of the SEM tool

Optional: Management of the Serviced Devices behind the SEM tool. This service can be offered for those devices that are part of the Verizon MSS portfolio but pricing is not included here in this submission for this optional service.

Reporting Services:
- Access to Security Dashboard
- To be confirmed and depending on the SEM tool: access to compliance reports generated by the SEM tool

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Managed SEM Platform	OLGM0001	Managed SEM Platform is a one-time and monthly fee required to manage the customer-provided SEM platform	Required for first managed security device on site. OLGP0000	Per platform	$1,557.00	$1,595.93	NA	No	No
Managed SEM, Type 1: NIDS/NIPS, mainframe, enterprise application, policy manager, vulnerability scanner, wireless access controller set-up	OLGM0002	Managed SEM, Type 1: is a monthly fee per device.	Requires the following Feature Identifier: OLGM0001	Per device	$250.00	$332.10	NA	No	No
Managed SEM, Type 2: Firewall, web application firewall, router, proxy, gateway av, ssl vpn, identity management server, Content Filtering, switch	OLGM0003	Managed SEM, Type 2: is a monthly fee per device.	Requires the following Feature Identifier: OLGM0001	Per device	$250.00	$265.48	NA	No	No
Managed SEM, Type 3: HIPS/HIDS on server, operating system, database server, web server, application server	OLGM0004	Managed SEM, Type 3: is a monthly fee per service running on a server	Requires the following Feature Identifier: OLGM0001	Per server	$50.00	$32.80	NA	No	No
Managed SEM, Type 4: Personal av, personal fw, HIPS/HIDS on laptop, up to 100 clients	OLGM0005	Managed SEM, Type 4: is a monthly fee per device (for up to 100 clients)	Requires the following Feature Identifier: OLGM0001	Per group of clients	$1,000.00	$665.23	NA	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Managed SEM, Type 4: Personal av, personal fw, HIPS/HIDS on laptop, 101 to 250 clients	OLGM0006	Managed SEM, Type 4: is a monthly fee per device (for 101 to 250 clients)	Requires the following Feature Identifier: OLGM0001	Per group of clients	$1,500.00	$1,196.18	NA	No	No
Managed SEM, Type 4: Personal av, personal fw, HIPS/HIDS on laptop, 251 to 1000 clients	OLGM0007	Managed SEM, Type 4: is a monthly fee per device (for 251 to 1,000 clients)	Requires the following Feature Identifier: OLGM0001	Per group of clients	$2,500.00	$2,326.75	NA	No	No
Managed SEM, Type 4: Personal av, personal fw, HIPS/HIDS on laptop, 1001 to 5000 clients	OLGM0008	Managed SEM, Type 4: is a monthly fee per device (for 1,001 to 5,000 clients)	Requires the following Feature Identifier: OLGM0001	Per group of clients	$3,500.00	$3,324.08	NA	No	No
Managed SEM Platform Site Set-Up Fee(s)	OLGP0000	MANAGED SEM Platform Site Set-Up Fee is a one-time NRC required per platform site for implementing and initiating customer-provided MSEM service	Required for first managed security device on site.	Per site	$3,000.00	N/A	NA	No	No

Notes:

Applicable Service Level Agreements - Managed Security Service (MSS):
   Standard Unavailable Device Notification – Monitoring Only, and Management and Monitoring Security Service
   Standard Health Incident Notification - Monitoring Only, and Management and Monitoring Security Service
   Standard Active Incident Escalation - Monitoring Only, and Management and Monitoring Security Service
   Platinum Unavailable Device Notification - Monitoring Only, and Management and Monitoring Security Service
   Platinum Health Incident Notification - Monitoring Only, and Management and Monitoring Security Service
   Platinum Active Incident Escalation - Monitoring Only, and Management and Monitoring Security Service
   Standard Change Request Acceptance – Management and Monitoring
   Platinum Change Request Acceptance – Management and Monitoring
   Standard Change Request Implementation – Management and Monitoring
   Platinum Change Request Implementation – Management and Monitoring
   Administrative Service Level Agreements

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Taxes and Surcharges:

The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.4.3 Converged Services, IP Telephony Business Line Services

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Converged Services, IP Telephony Business Line Service - Hosted IP Centrex (HIPC)

Description of the Service: Verizon's Converged Services, Hosted IP Centrex (HIPC) Service is available to CALNET II customers throughout the entire State of California. The HIPC Service is deployed in geographically diverse locations throughout the US to provide redundancy and survivability. While the service is available throughout the country, HIPC is designed to deliver service to the entire state of California.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Converged Services, IP Telephony Business Line Service	CSBL0000	Hosted IP Centrex (HIPC) Line, including the following features: Call Transfer Call Park Call Pickup Conference Call Hold Call Forward – Busy Don't Answer Call Forward – All Calls Hunt Groups Multi Line Appearance Speed Dial Redial Message Waiting Indicator Auto Attendant Four-digit extension dialing Conference Bridge Caller ID Group Pickup	Requires Site Survey by Verizon prior to submission of order under the provisions of the Managed Project Work SLA. Provisioning timeframes will be established under the provisions of Managed Project Work.	Per Subscriber	$0.00	$10.11	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		Web Directory Directory Phone Display 900 Blocking Additional Included Features: • Alternate Numbers • Anonymous Call Rejection • Authentication • Blind Call Transfer • Call Blast Personal • Call Forwarding-Multi Phone • Call Forwarding-No Answer • Call Forwarding Selective • Call Notify • Call Pickup-Directed with Barge-In • Call Return • Call Screening • Call Waiting • Calling Line ID Blocking • Calling Line ID Blocking per Call • Cancel Call Waiting/Call Waiting per Call • Communication Manager • Distinctive Alert/Ringing • Do Not Disturb • Find Me • Flash Call Hold • LDAP Directory Integration • Loudspeaker Paging • Multi-path Forwarding • Music on Hold • Outbound Caller ID • Outlook Integration • Personalized Name Recording • Phone List Group • Phone List Personal • Phone List Call Log							

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		• Priority Alert/Ringing • Private Dial Plans • PS/ALI • Ring Splash • Selective Call Acceptance • Selective Call Rejection • Selective Call Appearance • Selective Call Rejection • Telephony User Interface							
Off-Net Toll	CSOF0000	Verizon HIPC service routes call traffic off of the IP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico. This is accomplished using PSTN gateways hosted within the network, further enabling the converged VoIP service.		Per Minute	$0.00	$0.00	$0.00	Yes	Yes
Off-Net Toll Free	CSOF0000	The Hosted Standalone IP Telephony service allows CALNET II customers to receive off-net toll free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico.		Per Minute	$0.00	$0.0253	$0.00	Yes	Yes
Additional Line Appearances	IAAP0000	Provides additional Line Appearance for multi-line phones.		Per Appearance	$0.00	$3.46	$0.00	Yes	Yes
Account Codes	IACD0000	Enables the tracking of calls made outside of the location by prompting subscribers for an account code.		Per Group	$0.00	$6.97	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Attendant Console	IACN0000	The web-based Attendant Console enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers. All must be built under the same location as the Attendant. The Attendant Console graphically displays subscribers status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window is integrated with the Communication Manager, thereby enabling the attendant to perform functions such as click-to-transfer or click-to-dial.		Per Configured User	$0.00	$13.07	$0.00	Yes	Yes
Authorization Codes	IATC0000	Prompts subscribers for an authorization code when making calls outside of the location. Calls will not be connected unless a valid code is entered.		Per Group	$0.00	$6.97	$0.00	Yes	Yes
Block of DID Numbers	IDID0000	Block of 20 DID numbers		Per Block of 20	$0.00	$5.44	$0.00	Yes	Yes
Virtual FX	IVFX0000	Inbound Only: CALNET II customers can use Virtual FX as an inbound-only application using Direct Inward Dialing (DID) to set up one or more virtual locations and permanently forward incoming calls to another physical hub location. This means that a CALNET II customer may have local DIDs in a variety of cities but have one central location where all of those incoming calls are terminated.		Per FX Line	$0.00	$4.15	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Auto Attendant	IAPI0000	The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to six configurable extensions (e.g., 1 = Marketing, 2 = Sales, etc.). Configuration via the Verizon Customer Center Administrator Dashboard web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed.		Per Instance	$0.00	$19.17	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Remote Office	IROF0000	Enables subscribers to access and use their VoIP service from any end point, on-net or off-net (e.g., home office, mobile phone). This service is especially useful for tele-workers and mobile workers, as it enables them to use all of their Communication Manager features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from VoIP, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set-up by the administrator.		Per Configured User	$0.00	$7.38	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
HIPC Advanced Feature Package	HIPC0000	HIPC Advanced Feature Package has optional capabilities available to installed HIPC subscribers for Section 6.3.4.3 including: 1.) Call Transfer - Blind - Enables a subscriber to transfer a call unattended (blind) before or after the call is answered 2.) Instant Messaging - send an instant message to anyone online and available in your contact list who is a subscriber 3.) Presence Management - Identifies the instant messaging and on-hook status of the subscriber 4.) Real Time Call Management via Pop-Up Toasts - A call pop-up toaster when receiving an incoming call. 5.) Softphone - Make and receive calls using your Integrated Communications Package desktop client interface. Features 1 thru 4 require the user to have high speed access to the internet. This feature package is downloaded onto the users PC to activate via the administrative tool.		Per Subscriber	N/A	$7.69	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
HIPC User Premium Support Services	HIPC0001	Verizon offers post implementation supplemental User Premium Support Services for change management assistance. Customers have the option to manage their own User profiles through the HIPC User Portal. HIPC User Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP User interface. Features that Verizon can assist for User level include Voicemail Set Up, Call Blast, Call Forwarding Always/ Busy/ No Answer/ Selective, Call Notify, Calling Line ID Delivery Blocking, Remove Call Waiting, Communication Manager Express, Directed Call Pickup, Transfer assistance, Voicemail assistance, Selective Call Acceptance/Rejection, and Speed Dial. Charges will apply on a per feature change.		Per VoIP Feature Activity	$25.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
HIPC Administrator Premium Support Services	HIPC0002	Verizon offers post implementation supplemental Administrator Premium Support Services for change management assistance. Customers have the option to manage their own Administrator profiles through the HIPC Administrator/Enterprise Portal. HIPC Administrator Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP Administrator/Enterprise interface. Features that		Per VoIP Feature Activity	$50.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		Verizon can assist for Administrator level include Uploading auto attendant custom greeting, Upload music hold, Hunt groups, Series Completion, Subscriber Management add/modify, Email address changes in Verizon Enterprise Center (VEC) / Password Reset Activity, Shared call Appearance, Remote office, and Attendant console. Charges will apply on a per feature change.							

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
HIPC Enterprise Premium Support Services	HIPC0003	Verizon offers post implementation supplemental Enterprise Premium Support Services for change management assistance. Customers have the option to manage their own Enterprise profiles through the HIPC Administrator/Enterprise Portal. HIPC Enterprise Premium Support services can be used by customers (authorized personal through the CPNI form, usually the customer defined HIPC administrator) to initiate a trouble ticket via portal or phone call into the Customer Service Center if assistance from Verizon is needed for feature management. VoIP Feature Management is performed by Verizon and consists of feature configuration and profile changes that are accomplished using the Verizon VoIP Administrator/Enterprise interface. Features that Verizon can assist for

Enterprise level include Adding International calling (configure special access for incoming/outgoing calling plans, Authorization codes or account codes, Add/Modify feature packages, Add/Modify prefix plans and Location directory (LDAP). Charges will apply on a per feature change. | | Per VoIP Feature Activity | $100.00 | N/A | N/A | Yes | Yes |

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Deviceless Subscriber	HIPC0004	Deviceless Subscriber is an optional feature available to installed HIPC locations that allows an additional HIPC user line without an assigned SIP end point. Deviceless Subscriber requires at least one of the following optional features which includes Remote Office or Voice Mail. This also excludes the required DID number charge. The following features are included with Deviceless Subscriber as follows: Anonymous Call Rejection to reject callers who have blocked their caller ID, Call Forwarding to redirect incoming calls, Call log to view missed or received, Call Notify to provide text or e-mail notification of incoming calls, Do Not Disturb to appear busy and send calls to an alternate location, Selective Call Acceptance/Call Rejection to screen incoming calls, Caller ID to view caller identification, Voice Messaging to send calls to voicemail (requires voicemail), Locate Me "Find Me Follow Me" to ring multiple phones sequentially and Simultaneous Ring "Call Blast" to ring multiple phones simultaneously.		Per Subscriber	N/A	$3.95	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Network Transport Management (Switch):									
Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch / Hub) - Managed LAN Monitor & Notify (Small)	MLMN0001	Managed Services LAN Monitor & Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Switches must be certified by VzB MNS. VzB PIP network will provide inband management. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$23.99	N/A	No	No
Management (Switch /Hub) - Managed LAN Monitor & Notify (Medium)	MLMN0002	Managed Services LAN Monitor & Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Switches must be certified by VzB MNS. VzB PIP network will provide inband management. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$23.99	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch /Hub) - Managed LAN Monitor & Notify (Large)	MLMN0003	Managed Services LAN Monitor & Notify allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. With Monitor and Notify, the customer retains responsibility to resolve logical and/or physical issues with the CPE. Switches must be certified by VzB MNS. VzB PIP network will provide inband management. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$23.99	N/A	No	No
Management (Switch /Hub) - Managed LAN Physical (Small)	MLPH0001	Managed Services LAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$32.29	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch /Hub) - Managed LAN Physical (Medium)	**MLPH0002**	Managed Services LAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$42.44	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch /Hub) - Managed LAN Physical (Large)	MLPH0003	Managed Services LAN Physical allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Isolate and resolve physical fault conditions with the CPE. With Physical Mgmt, the customer retains the responsibility to resolve logical issues with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$75.65	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch /Hub) - Managed LAN Full (Small)	MLFL0001	Managed Services LAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$40.59	N/A	No	No
Management (Switch /Hub) - Managed LAN Full (Medium)	MLFL0002	Managed Services LAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$52.58	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch /Hub) - Managed LAN Full (Large)	MLFL0003	Managed Services LAN Full allows Verizon Business to be responsible to clear logical and physical issues with the access and/or the Verizon network. Resolve both logical and physical fault conditions that occur with the CPE. Switch must be certified by VzB MNS. Customer must have a manufacture certified maintenance agreement in place for this service. An Out of Band Modem & Modem Line are required from the customer. VzB will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either MTOI0001 or MIIO0002.	Hardware must not be identified as End of Life by the manufacturer.	Per Month	N/A	$95.94	N/A	No	No
Takeover of Existing Device - Management Takeover of Switch	MTOI0001	This applies to Management (Switch/Hub) of Monitor & Notify, Physical and Full (Small, Medium and Large).		Per Month	$350.00	N/A	N/A	No	No
New Device - Switch Installation requiring initial configuration and implementation support	MIIO0002	This applies to Management (Switch/Hub) of Monitor & Notify, Physical and Full (Small, Medium and Large).		Per Month	$350.00	N/A	N/A	No	No
Management (Switch /Hub) - Threshold Reporting	THRE0000	Verizon Business Notifies Managed Network Service engineers of performance exceptions, including enhanced latency, discards, traffic shaping, and more. A total of 11 thresholds are included.		Per Device Per Month	N/A	$5.54	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch /Hub) - Order Expedite	OEXP0000	Request to activate switch in 15 days or less (Not Including Circuit).		Per Order	$935.00	N/A	N/A	No	No
Management (Switch /Hub) - New Implementation Rescheduling	RSCH0000	Management (Switch/ Hub) New Implementation Rescheduling is an additional charge to reschedule Switch / Hub within less than 48 hours (2 calendar days) of original scheduled installation date. If Switch / Hub is rescheduled before 48 hours then no additional charge shall apply.		Per Site	$300.00	N/A	N/A	No	No
Management (Switch /Hub) - After-Hours Premium Charge (M-F, 5 p.m. to 8 a.m., including weekends and holidays)	PREM0000	Managed (Switch/Hub) After Hours Premium Charge is a one site charge for standby support at the NOC during non-business hour installations. This charge is in addition to the normal business installation charge.		Per Occurrence	$600.00	N/A	N/A	No	No

Optional Change Management provides additional change management support for items customers are not likely to encounter on a daily basis. Optional Change Management items are charged on a per-incident basis (NRC), and are available to customers that subscribe to 6.3.4.3 Converged Services, IP Telephony Business Line Services. These are enhanced features and a subset of the 6.3.4.3 Converged Services, IP Telephony Business Line Services.

Optional Change Management Activities:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch /Hub) - LAN Dynamic Host Configuration Protocol (DHCP) IP Helper Add / Modify / Delete	LDFM0000	Switch configuration to Add / Modify / Delete Dynamic Host Configuration Protocol (DHCP) IP Helper Add / Modify / Delete. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub	Per Occurrence	N/A	N/A	$42.50	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch /Hub) - IP Address / Subnet Mask – Add / Modify / Delete	IAFM0000	IP Network Address /Subnet Mask - Add / Modify / Delete. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub	Per Occurrence	N/A	N/A	$42.50	No	No
Management (Switch /Hub) - Hostname change	HCFM0000	Switch configuration changes to change router host name WAN and LAN. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub	Per Occurrence	N/A	N/A	$42.50	No	No
Management (Switch /Hub) - VLAN – Add / Delete	VLFM0000	Add or remove a new VLAN to existing managed switch. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub	Per Occurrence	N/A	N/A	$42.50	No	No
Management (Switch /Hub) - Trunking Configuration – Add / Delete	TCFM0000	Enable or Disable ISL or 802.1Q trunking between two switches and configure DTP mode. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub	Per Occurrence	N/A	N/A	$42.50	No	No
Management (Switch /Hub) - Spanning Tree – Add / Delete	STFM0000	Enable or Delete Spanning Tree Protocol (STP), configure port priority/VLAN priority, configure port costs, configure root switch. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub	Per Occurrence	N/A	N/A	$42.50	No	No
Management (Switch /Hub) - Storm Control – Add / Delete	SCFM0000	Enable or Delete broadcast, multicast, or unicast traffic storm control on the interface and configure the traffic storm control level. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub	Per Occurrence	N/A	N/A	$42.50	No	No
Management (Switch /Hub) - Ether Channel – Add / Delete	ECFM0000	Configure the EtherChannel on the switch port and set its EtherChannel mode or Delete EtherChannel on the switch port. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub	Per Occurrence	N/A	N/A	$42.50	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch /Hub) – UniDirectional Link Detection (UDLD) Configuration – Add / Delete	UCFM0000	Enable or Delete Unidirectional Link Detection (UDLD) protocol on a specific LAN port. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub	Per Occurrence	N/A	N/A	$42.50	No	No
Management (Switch /Hub) - Multicast Configuration – Add / Delete	MCFM0000	Enable/Delete or configure Internet Group Management Protocol (IGMP) snooping, GARP Multicast Registration Protocol (GMRP), or RGMP. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub	Per Occurrence	N/A	N/A	$42.50	No	No
Management (Switch /Hub) – VLAN Trunk Protocol (VTP) Configuration – Add / Modify / Delete	VTPC0000	Enable VLAN Trunking Protocol (VTP); set mode, password, and pruning. Available for Full Mgmt Only.	Remote configuration activity on the Switch/Hub	Per Occurrence	N/A	N/A	$42.50	No	No
In lieu of the optional change management per occurrence services described above, customers have the option to utilize the established hourly rate. Labor charges will commence upon arrival at customer site. Only the highest single NRC will be charged per device. Feature ID's are MEMU0000, DOFM0000, IBSM0001, HRDU0001, LNIB0000, LERS0001, DDON0000, LAFT0000.									
Management (Switch - labor only) - Memory Upgrade	MEMU0000	Dispatch of a technician to the premises to perform Add or swap to an upgraded memory (flash or DRAM). This includes additional remote management and configuration services. Available for Full Mgmt Only.		Per Occurrence	$350.00	$0.00	$0.00	No	No
Management (Switch - labor only) Switch IOS Change Support New Features	DOFM0000	Dispatch of a technician to the premises to perform Changes the IOS on the router for new feature requirements. This includes additional remote management and configuration services. Available for Full Mgmt Only.		Per Occurrence	$350.00	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch - labor only) Intra-building Move	IBSM0001	Dispatch of a technician to the premises to perform In-building move of existing switch – using same circuit and no design impact. Done during normal business hours. This includes additional remote management and configuration services. Available for Full Mgmt Only.		Per Occurrence	$350.00	$0.00	$0.00	No	No
Management (Switch - labor only) Hardware Module Upgrade	HRDU0001	Dispatch of a technician to the premises to perform Add or swap a component to upgrade a module. This includes additional remote management and configuration services. Available for Full Mgmt Only.		Per Occurrence	$350.00	$0.00	$0.00	No	No
Management (Switch - labor only) Switch Move, Inter-building or Across Town	LNIB0000	Request to reschedule a router activation within 48 hours.		Per Occurrence	$600.00	$0.00	$0.00	No	No
Management (Switch labor only) Switch Exchange	LERS0001	Dispatch of a technician to the premises to perform Across town is within 30 miles of original circuit, same switch but new circuit, done during normal business hours. This includes additional remote management and configuration services. Available for Full Mgmt Only.		Per Occurrence	$350.00	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Management (Switch) Field Service Technicians (labor only) - Normal business hours (M-F, 8 a.m. to 5 p.m.).	DDON0000	Management Field Service Technicians hourly rate during normal business hours (M-F, 8 a.m. to 5 p.m.). Dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.		Per Hour	$135.00	$0.00	$0.00	No	No
Management (Switch) Field Service Technicians (labor only) – After hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays).	LAFT0000	Management Field Service Technicians hourly rate after hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays) dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.		Per Hour	$170.00	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Managed Wireless LAN (MWLAN)

MWLAN services provide ongoing 24x7 remote management support for customer Wireless LAN environments to keep them Secure, Highly Available and Performing at High Service Levels. Managed Services are delivered using an ITIL-based service model and include Technical Account Management and Proactive Engineering support. When Customer Wireless LAN's are supported by Verizon's Wireless LAN Management Services, Verizon provides the added benefit of an end-to-end view and SLA's for the Customer's Wireless LAN that includes:

• Time to Repair
• Managed Service Installation (Provisioning)
• Proactive Outage Notification

MWLAN services is a best effort service. The service features a robust Customer Portal with real-time dashboard for Application and Transaction status.

The MWLAN service must be associated with at least one Managed LAN site and the MWLAN management level must be at the same level or below the Managed LAN management level for the same site. Service does not include major upgrades. Hardware must not be identified as End of Life by the manufacturer.

MWLAN services provide a multistep deployment and management offering, including a pre-deployment evaluation of the customer site and usage plans, the creation and validation of a WLAN schematic, and a review of security and authentication policies. Verizon has Wireless Engineering and Assessment services which are required for preparing the Customer Wireless LAN for Managed Services. Please review the list of Supported Technologies for important feature limitations on technology scope.

Managed Wireless LAN (MWLAN) - Service Activation
Verizon has two service activation options are available for Managed Wireless LAN:

1.   Managed Implementation – for new networks and devices
2.   Managed Take Over – for existing networks and devices

Custom engineering services may be required for MWLAN takeover or implementation for large or complex Customer wireless environments. The MWLAN service must be associated with at least one Managed LAN site and the MWLAN management level must be at the same level or below the Managed LAN management level for the same site. The service does not include major upgrades and hardware must not be identified as End of Life by the manufacturer. Customer will be charged a service charge for all issues discovered with Full Management that result in an Verizon technician being dispatched that are due to the act or omission of Customer including, but not limited to, faulty in house wiring.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Managed Implementation

This option applies when a new network is required to meet the customer's requirements.

The Design process considers the customer's business requirements and technology needs in order to create a solution to meet current and future business needs. This includes:
  • The collection of system, application and end-user requirements
  • The creation of a detailed logical and physical design plan for transport and equipment
  • Implementation of the overall project plan

The Implementation process consists of the activities required to deliver the network solution and to bring the network under management. Verizon Business performs the overall project management function for timely and efficient network activation. This includes:
  • Order validation and acceptance for Managed Wireless LAN Service (and Managed WAN or Managed Services Complete, if required)
  • Site readiness to include site survey (if required), dispatch and tracking
  • CPE coordination for timely staging and configuration of devices
  • Scheduling and confirming physical and out-of-band connectivity (Note out-of-band connectivity is required for every managed Wireless LAN Controller)
  • Network / Site installation and acceptance
  • Hand-off operational network to the Managed Services Operations center
  • Static IP addresses are required for every Wireless LAN Controller and Wireless Access Point. Customers may be required to change the IP addresses of the managed devices
    in order to allow Verizon to assume management.

Managed Implementation Design Engineering Tasks

  • Create Statement of Requirements
    – Network addressing
    – Routing protocol requirements
    – Redundancy/availability requirements
    – Scalability requirements
    – Remote access requirements
    – Implementation requirements
  • Validate MSO compliancy
  • Establish and confirm management connectivity (i.e., Management PVC for MSO visibility)

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

• Review IP addressing scheme for MSO compliance. Customer may be required to alter the IP addressing of the managed wireless LAN devices so as to avoid overlapping with existing customer managed devices.
• Customer Design Document
  – Physical and logical topology
  – Detailed IP routing protocol design
  – Security
  – Hardware and software requirements
  – Quality of Service requirements (if needed)
  – Redundancy and backup, and remote access requirements
  – Remote access

MWLAN Certified CPE
For new implementations, all devices must be certified by Managed Network Solutions Operations (MNSO) for use with the service. The term "certified" means that:
• A device is fully qualified for use with the MWLAN service
• Standard pricing applies for this device
• This list will be updated on a regular basis
Note: Select Cisco and Aruba Networks equipment is certified for use with Verizon MWLAN. Hardware must not be identified as End of Life by the manufacturer. The customer may select self-sparing of access points in lieu of a maintenance agreement. Access point self-sparing option must be approved by MNSO.

Managed Take Over

This option applies when the customer wants Verizon Business to take an existing network or solution under management. Verizon Business will perform a design review exercise for customers with existing networks. This non-intrusive process is accomplished by:
• Customer interviews
• Customer-provided network diagrams
• Site-specific information

At the completion of the design review effort, Verizon Business will provide the customer with the feedback on what changes to the customer network are necessary, before it can be accepted for management. These changes may result in one-time charges to the customer that will be in addition to those listed in their service agreement. As part of the implementation process, the customer may elect to have Verizon Business affect these changes at additional onetime costs, do it themselves, or use a third party.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

The Service Delivery process consists of all the activities required to bring the network under management. Verizon Business performs the overall project management function for efficient network activation. These activities will include Verizon Business to:
• Create a customer design document and overall project plan to bring the network under management
• Execute the necessary changes to bring the network under management
• Confirm site readiness
• Coordinate CPE for timely staging and configuration of devices (if required)
• Hand-off operational network to the Managed Services Operations center

Managed Take over Design Engineering Tasks
The planning and service delivery functions performed by the Managed Services Delivery organization associated with Managed Take Over.
• Identify network and CPE assets including network and router configurations
• Validate MSO compliancy
• Document physical and logical topology
• Network addressing and routing protocol design
• Security requirements
• Creates Statement of Requirement/Customer Design Document
• Review IP addressing scheme for MSO compliance
• Establish and confirm management connectivity (i.e., Management PVC for MSO visibility)

MWLAN - CPE Managed Take Over Guidelines
In order to bring an existing customer solution under management, Verizon Business will analyze the customer's current network and CPE assets against Verizon Business's baseline requirements. The following points highlight the key baseline criteria used to evaluate the CPE that will be brought under management as part of the Managed Take Over process.
• The customer network should be running standard WLAN feature sets.
• The wireless LAN equipment must be listed on the Managed Network Services Certified Device List.
• Verizon Business will confirm if the devices will continue to be supported by the manufacturer over the next two years.
• Wireless LAN Controllers must be operating a General Deployment (GD) version of the operating system.
• Verizon Business will confirm if the operating system of the wireless LAN has been upgraded in the past two years.
• Customer will allow Verizon Business to manage the maintenance contract for the customer-premised equipment.
• The wireless LAN equipment is currently configured, deployed, and operational within the customer's network.

Note: Hardware must not be identified as End of Life by the manufacturer.

<u>**Change Management**</u>
Change Management broadly defines the logical and physical activities performed by Verizon Business to ensure the Customer MWLAN solution keeps pace with their changing needs and requirements. Standard change management activities are included in the MWLAN monthly recurring charge. All other change management activities are custom and are quoted on an individual case basis.

The following table details the different change management activities and pricing:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Standard Change Management Activities	Charge
Wireless LAN Security - Modify	Included in MRC
Wireless LAN Authentication - Modify	Included in MRC
Wireless Access Point - Modify	Included in MRC
Protocol/Feature Modify	Included in MRC
DHCP Configuration - Modify	Included in MRC
IOS Emergency Upgrade	Included in MRC
IP Address/Subnet Mask Changes	Included in MRC
Switch VLAN Changes - Modify	Included in MRC
Switch Spanning Tree Configuration Modify	Included in MRC
Filters/Access-Lists - Modify	Included in MRC
Management Access List - Modify	Included in MRC

Optional Change Management provides additional change management support for items customers are not likely to encounter on a daily basis. Optional Change Management items are charged on a per-incident basis (NRC), and are available to customers that subscribe to 6.3.3.8 Converged Services, IP and Network IP Transport Services. These are enhanced features and a subset of the 6.3.3.8 Converged Services, IP and Network IP Transport Services.

Configuration Back Up
Verizon Business will back up the customer's Wireless LAN Controller configuration on a weekly basis. This allows quick recovery when a hardware replacement is made and provides accurate record keeping when performing configuration changes on the customer network. As part of the network acceptance process, all managed devices will have a copy of the most current configuration backed up on a weekly basis.

MWLAN – Custom Design Elements
The following custom activities may be required as part of Managed Implementation Design Engineering or Managed Take over Design Engineering:
   • Wireless Quality of Service – Some Quality of Service features could be supported to make the WLAN Quality of Service "aware". True QoS cannot be realized on the wireless side of the customer's LAN environment.
   • Voice over Wireless LAN – Verizon provides custom VoWLAN solutions for secure, reliable, scalable platform for all of voice, video, and data services.
   • Exterior Wireless Bridges/Access Points – Verizon has custom solutions to meet customer needs for implementing and managing exterior wireless environments.
   • WLAN Physical Network Modifications – Verizon will dispatch technician(s) to the premises to perform adds, moves and changes of Customer wireless network and equipment. This includes additional remote management and configuration services as required.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Customer Responsibilities

1. Information and Access Requests. Upon request, Customer will provide information to Verizon, its subcontractors or its designated point of contact ("Verizon or its Designees") that is reasonably necessary or useful for Verizon to perform its obligations. In addition, upon request Customer will provide Verizon or its Designees with access to Customer facilities, installation sites, and equipment as reasonably necessary or useful for Verizon to perform its obligations hereunder.

2. Licenses. Customer will obtain any necessary permits, licenses, variances, and/or other authorizations required by state and local jurisdictions for installation and operation of the CPE on Customer's premises or where the jurisdiction requires Customer to obtain the permit, license, variance and/or authorization.

3. Building Space. Where applicable, Customer will provide adequate building space, circuitry, facility wiring, temperature, humidity, and power to comply with the standards established by the manufacturer of the CPE for proper installation and operation of the Managed Service.

4. IP Addresses. Verizon reserves the right to use secondary IP addressing if Customer is using unregistered IP address space. If Customer will not allow secondary IP addressing, Customer agrees to pay reasonable costs for a dedicated management domain or an IP proxy hardware solution. Additionally, Verizon reserves the right to use border gateway protocol ("BGP") routing for the management permanent virtual circuits ("PVCs") used to access and monitor Customer's Network.

5. Out of Band Access. ("OOB") access is required for all Managed WLAN Full Management. Customer will provide at their cost either a Port Terminal Server or dedicated, analog telephone connection or indirect cable access for use by each OOB modem for troubleshooting. Managed WLAN OOB access is in addition to any Managed WAN OOB access.

6. Supported Devices. Only Verizon certified devices will be supported and must be an approved Verizon design as outlined in Customer's Statement of Requirements.

Reports. All copies of any reports, recommendations, documentation, Customer Portal printouts, or other materials in any media form provided to Customer by Verizon hereunder will be treated as Verizon Confidential Information.

Services Disclaimer. Verizon makes no warranties, guarantees, or representations, express, or implied, that (i) the services provided pursuant to this service will protect Customer's network from intrusions, viruses, trojan horses, worms, time bombs, cancelbots or other similar harmful or destructive programming routines; (ii) any security threats and vulnerabilities to Customer's network will be prevented or detected; or (iii) the performance by Verizon of any services will render Customer's systems invulnerable to security breaches.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
MWLAN Controller Full (Small)	MGSM0000	MWLAN Controller Full (Small) (wireless controllers that control 1-25 access points) allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Controller must be certified by Verizon MNSO to be eligible for this service. Customer must have a manufacture certified maintenance agreement in place for this service. A modem line with either an Out of Band Modem or a Port Terminal Server is required from the customer. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWLN0000 or NDWC0000. Implementation of this service requires Wireless LAN Engineering Assessment.	Requires one of the following Feature Identifiers have been completed by Verizon for this device: TWLN0000, NDWC0000	Per Device	N/A	$123.00	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
MWLAN Controller Full (Medium)	MWMD0000	MWLAN Controller Full (Medium) (wireless controllers that allow 26-50 access points) allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Controller must be certified by Verizon MNSO to be eligible for this service. Customer must have a manufacture certified maintenance agreement in place for this service. A Modem Line with either an Out of Band Modem or a Port Terminal Server is required from the customer. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWLN0000 or NDWC0000. Implementation of this service requires Wireless LAN Engineering Assessment.	Requires one of the following Feature Identifiers have been completed by Verizon for this device: TWLN0000, NDWC0000	Per Device	N/A	$205.00	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
MWLAN Controller Full (Large)	MWLG0000	MWLAN Controller Full (Large) (wireless controllers that control 51 or more access points) allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Controller must be certified by Verizon MNSO to eligible for this service. Customer must have a manufacture certified maintenance agreement in place for this service. A Modem Line with either an Out of Band Modem or a Port Terminal Server is required from the customer. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWLN0000 or NDWC0000. Implementation of this service requires Wireless LAN Engineering Assessment.	Requires one of the following Feature Identifiers have been completed by Verizon for this device: TWLN0000, NDWC0000	Per Device	N/A	$343.38	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Take Over an Existing MWLAN Controller Device	TWLN0000	This applies to the Full Management of Wireless Controllers (Small, Medium and Large). With Managed Take-Over, Verizon reviews, optimizes and takes over management of a Customer's existing network. All network data must be provided by the Customer, including, but not limited to, Customer interviews, Customer-provided network diagrams, and site-specific information. Verizon will provide Managed Take-Over Service in accordance with a separate SOR that contains appropriate terms and conditions agreed upon by the parties. The SOR provides i) the inventory of the Customer's network; ii) identifies any physical / logical activities required to bring the network under management by Verizon, and iii) identifies any associated costs to Customer to upgrade the network necessary to bring the network under management.		Per Device	$550.00	N/A	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
New Device – MWLAN Controller Installation, Configuration and Implementation Support	NDWC0000	This applies to the Full Management of Wireless Controllers (Small, Medium and Large). Managed Implementation brings a new Customer Managed WAN network online after the Customer's requirements have been gathered and the design activities have been completed. Verizon provides support for the planning, system engineering and overall project management of a new network. Verizon will provide Managed Implementation Service in accordance with a SOR that contains appropriate terms and conditions agreed upon by the parties.		Per Device	$550.00	N/A	NA	Yes	No
MWLAN Access Point Full	MAPW0000	MWLAN services Full allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Access Point(s) must be certified by Verizon MNSO to be eligible for this service. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWLP000 or NDWA0000. Implementation of this service requires Wireless LAN Engineering Assessment.	Requires one of the following Feature Identifiers have been completed by Verizon for this device: TWLP0000, NDWA0000	Per Device	N/A	$25.63	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Take Over an Existing MWLAN Access Point Device	TWLP0000	This applies to the Full Management of Wireless Access Point. With Managed Take-Over, Verizon reviews, optimizes and takes over management of a Customer's existing network. All network data must be provided by the Customer, including, but not limited to, Customer interviews, Customer-provided network diagrams, and site-specific information. Verizon will provide Managed Take-Over Service in accordance with a separate SOR that contains appropriate terms and conditions agreed upon by the parties. The SOR provides i) the inventory of the Customer's network; ii) identifies any physical / logical activities required to bring the network under management by Verizon, and iii) identifies any associated costs to Customer to upgrade the network necessary to bring the network under management.		Per Device	$150.00	N/A	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
New Device – MWLAN Access Point Installation, Configuration and Implementation Support	NDWA0000	This applies to the Full Management of Wireless Access Point. Managed Implementation brings a new Customer Managed WAN network online after the Customer's requirements have been gathered and the design activities have been completed. Verizon provides support for the planning, system engineering and overall project management of a new network. Verizon will provide Managed Implementation Service in accordance with a SOR that contains appropriate terms and conditions agreed upon by the parties.		Per Device	$150.00	N/A	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Managed Power Over Ethernet Mid-Span Device MWLAN Full	MPWE0000	MWLAN services Full allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Controller must be certified by Verizon MNSO to be eligible for this service. Customer must have a manufacture certified maintenance agreement in place for this service. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWPO000 or NDWP0000. Implementation of this service requires Wireless LAN Engineering Assessment.	Requires one of the following Feature Identifiers have been completed by Verizon for this device: TWPO0000, NDWP0000	Per Device	N/A	$30.75	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Take Over an Existing MWLAN Power Over Ethernet Mid-Span Device	TWPO0000	This applies to the Full Management of Wireless Power Over Ethernet Mid-Span Device. With Managed Take-Over, Verizon reviews, optimizes and takes over management of a Customer's existing network. All network data must be provided by the Customer, including, but not limited to, Customer interviews, Customer-provided network diagrams, and site-specific information. Verizon will provide Managed Take-Over Service in accordance with a separate SOR that contains appropriate terms and conditions agreed upon by the parties. The SOR provides i) the inventory of the Customer's network; ii) identifies any physical / logical activities required to bring the network under management by Verizon, and iii) identifies any associated costs to Customer to upgrade the network necessary to bring the network under management.		Per Device	$150.00	N/A	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
New Device – MWLAN Power Over Ethernet Mid-Span Device Installation, Configuration and Implementation Support	NDWP0000	This applies to the Full Management of Wireless Power Over Ethernet Mid-Span Device. Managed Implementation brings a new Customer Managed WAN network online after the Customer's requirements have been gathered and the design activities have been completed. Verizon provides support for the planning, system engineering and overall project management of a new network. Verizon will provide Managed Implementation Service in accordance with a SOR that contains appropriate terms and conditions agreed upon by the parties.		Per Device	$150.00	N/A	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Managed Authentication Appliance MWLAN Full	MAPF0000	MWLAN Services Full allows Verizon to be responsible to clear logical and physical issues with the network access LAN devices including patches, IOS releases, upgrades and other remediation plans. Controller must be certified by Verizon MNSO to be eligible for this service. Customer must have a manufacture certified maintenance agreement in place for this service. Verizon will work to clear the fault condition remotely or by dispatching someone to the site. This service requires Feature ID of either TWAA000 or NDWS0000. Implementation of this service requires Wireless LAN Engineering Assessment.	Requires one of the following Feature Identifiers have been completed by Verizon for this device: TWAA0000, NDWS0000	Per Device	N/A	$82.00	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Take Over an Existing MWLAN Authentication Appliance	TWAA0000	This applies to the Full Management of Wireless Authentication Appliance. With Managed Take-Over, Verizon reviews, optimizes and takes over management of a Customer's existing network. All network data must be provided by the Customer, including, but not limited to, Customer interviews, Customer-provided network diagrams, and site-specific information. Verizon will provide Managed Take-Over Service in accordance with a separate SOR that contains appropriate terms and conditions agreed upon by the parties. The SOR provides i) the inventory of the Customer's network; ii) identifies any physical / logical activities required to bring the network under management by Verizon, and iii) identifies any associated costs to Customer to upgrade the network necessary to bring the network under management.		Per Device	$200.00	N/A	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
New Device – MWLAN Authentication Appliance Installation, Configuration and Implementation Support	NDWS0000	This applies to the Full Management of Wireless Authentication Appliance. Managed Implementation brings a new Customer MWLAN network online after the Customer's requirements have been gathered and the design activities have been completed. Verizon provides support for the planning, system engineering and overall project management of a new network. Verizon will provide Managed Implementation Service in accordance with a SOR that contains appropriate terms and conditions agreed upon by the parties.		Per Device	$200.00	N/A	NA	Yes	No
Device OS Change	MWLN1101	This service applies to operating system changes to wireless controllers.	Device must be currently under Verizon management.	Per Occurrence	$30.00	N/A	NA	Yes	No
MWLAN Intra-building Move (Wireless Device - labor only)	MWLN1201	Dispatch of a technician to the premises to perform In-building move of existing wireless device – using same circuit and no design impact. Done during normal business hours. This includes additional remote management and configuration services. Available for Full Management Only.	Device must be currently under Verizon management.	Per Occurrence	$350.00	N/A	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
MWLAN Move, Inter-building or Across Town (Wireless Device - labor only)	MWLN1202	Dispatch of a technician to the premises to perform across town is within 30 miles of original circuit, same wireless device but new circuit, done during normal business hours. This includes additional remote management and configuration services. Available for Full Management Only.	Device must be currently under Verizon management.	Per Occurrence	$600.00	N/A	NA	Yes	No
MWLAN Exchange (Wireless Device - labor only)	MWLN1203	MWLAN Exchange dispatches a technician to the premises to perform Substitute one wireless device for another at an existing site. This includes additional remote management and configuration services. Available for Full Management Only.		Per Occurrence	$350.00	N/A	NA	Yes	No
MWLAN Field Service Technicians (labor only) Normal business hours (M-F, 8 a.m. to 5 p.m.)	MWLN1204	Management Field Service Technicians hourly rate during Normal business hours (M-F, 8 a.m. to 5 p.m.). Dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.		Per Hour	$135.00	N/A	NA	Yes	No
MWLAN Field Service Technicians (labor only) After hours (M-F, 5 p.m. to 8 a.m., including weekends and holidays)	MWLN1205	Management Field Service Technicians hourly rate After hours (M-F, 5 p.m. to 8 am, including weekends and holidays) dispatches a technician to perform on-site managed services on a time basis at the level of journeyman.		Per Hour	$170.00	N/A	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
MWLAN Managed Take Over:									
MWLAN Managed Take Over	MWLN1301	The planning and service delivery functions performed by the Managed Services Delivery organization associated with Managed Take Over. • Identify network and CPE assets including network and router configurations • Validate MSO compliancy • Document physical and logical topology • Network addressing and routing protocol design • Security requirements • Creates Statement of Requirement/Customer Design Document • Review IP addressing scheme for MSO compliance • Establish and confirm management connectivity (i.e., Management PVC for MSO visibility)		ICB	ICB	N/A	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
MWLAN Managed Implementation:									
MWLAN Managed Implementation	MWLN1401	The Design process considers the customer's business requirements and technology needs in order to create a solution to meet current and future business needs. This includes: • The collection of system, application and end-user requirements • The creation of a detailed logical and physical design plan for transport and equipment • Implementation of the overall project plan The Implementation process consists of the activities required to deliver the network solution and to bring the network under management. Verizon Business performs the overall project management function for timely and efficient network activation. This includes: • Order validation and acceptance for Managed Wireless LAN Service (and Managed WAN or Managed Services Complete, if required)		ICB	ICB	N/A	NA	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		• Site readiness to include site survey (if required), dispatch and tracking • CPE coordination for timely staging and configuration of devices • Scheduling and confirming physical and out-of-band connectivity (Note out-of-band connectivity is required for every managed Wireless LAN Controller) • Network / Site installation and acceptance • Hand-off operational network to the Managed Services Operations center • Static IP addresses are required for every Wireless LAN Controller and Wireless Access Point. Customers may be required to change the IP addresses of the managed devices in order to allow Verizon to assume management.							

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
  Service Availability Percentage
  Service Availability Percentage – Managed Router and Managed LAN Service
  Catastrophic Outage 1
  Catastrophic Outage 2
  Catastrophic Outage 3
  One-Way Transmission Delay
  Jitter
  Packet Loss
  Excessive Outage
  Notification
  Proactive Notification SLA – Managed Router and Managed LAN Service/WLAN Service
  Provisioning
  Time to Repair (TTR) – Managed Wireless LAN (WLAN) Service
  Response Duration from Receipt of Order
  Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.4.3a Converged Services, Internet Dedicated Access (IDA) Service

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Converged Services, Internet Dedicated Access (IDA) Service

Description of the Service: Verizon's Internet Dedicated Access (IDA) service allows customers to access the Internet for Converged Services, IP Telephony offerings and utilize additional bandwidth for Internet access needs. Service may also be used for Internet access only.

Price-Protected Service. Customer receives access to the Network at the full bandwidth of the selected Service (T1, T3, OC3, full Gigabit Ethernet access for GigE, etc.) for a fixed monthly fee.

NxT1 Multilink Frame Relay (MLFR) Service. Customer receives access to the Network at any time at the full bandwidth of the selected Service multiplied by the number of circuits ordered (i.e., 4.5 Mbps for 3xT1, 6 Mbps for 4xT1, 7.5 Mbps for 5xT1, 9 Mbps for 6xT1, 10.5 Mbps for 7xT1, and 12Mbps for 8xT1).

Double Service. Double Services provides port service of equivalent bandwidth (2 X T1, 2 X T3, 2 Gigabit circuits for GigE, OC3, OC12, and OC48) to the Network for a fixed monthly fee, with Double Service terminating both circuits at the same hub Double Service emphasizes increased bandwidth.

Diverse Service. Diverse Services provides port service of equivalent bandwidth (2 X T1, 2 X T3, 2 Gigabit circuits for GigE, OC3, OC12, and OC48) to the Network for a fixed monthly fee, Diverse Service terminating each circuit into different network hubs, where available. (If there is not available capacity in a neighboring hub, Verizon Business will provision the circuits on two separate gateway routers within the same hub.) Diverse Service offers more redundancy.

Shadow Service. Shadow Service is only available if Customer orders an equivalent primary Service from Verizon Business (e.g., Shadow OC3 is available only with OC3 Service). Shadow Service requires that the Shadow Service Measured Use Level not exceed the "Maximum Shadow Measured Use Level" (i.e., 16 Kbps for T1, 500 Kbps for T3, 1.7 Mbps OC3, 6.8 Mbps for OC12, 24 Mbps for OC48, and 10Mbps for GigE) while the primary Service connection is available. If the Maximum Shadow Measured Use Level is exceeded at any time while the primary Service connection is available, Verizon Business will bill Customer an excess usage charge of Verizon Business's standard Monthly Fee for the affected Internet Dedicated Burstable Service for that Measured Use Level. Verizon Business will bill at these rates until the Measured Use Level of the Shadow Service in a month decreases below the Maximum Shadow Measured Use Level. If the primary Service is unavailable (as defined in the applicable Service Level Agreement), the Measured Use Level of the Shadow Service in excess of the Maximum Shadow Measured Use Level will not be subject to excess usage charges. The Service only if Customer uses Shadow Service as the primary Verizon Business Internet Dedicated Services.

Burstable Service – Internet Dedicated Services.

  With Burstable Service, Customer receives full Internet Dedicated Services access to the Network and can burst up to the full bandwidth of the selected Service at any time (i.e., 1.5 Mbps for T1, 45 Mbps for T3, 155 Mbps for OC3, 622 Mbps for OC12, and 2488 Mbps for OC48). Monthly billing is based on the Burstable Service level selected by Customer.

If Customer's Measured Use Level during any two consecutive months (T1) or any month (T3, OC3, OC12, and OC48) exceeds Customer's then-current Burstable Service level, Customer's Burstable Service level may be upgraded by Verizon Business and the monthly charges adjusted accordingly; provided, that such adjusted charges shall reflect contract rates.

Burstable Service – Internet Dedicated Ethernet Service.

With Burstable Service, Customer selects a Burstable Service level within one of the following three ranges: 1 to 10 Mbps, 1 to 100 Mbps, or 1 to 1000 Mbps. Customer will receive full, unrestricted access to the Network at the selected Burstable Service level with the ability to burst to the full bandwidth for the applicable range. Monthly billing is based on the Burstable Service level selected by Customer.

If Customer's Measured Use Level during any single month exceeds Customer's then-current Burstable Service level, Customer's Burstable Service level may be upgraded by Verizon Business and the monthly billing adjusted accordingly within the selected range; provided, that such adjusted charges shall reflect contract rates.

Burstable Service – Internet Dedicated GigE Service

With GigE Burstable service, Customer receives full Gigabit Ethernet access to the Network and can burst to the full 1000 Mbps at any time. Monthly billing is based on the burstable service level selected by Customer.

If Customer's Measured Use Level during any month exceeds Customer's then-current burstable service level, Customer's Burstable Service level may be upgraded by Verizon Business and the monthly billing adjusted accordingly; provided, that such adjusted charges shall reflect contract rates.

Burstable Select.

With Burstable Select, Customer receives access to the Verizon Business Network and may subscribe to a Bandwidth Commitment which is less than the full bandwidth of the selected Service and may burst to the full bandwidth of the selected Service. For example, Customer may subscribe to Burstable Select OC12 at the 150 Mbps level, and will be permitted to burst to the full bandwidth of 622 Mbps.

A monthly recurring Bandwidth Commitment charge applies. Bandwidth Commitment equals the portion of a circuit (as measured in bandwidth) which Customer may use in a monthly period without incurring an overage charge. An overage usage charge applies in each monthly period in which Customer's Measured Use Level exceeds Customer's Bandwidth Commitment for a circuit. Usage which exceeds Customer's Bandwidth Commitment will be measured in one megabit increments. If the measurement includes a fraction of a megabit, the fraction is rounded to the next full megabit.

Bandwidth Commitment Change: Customer may upgrade or downgrade its Burstable Select Bandwidth Commitment once per calendar month per circuit by making a written request to Verizon Business. Customer's new Bandwidth Commitment will become effective on the first day following the end of the billing cycle in which Verizon Business receives Customer's request. Customer will receive discounts on the monthly recurring charge for the new Bandwidth Commitment equal to the discount (as a measured percentage), if any, Customer received on the monthly recurring charge for the former Bandwidth Commitment.

Reconfiguration

Reconfiguration – Reconfiguration charges apply to any configuration change at the Internet Port level. For example, changing bandwidth tiers and anything else that belongs to the category of changing Internet Port specifications whether it's physical or logical. Reconfiguration charges apply to configuration changes and shall not be billed in combination with retermination. If both reconfiguration and retermination are required, only the retermination charge applies.

Retermination

Retermination - Retermination charges apply to any physical or logical change which affects the Internet Port. Retermination charges apply to configuration changes and shall not be billed in combination with reconfiguration. If both reconfiguration and retermination are required, only the retermination charge applies.

Availability: Nationwide. International locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Burstable T1 Service – 0KB to 128KB Burstable	BSTL0128	A Burstable T1 Option, allowing users to burst to the full T1 port speed. Invoicing occurs at the average monthly Kbps range identified.		Per Port	-	$177.48	-	Yes	No
Reconfiguration Burstable T1 Service – 0KB to 128KB Burstable	RCBS0128	Router configuration at customer site		Per Port	$85.00	-	-	Yes	No
Retermination Burstable T1 Service – 0KB to 128KB Burstable	RTRM0128	Reinstall at customer site		Per Port	$382.50	-	-	Yes	No
Burstable T1 Service – 128KB to 256KB Burstable	BSTL0256	Burstable T1 Options		Per Port	-	$206.75	-	Yes	No
Reconfiguration Burstable T1 Service – 128KB to 256KB Burstable	RCBS0256	Router configuration at customer site		Per Port	$85.00	-	-	Yes	No
Retermination Burstable T1 Service – 128KB to 256KB Burstable	RTRM0256	Reinstall at customer site		Per Port	$382.50	-	-	Yes	No
Burstable T1 Service – 256KB to 384KB Burstable	BSTL0384	Burstable T1 Options		Per Port	-	$232.37	-	Yes	No

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration Burstable T1 Service – 256KB to 384KB Burstable	RCBS0384	Router configuration at customer site		Per Port	$85.00	-	-	Yes	No
Retermination Burstable T1 Service – 256KB to 384KB Burstable	RTRM0384	Reinstall at customer site		Per Port	$382.50	-	-	Yes	No
Burstable T1 Service – 384KB to 512KB Burstable	BSTL0512	Burstable T1 Options		Per Port	-	$265.30	-	Yes	No
Reconfiguration Burstable T1 Service – 384KB to 512KB Burstable	RCBS0512	Router configuration at customer site		Per Port	$85.00	-	-	Yes	No
Retermination Burstable T1 Service – 384KB to 512KB Burstable	RTRM0512	Reinstall at customer site		Per Port	$382.50	-	-	Yes	No
Burstable T1 Service – 512KB & Above Burstable	BSTL0513	Burstable T1 Options		Per Port	-	$311.04	-	Yes	No
Reconfiguration Burstable T1 Service – 512KB & Above Burstable	RCBS0513	Router configuration at customer site		Per Port	$85.00	-	-	Yes	No
Retermination Burstable T1 Service – 512KB & Above Burstable	RTRM0513	Reinstall at customer site		Per Port	$382.50	-	-	Yes	No
Price Protect T1	PRPR0000	Fixed Port Speed		Per Port	-	$261.64	-	Yes	No
Reconfiguration Price Protect T1	RCPR0000	Router configuration at customer site		Per Port	$170.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination Price Protect T1	RTMP0000	Reinstall at customer site		Per Port	$382.50	-	-	Yes	No
Price Protect 3.088 Meg (2xT1)	PRPR0002	Fixed Port Speed		Per Port	-	$512.30	-	Yes	No
Reconfiguration Price Protect 3.088Meg (2xT1)	RCPR0002	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination Price Protect 3.088Meg (2xT1	RTMP0002	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 4.632 Meg (3xT1)	PRPR0003	Fixed Port Speed		Per Port	-	$760.76	-	Yes	No
Reconfiguration Price Protect 4.632 Meg (3xT1)	RCPR0003	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination Price Protect 4.632 Meg (3xT1)	RTMP0003	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 6.176 Meg (4xT1)	PRPR0004	Fixed Port Speed		Per Port	-	$1,004.47	-	Yes	No
Reconfiguration Price Protect 6.176 Meg (4xT1)	RCPR0004	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination Price Protect 6.176 Meg (4xT1)	RTMP0004	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 7.72 Meg (5xT1)	PRPR0005	Fixed Port Speed		Per Port	-	$1,242.32	-	Yes	No
Reconfiguration Price Protect 7.72 Meg (5xT1)	RCPR0005	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination Price Protect 7.72 Meg (5xT1)	RTMP0005	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 9.264 Meg (6xT1)	PRPR0006	Fixed Port Speed		Per Port	-	$1,476.51	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration Price Protect 9.264 Meg (6xT1)	RCPR0006	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination Price Protect 9.264 Meg (6xT1)	RTMP0006	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 10.808 Meg(7xT1)	PRPR0007	Fixed Port Speed		Per Port		$1,703.39	-	Yes	No
Reconfiguration Price Protect 10.808 Meg(7xT1)	RCPR0007	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination Price Protect 10.808 Meg(7xT1)	RTMP0007	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 12.352 Meg(8xT1)	PRPR0008	Fixed Port Speed		Per Port		$1,924.77	-	Yes	No
Reconfiguration Price Protect 12.352 Meg(8xT1)	RCPR0008	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination Price Protect 12.352 Meg(8xT1)	RTMP0008	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T1 Shadow	SHDW0000	Back-up option for Full T1 IDA service		Per Port	-	$104.55	-	Yes	No
Reconfiguration T1 Shadow	RCSH0000	Router configuration at customer site		Per Port	$42.50	-	-	Yes	No
Retermination T1 Shadow	RTSH0000	Reinstall at customer site		Per Port	$382.50	-	-	Yes	No
T1 Double	TDBL0001	Burstable T1 Options Double Port		Per Port	-	$521.88	-	Yes	No
Reconfiguration- T1 Double	RCDB0001	Router configuration at customer site		Per Port	$170.00	-	-	Yes	No
Retermination – T1 Double	RTDB0001	Reinstall at customer site		Per Port	$382.50	-	-	Yes	No
T1 Diverse	TDIV0001	Burstable T1 Options Diverse Port		Per Port	-	$521.88	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – T1 Diverse	RCDV0001	Router configuration at customer site		Per Port	$170.00	-	-	Yes	No
Retermination – T1 Diverse	RTDV0001	Reinstall at customer site		Per Port	$382.50	-	-	Yes	No
Burstable T3 Service – 0 to 3 Mbps Burstable	BCSP0003	A Burstable T3 Option, allowing users to burst to the full T3 port speed. Invoicing occurs at the average monthly Mbps range identified.		Per Port	-	$486.68	-	Yes	No
Reconfiguration – Burstable T3 Service– 0 to 3 Mbps Burstable	RCBC0003	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Burstable T3 Service– 0 to 3 Mbps Burstable	RTBC0003	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 3.01 to 6 Mbps Burstable	BCSP0006	Burstable T3 Options		Per Port	-	$813.45	-	Yes	No
Reconfiguration – Burstable T3 Service – 3.01 to 6 Mbps Burstable	RCBC0006	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Burstable T3 Service – 3.01 to 6 Mbps Burstable	RTBC0006	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 6.01 to 7.5 Mbps Burstable*	BCSP0075	Burstable T3 Options		Per Port		$964.47	-	Yes	No
Reconfiguration – Burstable T3 Service - 6.01 to 7.5 Mbps Burstable	RCBC0075	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – Burstable T3 Service - 6.01 to 7.5 Mbps Burstable	RTBC0075	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 7.51 to 9 Mbps Burstable*	BCSP0009	Burstable T3 Options		Per Port		$1,126.32	-	Yes	No
Reconfiguration – Burstable T3 Service – 7.51 to 9 Mbps Burstable	RCBC0009	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Burstable T3 Service – 7.51 to 9 Mbps Burstable	RTBC0009	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 9.01 to 10.5 Mbps Burstable*	BCSP0105	Burstable T3 Options		Per Port		$1,295.83	-	Yes	No
Reconfiguration – Burstable T3 Service - 9.01 to 10.5 Mbps Burstable	RCBC0105	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Burstable T3 Service - 9.01 to 10.5 Mbps Burstable	RTBC0105	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 10.51 to 12 Mbps Burstable*	BCSP0012	Burstable T3 Options		Per Port	-	$1,480.90	-	Yes	No
Reconfiguration – Burstable T3 Service – 10.51 to 12 Mbps Burstable	RCBC0012	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – Burstable T3 Service – 10.51 to 12 Mbps Burstable	RTBC0012	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 12.01 to 13.5 Mbps Burstable*	BCSP0135	Burstable T3 Options		Per Port	-	$1,642.46	-	Yes	No
Reconfiguration – Burstable T3 Service – 12.01 to 13.5 Mbps Burstable	RCBC0135	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Burstable T3 Service – 12.01 to 13.5 Mbps Burstable	RTBC0135	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 13.51 to 15 Mbps Burstable*	BCSP0015	Burstable T3 Options		Per Port	-	$1,825.22	-	Yes	No
Reconfiguration – Burstable T3 Service – 13.51 to 15 Mbps Burstable	RCBC0015	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Burstable T3 Service – 13.51 to 15 Mbps Burstable	RTBC0015	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 15.01 to 16.5 Mbps Burstable*	BCSP0165	Burstable T3 Options		Per Port	-	$1,950.36	-	Yes	No
Reconfiguration – Burstable T3 Service– 15.01 to 16.5 Mbps Burstable	RCBC0165	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – Burstable T3 Service– 15.01 to 16.5 Mbps Burstable	RTBC0165	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 16.51 to 18 Mbps Burstable*	BCSP0018	Burstable T3 Options		Per Port	-	$2,064.91	-	Yes	No
Reconfiguration – Burstable T3 Service – 16.51 to 18 Mbps Burstable	RCBC0018	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Burstable T3 Service – 16.51 to 18 Mbps Burstable	RTBC0018	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 18.01 to 19.5 Mbps Burstable*	BCSP0195	Burstable T3 Options		Per Port	-	$2,169.21	-	Yes	No
Reconfiguration – Burstable T3 Service – 18.01 to 19.5 Mbps Burstable	RCBC0195	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Burstable T3 Service – 18.01 to 19.5 Mbps Burstable	RTBC0195	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 19.51 to 21 Mbps Burstable*	BCSP0021	Burstable T3 Options		Per Port	-	$2,263.23	-	Yes	No
Reconfiguration – Burstable T3 Service – 19.51 to 21 Mbps Burstable	RCBC0021	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – Burstable T3 Service – 19.51 to 21 Mbps Burstable	RTBC0021	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable T3 Service – 21.01 to 45 Mbps Burstable*	BCSP0045	Burstable T3 Options		Per Port	-	$4,469.51	-	Yes	No
Reconfiguration – Burstable T3 Service – 21.01 to 45 Mbps Burstable	RCBC0045	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Burstable T3 Service – 21.01 to 45 Mbps Burstable	RTBC0045	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T3 Service - Burstable Select 5Meg	BRSL0005	Burstable Select T3 Option		Per Port	-	$744.92	-	Yes	No
Overage per Meg	BROM0005					$148.98	-	Yes	No
Reconfiguration – T3 Service Burstable Select 5Meg	RBRS0005	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – T3 Service Burstable Select 5Meg	RTBR0005	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T3 Service - Burstable Select 10Meg	BRSL0010	Burstable Select T3 Option		Per Port	-	$1,241.53	-	Yes	No
Overage per Meg	BROM0010					$123.89	-	Yes	No
Reconfiguration – T3 Service Burstable Select 10Meg	RBRS0010	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – T3 Service Burstable Select 10Meg	RTBR0010	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T3 Service - Burstable Select 15Meg	BRSL0015	Burstable Select T3 Option		Per Port	-	$1,822.57	-	Yes	No
Overage per Meg	BROM0015					$121.50	-	Yes	No
Reconfiguration – T3 Service Burstable Select 15Meg	RBRS0015	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – T3 Service Burstable Select 15Meg	RTBR0015	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T3 Service - Burstable Select 20Meg	BRSL0020	Burstable Select T3 Option		Per Port	-	$2,224.82	-	Yes	No
Overage per Meg	BROM0020					$111.24	-	Yes	No
Reconfiguration – T3 Service Burstable Select 20Meg	RBRS0020	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – T3 Service Burstable Select 20Meg	RTBR0020	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T3 Service - Burstable Select 25Meg	BRSL0025	Burstable Select T3 Option		Per Port	-	$2,731.37	-	Yes	No
Overage per Meg	BROM0025					$109.25	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – T3 Service Burstable Select 25Meg	RBRS0025	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – T3 Service Burstable Select 25Meg	RTBR0025	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T3 Service - Burstable Select 30Meg	BRSL0030	Burstable Select T3 Option		Per Port	-	$3,178.32	-	Yes	No
Overage per Meg	BROM0030					$105.94	-	Yes	No
Reconfiguration – T3 Service Burstable Select 30Meg	RBRS0030	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – T3 Service Burstable Select 30Meg	RTBR0030	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T3 Service - Burstable Select 35Meg	BRSL0035	Burstable Select T3 Option		Per Port	-	$3,592.16	-	Yes	No
Overage per Meg	BROM0035					$102.63	-	Yes	No
Reconfiguration – T3 Service Burstable Select 35Meg	RBRS0035	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – T3 Service Burstable Select 35Meg	RTBR0035	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T3 Service - Burstable Select 40Meg	BRSL0040	Burstable Select T3 Option		Per Port	-	$3,972.90	-	Yes	No
Overage per Meg	BROM0040					$99.32	-	Yes	No

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – T3 Service Burstable Select 40Meg	RBRS0040	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – T3 Service Burstable Select 40Meg	RTBR0040	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 3 Meg (T3)	PPPO0003	Fixed Port Speed		Per Port	-	$463.51	-	Yes	No
Reconfiguration – Price Protect 3 Meg (T3)	RPPO0003	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 3 Meg(T3)	RTPP0003	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 6 Meg (T3)	PPPO0006	Fixed Port Speed		Per Port	-	$774.72	-	Yes	No
Reconfiguration – Price Protect 6 Meg(T3)	RPPO0006	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 6 Meg(T3)	RTPP0006	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 9 Meg (T3)	PPPO0009	Fixed Port Speed		Per Port	-	$1,092.55	-	Yes	No
Reconfiguration – Price Protect 9 Meg(T3)	RPPO0009	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 9 Meg(T3)	RTPP0009	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 12 Meg (T3)	PPPO0012	Fixed Port Speed		Per Port	-	$1,429.72	-	Yes	No
Reconfiguration – Price Protect 12 Meg (T3)	RPPO0012	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – Price Protect 12 Meg (T3)	RTPP0012	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 15 Meg (T3)	PPPO0015	Fixed Port Speed		Per Port	-	$1,762.98	-	Yes	No
Reconfiguration – Price Protect 15 Meg(T3)	RPPO0015	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 15 Meg (T3)	RTPP0015	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 18 Meg (T3)	PPPO0018	Fixed Port Speed		Per Port	-	$2,115.57	-	Yes	No
Reconfiguration – Price Protect 18 Meg (T3)	RPPO0018	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 18 Meg (T3)	RTPP0018	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 21 Meg (T3)	PPPO0021	Fixed Port Speed		Per Port	-	$2,433.40	-	Yes	No
Reconfiguration – Price Protect 21 Meg (T3)	RPPO0021	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 21 Meg (T3)	RTPP0021	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 24 Meg (T3)	PPPO0024	Fixed Port Speed		Per Port	-	$2,781.03	-	Yes	No
Reconfiguration – Price Protect 24 Meg (T3)	RPPO0024	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 24 Meg (T3)	RTPP0024	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 27 Meg (T3)	PPPO0027	Fixed Port Speed		Per Port	-	$3,039.27	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – Price Protect 27 Meg (T3)	RPPO0027	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 27 Meg (T3)	RTPP0027	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 30 Meg (T3)	PPPO0030	Fixed Port Speed		Per Port	-	$3,277.64	-	Yes	No
Reconfiguration – Price Protect 30 Meg (T3)	RPPO0030	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 30 Meg (T3)	RTPP0030	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 33 Meg (T3)	PPPO0033	Fixed Port Speed		Per Port	-	$3,496.15	-	Yes	No
Reconfiguration – Price Protect 33 Meg (T3)	RPPO0033	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 33 Meg (T3)	RTPP0033	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 36 Meg (T3)	PPPO0036	Fixed Port Speed		Per Port	-	$3,694.80	-	Yes	No
Reconfiguration – Price Protect 36 Meg (T3)	RPPO0036	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 36 Meg (T3)	RTPP0036	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Price Protect 39 Meg (T3)	PPPO0039	Fixed Port Speed		Per Port	-	$3,873.58	-	Yes	No
Reconfiguration – Price Protect 39 Meg (T3)	RPPO0039	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 39 Meg (T3)	RTPP0039	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Price Protect 45 Meg (T3)	PPPO0045	Fixed Port Speed		Per Port	-	$3,948.07	-	Yes	No
Reconfiguration – Price Protect 45 Meg (T3)	RPPO0045	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – Price Protect 45 Meg (T3)	RTPP0045	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T3 Shadow	SHDW0003	This Service Offers Redundancy		Per Port	-	$445.30	-	Yes	No
Reconfiguration – T3 Shadow	RSHD0003	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – T3 Shadow	RTSH0003	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T3 Double	TDBL0003	This Service Offers Redundancy		Per Port	-	$7,896.14	-	Yes	No
Reconfiguration – T3 Double	RDBL0003	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – T3 Double	RTDB0003	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
T3 Diverse	TDIV0003	This Service Offers Redundancy		Per Port	-	$7,896.14	-	Yes	No
Reconfiguration – T3 Diverse	RDIV0003	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – T3 Diverse	RTDV0003	Reinstall at customer site		Per Port	$637.50	-	-	Yes	No
Burstable OC3 Service – 0 to 45 Mbps Burstable	BROC0045	Burstable OC3 Option		Per Port	-	$4,065.69	-	Yes	No
Reconfiguration – Burstable OC3 Service– 0 to 45 Mbps Burstable	RBRO0045	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Burstable OC3 Service– 0 to 45 Mbps Burstable	RTBU0045	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Burstable OC3 Service – 45.01 to 60 Mbps Burstable	BROC0060	Burstable OC3 Option		Per Port	-	$5,175.23	-	Yes	No
Reconfiguration – Burstable OC3 Service– 45.01 to 60 Mbps Burstable	RBRO0060	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Burstable OC3 Service– 45.01 to 60 Mbps Burstable	RTBU0060	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Burstable OC3 Service – 60.01 to 70 Mbps Burstable	BROC0070	Burstable OC3 Option		Per Port	-	$5,937.14	-	Yes	No
Reconfiguration – Burstable OC3 Service– 60.01 to 70 Mbps Burstable	RBRO0070	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Burstable OC3 Service– 60.01 to 70 Mbps Burstable	RTBU0070	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Burstable OC3 Service – 70.01 to 80 Mbps Burstable	BROC0080	Burstable OC3 Option		Per Port	-	$6,670.29	-	Yes	No
Reconfiguration – Burstable OC3 Service– 70.01 to 80 Mbps Burstable	RBRO0080	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Burstable OC3 Service– 70.01 to 80 Mbps Burstable	RTBU0080	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Burstable OC3 Service – 80.01 to 90 Mbps Burstable	BROC0090	Burstable OC3 Option		Per Port	-	$7,245.32	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – Burstable OC3 Service– 80.01 to 90 Mbps Burstable	RBRO0090	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Burstable OC3 Service– 80.01 to 90 Mbps Burstable	RTBU0090	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Burstable OC3 Service – 90.01 to 100 Mbps Burstable	BROC0100	Burstable OC3 Option		Per Port	-	$7,998.08	-	Yes	No
Reconfiguration – Burstable OC3 Service– 90.01 to 100 Mbps Burstable	RBRO0100	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Burstable OC3 Service– 90.01 to 100 Mbps Burstable	RTBU0100	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Burstable OC3 Service – 100.01 to 155 Mbps Burstable	BROC0155	Burstable OC3 Option		Per Port	-	$10,735.98	-	Yes	No
Reconfiguration – Burstable OC3 Service– 100.01 to 155 Mbps Burstable	RBRO0155	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Burstable OC3 Service– 100.01 to 155 Mbps Burstable	RTBU0155	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC3 Service - Burstable Select 30Meg	BRSO0030	Burstable Select OC3 Option		Per Port	-	$3,540.33	-	Yes	No
Overage per Meg	OVPM0030					$118.01	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – OC3 Service- Burstable Select 30Meg	RBUR0030	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC3 Service – Burstable Select 30Meg	RTBS0030	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC3 Service - Burstable Select 40Meg	BRSO0040	Burstable Select OC3 Option		Per Port	-	$3,997.30	-	Yes	No
Overage per Meg	OVPM0040					$99.94	-	Yes	No
Reconfiguration – OC3 Service- Burstable Select 40Meg	RBUR0040	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC3 Service – Burstable Select 40Meg	RTBS0040	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC3 Service - Burstable Select 50Meg	BRSO0050	Burstable Select OC3 Option		Per Port	-	$4,384.57	-	Yes	No
Overage per Meg	OVPM0050					$87.69	-	Yes	No
Reconfiguration – OC3 Service- Burstable Select 50Meg	RBUR0050	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC3 Service – Burstable Select 50Meg	RTBS0050	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC3 Service - Burstable Select 60Meg	BRSO0060	Burstable Select OC3 Option		Per Port	-	$5,175.23	-	Yes	No

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Overage per Meg	OVPM0060					$86.25	-	Yes	No
Reconfiguration – OC3 Service- Burstable Select 60Meg	RBUR0060	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC3 Service – Burstable Select 60Meg	RTBS0060	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC3 Service - Burstable Select 80Meg	BRSO0080	Burstable Select OC3 Option		Per Port	-	$6,670.29	-	Yes	No
Overage per Meg	OVPM0080					$83.38	-	Yes	No
Reconfiguration – OC3 Service- Burstable Select 80Meg	RBUR0080	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC3 Service – Burstable Select 80Meg	RTBS0080	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC3 Service - Burstable Select 100Meg	BRSO0100	Burstable Select OC3 Option		Per Port	-	$7,806.40	-	Yes	No
Overage per Meg	OVPM0100					$78.06	-	Yes	No
Reconfiguration – OC3 Service- Burstable Select 100Meg	RBUR0100	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC3 Service – Burstable Select 100Meg	RTBS0100	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
OC3 Service - Burstable Select 120Meg	BRSO0120	Burstable Select OC3 Option		Per Port	-	$9,033.12	-	Yes	No
Overage per Meg	OVPM0120					$75.28	-	Yes	No
Reconfiguration – OC3 Service-Burstable Select 120Meg	RBUR0120	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC3 Service – Burstable Select 120Meg	RTBS0120	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC3 Service - Burstable Select 135Meg	BRSO0135	Burstable Select OC3 Option		Per Port	-	$9,974.07	-	Yes	No
Overage per Meg	OVPM0135					$73.88	-	Yes	No
Reconfiguration – OC3 Service-Burstable Select 135Meg	RBUR0135	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC3 Service – Burstable Select 135Meg	RTBS0135	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 60 Meg (OC3)	PROC0060	Fixed Port Speed		Per Port	-	$5,122.95	-	Yes	No
Reconfiguration – Price Protect 60 Meg (OC3)	RPRC0060	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 60 Meg (OC3)	RTPM0060	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 70 Meg (OC3)	PROC0070	Fixed Port Speed		Per Port	-	$5,870.05	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – Price Protect 70 Meg (OC3)	RPRC0070	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 70 Meg (OC3)	RTPM0070	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 80 Meg (OC3)	PROC0080	Fixed Port Speed		Per Port	-	$6,516.95	-	Yes	No
Reconfiguration – Price Protect 80 Meg (OC3)	RPRC0080	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 80 Meg (OC3)	RTPM0080	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 90 Meg (OC3)	PROC0090	Fixed Port Speed		Per Port	-	$7,198.27	-	Yes	No
Reconfiguration – Price Protect 90 Meg (OC3)	RPRC0090	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 90 Meg (OC3)	RTPM0090	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 100 Meg (OC3)	PROC0100	Fixed Port Speed		Per Port	-	$7,928.38	-	Yes	No
Reconfiguration – Price Protect 100 Meg (OC3)	RPRC0100	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 100 Meg (OC3)	RTPM0100	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 155 Meg (OC3)	PROC0155	Fixed Port Speed		Per Port	-	$10,695.47	-	Yes	No
Reconfiguration – Price Protect 155 Meg (OC3)	RPRC0155	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 155 Meg (OC3)	RTPM0155	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
OC3 Shadow	OCSH0003	This Service Offers Redundancy		Per Port	-	$2,672.43	-	Yes	No
Reconfiguration – OC3 Shadow	ROCS0003	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC3 Shadow	RTOS0003	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC3 Double	OCDB0003	This Service Offers Redundancy		Per Port	-	$21,390.93	-	Yes	No
Reconfiguration – OC3 Double	ROCD0003	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC3 Double	RTOD0003	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC3 Diverse	OCDV0003	This Service Offers Redundancy		Per Port	-	$21,390.93	-	Yes	No
Reconfiguration – OC3 Diverse	ROCV0003	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC3 Diverse	RTOV0003	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – 0 to 150 Mbps Burstable	OCSB0150	Burstable OC12 Option		Per Port	-	$10,245.90	-	Yes	No
Reconfiguration – OC12 Service – 0 to 150 Mbps Burstable	RCSB0150	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – 0 to 150 Mbps Burstable	RTOC0150	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – 150 to 200 Mbps Burstable	OCSB0200	Burstable OC12 Option		Per Port	-	$13,173.30	-	Yes	No
Reconfiguration – OC12 Service 150 to 200 Mbps Burstable	RCSB0200	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – OC12 Service 150 to 200 Mbps Burstable	RTOC0200	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – 200 to 250 Mbps Burstable	OCSB0250	Burstable OC12 Option		Per Port	-	$15,856.75	-	Yes	No
Reconfiguration – OC12 Service 200 to 250 Mbps Burstable	RCSB0250	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service 200 to 250 Mbps Burstable	RTOC0250	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – 250 to 300 Mbps Burstable	OCSB0300	Burstable OC12 Option		Per Port	-	$18,296.25	-	Yes	No
Reconfiguration – OC12 Service - 250 to 300 Mbps Burstable	RCSB0300	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service 250 to 300 Mbps Burstable	RTOC0300	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – 300 to 350 Mbps Burstable	OCSB0350	Burstable OC12 Option		Per Port	-	$20,491.80	-	Yes	No
Reconfiguration – OC12 Service – 300 to 350 Mbps Burstable	RCSB0350	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – 300 to 350 Mbps Burstable	RTOC0350	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
OC12 Service – 350 to 400 Mbps Burstable	OCSB0400	Burstable OC12 Option		Per Port	-	$22,931.30	-	Yes	No
Reconfiguration – OC12 Service – 350 to 400 Mbps Burstable	RCSB0400	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – 350 to 400 Mbps Burstable	RTOC0400	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – 400 to 450 Mbps Burstable	OCSB0450	Burstable OC12 Option		Per Port	-	$25,797.71	-	Yes	No
Reconfiguration – OC12 Service 400 to 450 Mbps Burstable	RCSB0450	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service 400 to 450 Mbps Burstable	RTOC0450	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – 450 to 500 Mbps Burstable	OCSB0500	Burstable OC12 Option		Per Port	-	$28,664.13	-	Yes	No
Reconfiguration – OC12 Service - 450 to 500 Mbps Burstable	RCSB0500	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service - 450 to 500 Mbps Burstable	RTOC0500	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – 500 to 550 Mbps Burstable	OCSB0550	Burstable OC12 Option		Per Port	-	$31,530.54	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – OC12 Service – 500 to 550 Mbps Burstable	RCSB0550	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – 500 to 550 Mbps Burstable	RTOC0550	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – 550 to 622 Mbps Burstable	OCSB0622	Burstable OC12 Option		Per Port	-	$35,658.17	-	Yes	No
Reconfiguration – OC12 Service – 550 to 622 Mbps Burstable	RCSB0622	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – 550 to 622 Mbps Burstable	RTOC0622	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – Shadow	OCSS0000	This Service Offers Redundancy		Per Port	-	$69,365.44	-	Yes	No
Reconfiguration – OC12 Service - Shadow	RCSS0000	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service - Shadow	RTOS0000	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – Burstable Select 50	OSBR0050	Burstable Select OC12 Option		Per Port	-	$4,312.69	-	Yes	No
Overage per Meg	ORPM0050					$86.25	-	Yes	No
Reconfiguration – OC12 Service – Burstable Select 50	RSBR0050	Router configuration at customer site		Per Port	$850.00	-		Yes	No
Retermination – OC12 Service – Burstable Select 50	RTSB0050	Reinstall at customer site		Per Port	$1,062.50	-		Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
OC12 Service – Burstable Select 75	OSBR0075	Burstable Select OC12 Option		Per Port	-	$6,168.45	-	Yes	No
Overage per Meg	ORPM0075					$82.25	-	Yes	No
Reconfiguration – OC12 Service – Burstable Select 75	RSBR0075	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – Burstable Select 75	RTSB0075	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – Burstable Select 100	OSBR0100	Burstable Select OC12 Option		Per Port	-	$7,956.26	-	Yes	No
Overage per Meg	ORPM0100					$79.46	-	Yes	No
Reconfiguration – OC12 Service – Burstable Select 100	RSBR0100	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – Burstable Select 100	RTSB0100	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – Burstable Select 150	OSBR0150	Burstable Select OC12 Option		Per Port	-	$10,611.83	-	Yes	No
Overage per Meg	ORPM0150					$70.75	-	Yes	No
Reconfiguration – OC12 Service – Burstable Select 150	RSBR0150	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – Burstable Select 150	RTSB0150	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
OC12 Service – Burstable Select 200	OSBR0200	Burstable Select OC12 Option		Per Port	-	$13,643.78	-	Yes	No
Overage per Meg	ORPM0200					$68.22	-	Yes	No
Reconfiguration – OC12 Service – Burstable Select 200	RSBR0200	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – Burstable Select 200	RTSB0200	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – Burstable Select 250	OSBR0250	Burstable Select OC12 Option		Per Port	-	$16,423.06	-	Yes	No
Overage per Meg	ORPM0250					$65.69	-	Yes	No
Reconfiguration – OC12 Service – Burstable Select 250	RSBR0250	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – Burstable Select 250	RTSB0250	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – Burstable Select 300	OSBR0300	Burstable Select OC12 Option		Per Port	-	$19,603.13	-	Yes	No
Overage per Meg	ORPM0300					$65.34	-	Yes	No
Reconfiguration – OC12 Service – Burstable Select 300	RSBR0300	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – OC12 Service – Burstable Select 300	RTSB0300	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – Burstable Select 400	OSBR0400	Burstable Select OC12 Option		Per Port	-	$25,092.00	-	Yes	No
Overage per Meg	ORPM0400					$62.73	-	Yes	No
Reconfiguration – OC12 Service – Burstable Select 400	RSBR0400	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – Burstable Select 400	RTSB0400	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC12 Service – Burstable Select 500	OSBR0500	Burstable Select OC12 Option		Per Port	-	$29,687.84	-	Yes	No
Overage per Meg	ORPM0500					$59.38	-	Yes	No
Reconfiguration – OC12 Service – Burstable Select 500	RSBR0500	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC12 Service – Burstable Select 500	RTSB0500	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 150 Meg (OC12)	PRIO0150	Fixed Port Speed		Per Port	-	$10,585.69	-	Yes	No
Reconfiguration – Price Protect 150 Meg (OC12)	RPRI0150	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 150 Meg (OC12)	RTPO0150	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Price Protect 160 Meg (OC12)	PRIO0160	Fixed Port Speed		Per Port	-	$10,873.20	-	Yes	No
Reconfiguration – Price Protect 160 Meg (OC12)	RPRI0160	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 160 Meg (OC12)	RTPO0160	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 180 Meg (OC12)	PRIO0180	Fixed Port Speed		Per Port	-	$12,232.35	-	Yes	No
Reconfiguration – Price Protect 180 Meg (OC12)	RPRI0180	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 180 Meg (OC12)	RTPO0180	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 200 Meg (OC12)	PRIO0200	Fixed Port Speed		Per Port	-	$13,504.38	-	Yes	No
Reconfiguration – Price Protect 200 Meg (OC12)	RPRI0200	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 200 Meg (OC12)	RTPO0200	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 250 Meg (OC12)	PRIO0250	Fixed Port Speed		Per Port	-	$16,728.00	-	Yes	No
Reconfiguration – Price Protect 250 Meg (OC12)	RPRI0250	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 250 Meg (OC12)	RTPO0250	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 300 Meg (OC12)	PRIO0300	Fixed Port Speed		Per Port	-	$19,446.30	-	Yes	No
Reconfiguration – Price Protect 300 Meg (OC12)	RPRI0300	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – Price Protect 300 Meg (OC12)	RTPO0300	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 350 Meg (OC12)	PRIO0350	Fixed Port Speed		Per Port	-	$22,214.70	-	Yes	No
Reconfiguration – Price Protect 350 Meg (OC12)	RPRI0350	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 350 Meg (OC12)	RTPO0350	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 622 Meg (OC12)	PRIO0622	Fixed Port Speed		Per Port	-	$34,682.72	-	Yes	No
Reconfiguration – Price Protect 622 Meg (OC12)	RPRI0622	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 622 Meg (OC12)	RTPO0622	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – 0 to 500 Mbps Burstable	OSVB0500	Burstable OC48 Option		Per Port	-	$22,412.91	-	Yes	No
Reconfiguration – OC48 Service– 0 to 500 Mbps Burstable	ROSV0500	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service – 0 to 500 Mbps Burstable	RTMO0500	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – 501 to 750 Mbps Burstable	OSVB0750	Burstable OC48 Option		Per Port	-	$28,130.49	-	Yes	No
Reconfiguration – OC48 Service - 501 to 750 Mbps Burstable	ROSV0750	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – OC48 Service - 501 to 750 Mbps Burstable	RTMO0750	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC 48 Service – 751 to 1,000 Mbps Burstable	OSVB1000	Burstable OC48 Option		Per Port	-	$37,507.31	-	Yes	No
Reconfiguration – OC48 Service - 751 to 1,000 Mbps Burstable	ROSV1000	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service - 751 to 1,000 Mbps Burstable	RTMO1000	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – 1,001 to 1,250 Mbps Burstable	OSVB1250	Burstable OC48 Option		Per Port	-	$46,884.15	-	Yes	No
Reconfiguration – OC48 Service - 1,001 to 1,250 Mbps Burstable	ROSV1250	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service - 1,001 to 1,250 Mbps Burstable	RTMO1250	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – 1,251 to 1,500 Mbps Burstable	OSVB1500	Burstable OC48 Option		Per Port	-	$53,516.53	-	Yes	No
Reconfiguration – OC48 Service - 1,251 to 1,500 Mbps Burstable	ROSV1500	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service - 1,251 to 1,500 Mbps Burstable	RTMO1500	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
OC48 Service – 1,501 to 1,750 Mbps Burstable	OSVB1750	Burstable OC48 Option		Per Port	-	$66,792.21	-	Yes	No
Reconfiguration – OC48 Service - 1,501 to 1,750 Mbps Burstable	ROSV1750	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service - 1,501 to 1,750 Mbps Burstable	RTMO1750	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – 1,751 to 2,000 Mbps Burstable	OSVB2000	Burstable OC48 Option		Per Port	-	$71,355.38	-	Yes	No
Reconfiguration – OC48 Service - 1,751 to 2,000 Mbps Burstable	ROSV2000	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service - 1,751 to 2,000 Mbps Burstable	RTMO2000	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – 2,001 to 2,250 Mbps Burstable	OSVB2250	Burstable OC48 Option		Per Port	-	$80,274.80	-	Yes	No
Reconfiguration – OC48 Service - 2,001 to 2,250 Mbps Burstable	ROSV2250	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service - 2,001 to 2,250 Mbps Burstable	RTMO2250	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – 2,251 to 2,488 Mbps Burstable	OSVB2488	Burstable OC48 Option		Per Port	-	$88,766.09	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – OC48 Service - 2,251 to 2,488 Mbps Burstable	ROSV2488	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service - 2,251 to 2,488 Mbps Burstable	RTMO2488	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Protected	OSVP0048	Fixed Port Speed		Per Port	-	$86,490.03	-	Yes	No
Reconfiguration – OC48 Service - Protected	ROCP0048	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service - Protected	RPRO0048	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Shadow	OSSH0048	This Service Offers Redundancy		Per Port	-	$10,977.75	-	Yes	No
Reconfiguration – OC48 Service - Shadow	ROSH0048	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service - Shadow	RTMS0048	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Double	OSDD0048	This Service Offers Redundancy		Per Port	-	$172,980.07	-	Yes	No
Reconfiguration – OC48 Service - Double	ROSD0048	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service - Double	RTMD0048	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service –Diverse	OSDI0048	This Service Offers Redundancy		Per Port	-	$172,980.07	-	Yes	No
Reconfiguration – OC48 Service - Diverse	RODV0048	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – OC48 Service - Diverse	RTDI0048	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Burstable Select 200	OSVS0200	Burstable Select OC48 Option		Per Port	-	$13,591.50	-	Yes	No
Overage per Meg	OSOM0200					$68.22	-	Yes	No
Reconfiguration – OC48 Service – Burstable Select 200	RSVS0200	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service – Burstable Select 200	RTOM0200	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Burstable Select 300	OSVS0300	Burstable Select OC48 Option		Per Port	-	$19,707.68	-	Yes	No
Overage per Meg	OSOM0300					$65.69	-	Yes	No
Reconfiguration – OC48 Service – Burstable Select 300	RSVS0300	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service – Burstable Select 300	RTOM0300	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Burstable Select 400	OSVS0400	Burstable Select OC48 Option		Per Port	-	$25,266.25	-	Yes	No
Overage per Meg	OSOM0400					$63.17	-	Yes	No
Reconfiguration – OC48 Service – Burstable Select 400	RSVS0400	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – OC48 Service – Burstable Select 400	RTOM0400	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Burstable Select 500	OSVS0500	Burstable Select OC48 Option		Per Port	-	$29,883.88	-	Yes	No
Overage per Meg	OSOM0500					$59.77	-	Yes	No
Reconfiguration – OC48 Service – Burstable Select 500	RSVS0500	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service – Burstable Select 500	RTOM0500	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Burstable Select 600	OSVS0600	Burstable Select OC48 Option		Per Port	-	$34,884.85	-	Yes	No
Overage per Meg	OSOM0600					$58.06	-	Yes	No
Reconfiguration – OC48 Service – Burstable Select 600	RSVS0600	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service – Burstable Select 600	RTOM0600	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Burstable Select 750	OSVS0750	Burstable Select OC48 Option		Per Port	-	$38,814.19	-	Yes	No
Overage per Meg	OSOM0750					$51.75	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – OC48 Service – Burstable Select 750	RSVS0750	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service – Burstable Select 750	RTOM0750	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Burstable Select 1,000	OSVS1000	Burstable Select OC48 Option		Per Port	-	$44,956.50	-	Yes	No
Overage per Meg	OSOM1000					$44.96	-	Yes	No
Reconfiguration – OC48 Service – Burstable Select 1,000	RSVS1000	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service – Burstable Select 1,000	RTOM1000	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Burstable Select 1,250	OSVS1250	Burstable Select OC48 Option		Per Port	-	$52,601.72	-	Yes	No
Overage per Meg	OSOM1250					$42.09	-	Yes	No
Reconfiguration – OC48 Service – Burstable Select 1,250	RSVS1250	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service – Burstable Select 1,250	RTOM1250	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Burstable Select 1,500	OSVS1500	Burstable Select OC48 Option		Per Port	-	$61,619.16	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Overage per Meg	OSOM1500					$41.08	-	Yes	No
Reconfiguration – OC48 Service – Burstable Select 1,500	RSVS1500	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service – Burstable Select 1,500	RTOM1500	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Burstable Select 1,750	OSVS1750	Burstable Select OC48 Option		Per Port	-	$70,135.63	-	Yes	No
Overage per Meg	OSOM1750					$40.08	-	Yes	No
Reconfiguration – OC48 Service – Burstable Select 1,750	RSVS1750	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service – Burstable Select 1,750	RTOM1750	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
OC48 Service – Burstable Select 2,000	OSVS2000	Burstable Select OC48 Option		Per Port	-	$74,753.25	-	Yes	No
Overage per Meg	OSOM2000					$37.38	-	Yes	No
Reconfiguration – OC48 Service – Burstable Select 2,000	RSVS2000	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – OC48 Service – Burstable Select 2,000	RTOM2000	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 500 Meg (OC48)	PRTC0500	Fixed Port Speed		Per Port	-	$29,274.00	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – Price Protect 500 Meg (OC48)	RPRT0500	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 500 Meg (OC48)	RPRP0500	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 750 Meg (OC48)	PRTC0750	Fixed Port Speed		Per Port	-	$39,206.25	-	Yes	No
Reconfiguration – Price Protect 750 Meg (OC48)	RPRT0750	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 750 Meg (OC48)	RPRP0750	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 1,000 Meg (OC48)	PRTC1000	Fixed Port Speed		Per Port	-	$43,562.50	-	Yes	No
Reconfiguration – Price Protect 1,000 Meg (OC48)	RPRT1000	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 1,000 Meg (OC48)	RPRP1000	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 1,250 Meg (OC48)	PRTC1250	Fixed Port Speed		Per Port	-	$52,275.00	-	Yes	No
Reconfiguration – Price Protect 1,250 Meg (OC48)	RPRT1250	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 1,250 Meg (OC48)	RPRP1250	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 1,500 Meg (OC48)	PRTC1500	Fixed Port Speed		Per Port	-	$59,593.50	-	Yes	No
Reconfiguration – Price Protect 1,500 Meg (OC48)	RPRT1500	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 1,500 Meg (OC48)	RPRP1500	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Price Protect 1,750 Meg (OC48)	PRTC1750	Fixed Port Speed		Per Port	-	$66,628.84	-	Yes	No
Reconfiguration – Price Protect 1,750 Meg (OC48)	RPRT1750	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 1,750 Meg (OC48)	RPRP1750	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 2,000 Meg (OC48)	PRTC2000	Fixed Port Speed		Per Port	-	$76,147.25	-	Yes	No
Reconfiguration – Price Protect 2,000 Meg (OC48)	RPRT2000	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 2,000 Meg (OC48)	RPRP2000	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 2,250 Meg (OC48)	PRTC2250	Fixed Port Speed		Per Port	-	$81,941.06	-	Yes	No
Reconfiguration – Price Protect 2,250 Meg (OC48)	RPRT2250	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 2,250 Meg (OC48)	RPRP2250	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Price Protect 2,488 Meg (OC48)	PRTC2488	Fixed Port Speed		Per Port	-	$86,490.03	-	Yes	No
Reconfiguration – Price Protect 2,488 Meg (OC48)	RPRT2488	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Price Protect 2,488 Meg (OC48)	RPRP2488	Reinstall at customer site		Per Port	$1,062.50	-	-	Yes	No
Fast Ethernet 100M Burstable Select 1Meg	FEBS0001	Burstable Select Fast Ethernet Option		Per Port	-	$245.17	-	Yes	No
Overage per Meg	FEMO0001					$245.17	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – Fast Ethernet 100M Burstable Select 1Meg	RFEB0001	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 1Meg	RTEF0001	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet 100M Burstable Select 2Meg	FEBS0002	Burstable Select Fast Ethernet Option		Per Port	-	$475.70	-	Yes	No
Overage per Meg	FEMO0002					$237.85	-	Yes	No
Reconfiguration – Fast Ethernet 100M Burstable Select 2Meg	RFEB0002	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 2Meg	RTEF0002	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet 100M Burstable Select 4Meg	FEBS0004	Burstable Select Fast Ethernet Option		Per Port	-	$663.54	-	Yes	No
Overage per Meg	FEMO0004					$165.89	-	Yes	No
Reconfiguration – Fast Ethernet 100M Burstable Select 4Meg	RFEB0004	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 4Meg	RTEF0004	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet 100M Burstable Select 6Meg	FEBS0006	Burstable Select Fast Ethernet Option		Per Port	-	$988.00	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Overage per Meg	FEMO0006					$164.67	-	Yes	No
Reconfiguration – Fast Ethernet 100M Burstable Select 6Meg	RFEB0006	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 6Meg	RTEF0006	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet 100M Burstable Select 8Meg	FEBS0008	Burstable Select Fast Ethernet Option		Per Port	-	$1,289.45	-	Yes	No
Overage per Meg	FEMO0008					$161.18	-	Yes	No
Reconfiguration – Fast Ethernet 100M Burstable Select 8Meg	RFEB0008	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 8Meg	RTEF0008	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet 100M Burstable Select 10Meg	FEBS0010	Burstable Select Fast Ethernet Option		Per Port	-	$1,547.34	-	Yes	No
Overage per Meg	FEMO0010					$154.73	-	Yes	No
Reconfiguration – Fast Ethernet 100M Burstable Select 10Meg	RFEB0010	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 10Meg	RTEF0010	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Fast Ethernet 100M Burstable Select 20Meg	FEBS0020	Burstable Select Fast Ethernet Option		Per Port	-	$2,781.03	-	Yes	No
Overage per Meg	FEMO0020					$139.05	-	Yes	No
Reconfiguration – Fast Ethernet 100M Burstable Select 20Meg	RFEB0020	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 20Meg	RTEF0020	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet 100M Burstable Select 30Meg	FEBS0030	Burstable Select Fast Ethernet Option		Per Port	-	$3,575.61	-	Yes	No
Overage per Meg	FEMO0030					$119.19	-	Yes	No
Reconfiguration – Fast Ethernet 100M Burstable Select 30Meg	RFEB0030	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 30Meg	RTEF0030	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet 100M Burstable Select 40Meg	FEBS0040	Burstable Select Fast Ethernet Option		Per Port	-	$4,147.15	-	Yes	No
Overage per Meg	FEMO0040					$103.68	-	Yes	No
Reconfiguration – Fast Ethernet 100M Burstable Select 40Meg	RFEB0040	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – Fast Ethernet 100M Burstable Select 40Meg	RTEF0040	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet 100M Burstable Select 50Meg	FEBS0050	Burstable Select Fast Ethernet Option		Per Port	-	$4,443.38	-	Yes	No
Overage per Meg	FEMO0050					$88.87	-	Yes	No
Reconfiguration – Fast Ethernet 100M Burstable Select 50Meg	RFEB0050	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 50Meg	RTEF0050	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet 100M Burstable Select 60Meg	FEBS0060	Burstable Select Fast Ethernet Option		Per Port	-	$5,243.18	-	Yes	No
Overage per Meg	FEMO0060					$87.39	-	Yes	No
Reconfiguration – Fast Ethernet 100 M Burstable Select 60Meg	RFEB0060	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 60Meg	RTEF0060	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet 100M Burstable Select 70Meg	FEBS0070	Burstable Select Fast Ethernet Option		Per Port	-	$6,013.37	-	Yes	No
Overage per Meg	FEMO0070					$85.91	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – Fast Ethernet 100 M Burstable Select 70Meg	RFEB0070	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 70Meg	RTEF0070	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet 100M Burstable Select 80Meg	FEBS0080	Burstable Select Fast Ethernet Option		Per Port	-	$6,670.29	-	Yes	No
Overage per Meg	FEMO0080					$83.38	-	Yes	No
Reconfiguration – Fast Ethernet 100M Burstable Select 80Meg	RFEB0080	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet 100M Burstable Select 80Meg	RTEF0080	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 1Meg	FEPR0001	Fixed Port Speed		Per Port	-	$245.17	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 1Meg	RFEP0001	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 1Meg	RTFP0001	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 2Meg	FEPR 0002	Fixed Port Speed		Per Port	-	$475.70	-	Yes	No

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – Fast Ethernet Price Protect 2Meg	RFEP0002	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 2Meg	RTFP0002	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 5Meg	FEPR0005	Fixed Port Speed		Per Port	-	$827.69	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 5Meg	RFEP0005	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 5Meg	RTFP0005	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 10Meg	FEPR0010	Fixed Port Speed		Per Port	-	$1,556.05	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 10Meg	RFEP0010	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 10Meg	RTFP0010	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 15Meg	FEPR0015	Fixed Port Speed		Per Port	-	$2,185.10	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 15Meg	RFEP0015	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – Fast Ethernet Price Protect 15Meg	RTFP0015	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 20Meg	FEPR0020	Fixed Port Speed		Per Port	-	$2,714.82	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 20Meg	RFEP0020	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 20Meg	RTFP0020	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 25Meg	FEPR0025	Fixed Port Speed		Per Port	-	$3,185.51	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 25Meg	RFEP0025	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 25Meg	RTFP0025	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 30Meg	FEPR0030	Fixed Port Speed		Per Port	-	$3,578.22	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 30Meg	RFEP0030	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 30Meg	RTFP0030	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Fast Ethernet Price Protect 35Meg	FEPR0035	Fixed Port Speed		Per Port	-	$4,006.88	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 35Meg	RFEP0035	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 35Meg	RTFP0035	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 40Meg	FEPR0040	Fixed Port Speed		Per Port	-	$4,014.72	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 40Meg	RFEP0040	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 40Meg	RTFP0040	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 45Meg	FEPR0045	Fixed Port Speed		Per Port	-	$4,036.29	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 45Meg	RFEP0045	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 45Meg	RTFP0045	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 50Meg	FEPR0050	Fixed Port Speed		Per Port	-	$4,421.59	-	Yes	No

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – Fast Ethernet Price Protect 50Meg	RFEP0050	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 50Meg	RTFP0050	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 60Meg	FEPR0060	Fixed Port Speed		Per Port	-	$5,230.11	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 60Meg	RFEP0060	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 60Meg	RTFP0060	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 70Meg	FEPR0070	Fixed Port Speed		Per Port	-	$6,013.37	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 70Meg	RFEP0070	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 70Meg	RTFP0070	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 80Meg	FEPR0080	Fixed Port Speed		Per Port	-	$6,771.36	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 80Meg	RFEP0080	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – Fast Ethernet Price Protect 80Meg	RTFP0080	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 90Meg	FEPR0090	Fixed Port Speed		Per Port	-	$7,245.32	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 90Meg	RFEP0090	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 90Meg	RTFP0090	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
Fast Ethernet Price Protect 100Meg	FEPR0100	Fixed Port Speed		Per Port	-	$7,928.38	-	Yes	No
Reconfiguration – Fast Ethernet Price Protect 100Meg	RFEP0100	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – Fast Ethernet Price Protect 100Meg	RTFP0100	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 10 M Burstable 0-1 Meg	IDEB0001	Burstable IDE Option		Per Port	-	$229.69	-	Yes	No
Reconfiguration – IDE 10 M Burstable 0-1 Meg	RIDE0001	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE 10 M Burstable 0-1 Meg	RTID0001	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 10 M Burstable 1.01-2 Meg	IDEB0002	Burstable IDE Option		Per Port	-	$335.71	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – IDE 10 M Burstable 1.01-2 Meg	RIDE0002	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE 10 M Burstable 1.01-2 Meg	RTID0002	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 10 M Burstable 3.01-4 Meg	IDEB0004	Burstable IDE Option		Per Port	-	$494.73			
Reconfiguration – IDE 10 M Burstable 3.01-4 Meg	RIDE0004	Router configuration at customer site		Per Port	$510.00	-			
Retermination – IDE 10 M Burstable 3.01-4 Meg	RTID0004	Reinstall at customer site		Per Port	$425.00	-			
IDE 10 M Burstable 4.01-5 Meg	IDEB0005	Burstable IDE Option		Per Port	-	$655.80			
Reconfiguration – IDE 10 M Burstable 4.01-5 Meg	RIDE0005	Router configuration at customer site		Per Port	$510.00	-			
Retermination – IDE 10 M Burstable 4.01-5 Meg	RTID0005	Reinstall at customer site		Per Port	$425.00	-			
IDE 10 M Burstable 5.01-6 Meg	IDEB0006	Burstable IDE Option		Per Port	-	$814.48			
Reconfiguration – IDE 10 M Burstable 5.01-6 Meg	RIDE0006	Router configuration at customer site		Per Port	$510.00	-			
Retermination – IDE 10 M Burstable 5.01-6 Meg	RTID0006	Reinstall at customer site		Per Port	$425.00	-			
IDE 10 M Burstable 6.01-7 Meg	IDEB0007	Burstable IDE Option		Per Port	-	$1,123.00	-	Yes	No
Reconfiguration – IDE 10 M Burstable 6.01-7 Meg	RIDE0007	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE 10 M Burstable 6.01-7 Meg	RTID0007	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No

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IDE 10 M Burstable 7.01-8 Meg	IDEB0008	Burstable IDE Option		Per Port	-	$1,274.88	-	Yes	No
Reconfiguration – IDE 10 M Burstable 7.01-8 Meg	RIDE0008	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE 10 M Burstable 7.01-8 Meg	RTID0008	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 10 M Burstable 8.01-9 Meg	IDEB0009	Burstable IDE Option		Per Port	-	$1,425.74	-	Yes	No
Reconfiguration IDE 10 M Burstable 8.01-9 Meg	RIDE0009	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE 10 M Burstable 8.01-9 Meg	RTID0009	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 10 M Burstable 9.01-10 Meg	IDEB0010	Burstable IDE Option		Per Port	-	$1,484.19	-	Yes	No
Reconfiguration – IDE 10 M Burstable 9.01-10 Meg	RIDE0010	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE 10 M Burstable 9.01-10 Meg	RTID0010	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50 M Burstable 0-5 Meg	IDBM0005	Burstable IDE Option		Per Port	-	$716.86	-	Yes	No
Reconfiguration – IDE 50 M Burstable 0-5 Meg	RCID0005	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50 M Burstable 0-5 Meg	RTIB0005	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50 M Burstable 5.01-10 Meg	IDBM0010	Burstable IDE Option		Per Port	-	$1,306.35	-	Yes	No
Reconfiguration – IDE 50 M Burstable 5.01-10 Meg	RCID0010	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – IDE 50 M Burstable 5.01-10 Meg	RTIB0010	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50 M Burstable 10.01-15 Meg	IDBM0015	Burstable IDE Option		Per Port	-	$1,819.71	-	Yes	No
Reconfiguration – IDE 50 M Burstable 10.01-15 Meg	RCID0015	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50 M Burstable 10.01-15 Meg	RTIB0015	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50 M Burstable 15.01-20 Meg	IDBM0020	Burstable IDE Option		Per Port	-	$2,332.78	-	Yes	No
Reconfiguration – IDE 50 M Burstable 15.01-20 Meg	RCID0020	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50 M Burstable 15.01-20 Meg	RTIB0020	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50 M Burstable 20.01-25 Meg	IDBM0025	Burstable IDE Option		Per Port	-	$2,799.33	-	Yes	No
Reconfiguration IDE 50 M Burstable 20.01-25 Meg	RCID0025	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50 M Burstable 20.01-25 Meg	RTIB0025	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50 M Burstable 25.01-30 Meg	IDBM0030	Burstable IDE Option		Per Port	-	$3,234.78	-	Yes	No
Reconfiguration IDE 50 M Burstable 25.01-30 Meg	RCID0030	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50 M Burstable 25.01-30 Meg	RTIB0030	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50 M Burstable 30.01-35 Meg	IDBM0035	Burstable IDE Option		Per Port	-	$3,374.89	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – IDE 50 M Burstable 30.01-35 Meg	RCID0035	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50 M Burstable 30.01-35 Meg	RTIB0035	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50 M Burstable 35.01-40 Meg	IDBM0040	Burstable IDE Option		Per Port	-	$3,732.44	-	Yes	No
Reconfiguration – IDE 50 M Burstable 35.01-40 Meg	RCID0040	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50 M Burstable 35.01-40 Meg	RTIB0040	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50 M Burstable 40.01-45 Meg	IDBM0045	Burstable IDE Option		Per Port		$4,132.34	-	-	Yes	No
Reconfiguration – IDE 50 M Burstable 40.01-45 Meg	RCID0045	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50 M Burstable 40.01-45 Meg	RTIB0045	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50 M Burstable 45.01-50 Meg	IDBM0050	Burstable IDE Option		Per Port	-	$4,510.03	-	Yes	No
Reconfiguration – IDE 50 M Burstable 45.01-50 Meg	RCID0050	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50 M Burstable 45.01-50 Meg	RTIB0050	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100 M Burstable 0-20 Meg	IDBR0020	Burstable IDE Option		Per Port	-	$2,285.73	-	Yes	No
Reconfiguration – IDE 100 M Burstable 0-20 Meg	RCBR0020	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100 M Burstable 0-20 Meg	RIDB0020	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
IDE 100 M Burstable 20.01-30 Meg	IDBR0030	Burstable IDE Option		Per Port	-	$3,169.54	-	Yes	No
Reconfiguration – IDE 100 M Burstable 20.01-30 Meg	RCBR0030	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100 M Burstable 20.01-30 Meg	RIDB0030	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100 M Burstable 30.01-40 Meg	IDBR0040	Burstable IDE Option		Per Port	-	$3,657.16	-	Yes	No
Reconfiguration – IDE 100 M Burstable 30.01-40 Meg	RCBR0040	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100 M Burstable 30.01-40 Meg	RIDB0040	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100 M Burstable 40.01-50 Meg	IDBR0050	Burstable IDE Option		Per Port	-	$4,419.07	-	Yes	No
Reconfiguration IDE 100 M Burstable 40.01-50 Meg	RCBR0050	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100 M Burstable 40.01-50 Meg	RIDB0050	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100 M Burstable 50.01-60 Meg	IDBR0060	Burstable IDE Option		Per Port	-	$5,120.02	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – IDE 100 M Burstable 50.01-60 Meg	RCBR0060	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100 M Burstable 50.01-60 Meg	RIDB0060	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100 M Burstable 60.01-70 Meg	IDBR0070	Burstable IDE Option		Per Port	-	$5,866.69	-	Yes	No
Reconfiguration – IDE 100 M Burstable 60.01-70 Meg	RCBR0070	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100 M Burstable 60.01-70 Meg	RIDB0070	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100 M Burstable 70.01-80 Meg	IDBR0080	Burstable IDE Option		Per Port	-	$6,704.79	-	Yes	No
Reconfiguration – IDE 100 M Burstable 70.01-80 Meg	RCBR0080	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100 M Burstable 70.01-80 Meg	RIDB0080	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100 M Burstable 80.01-90 Meg	IDBR0090	Burstable IDE Option		Per Port		$7,405.75	-	Yes	No
Reconfiguration – IDE 100 M Burstable 80.01-90 Meg	RCBR0090	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – IDE 100 M Burstable 80.01-90 Meg	RIDB0090	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100 M Burstable 90.01-100 Meg	IDBR0100	Burstable IDE Option		Per Port		$7,923.84	-	Yes	No
Reconfiguration – IDE 100 M Burstable 90.01-100 Meg	RCBR0100	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100 M Burstable 90.01-100 Meg	RIDB0100	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600 M Burstable 0-50 Meg	IBRS0050	Burstable IDE Option		Per Port		$4,055.24	-	Yes	No
Reconfiguration – IDE 600 M Burstable 0-50 Meg	RDBR0050	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600 M Burstable 0-50 Meg	RIBR0050	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600 M Burstable 50.01-100 Meg	IBRS0100	Burstable IDE Option		Per Port		$7,271.45	-	Yes	No
Reconfiguration – IDE 600 M Burstable 50.01-100 Meg	RDBR0100	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600 M Burstable 50.01-100 Meg	RIBR0100	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600 M Burstable 100.01-150 Meg	IBRS0150	Burstable IDE Option		Per Port		$10,697.56	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – IDE 600 M Burstable 100.01-150 Meg	RDBR0150	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600 M Burstable 100.01-150 Meg	RIBR0150	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600 M Burstable 150.01-200 Meg	IBRS0200	Burstable IDE Option		Per Port		$16,780.28	-	Yes	No
Reconfiguration – IDE 600 M Burstable 150.01-200 Meg	RDBR0200	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600 M Burstable 150.01-200 Meg	RIBR0200	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600 M Burstable 200.01-250 Meg	IBRS0250	Burstable IDE Option		Per Port		$16,780.28	-	Yes	No
Reconfiguration – IDE 600 M Burstable 200.01-250 Meg	RDBR0250	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600 M Burstable 200.01-250 Meg	RIBR0250	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600 M Burstable 250.01-300 Meg	IBRS0300	Burstable IDE Option		Per Port		$20,136.33	-	Yes	No
Reconfiguration – IDE 600 M Burstable 250.01-300 Meg	RDBR0300	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – IDE 600 M Burstable 250.01-300 Meg	RIBR0300	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600 M Burstable 300.01-350 Meg	IBRS0350	Burstable IDE Option		Per Port		$23,003.09	-	Yes	No
Reconfiguration – IDE 600 M Burstable 300.01-350 Meg	RDBR0350	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600 M Burstable 300.01-350 Meg	RIBR0350	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600 M Burstable 350.01-400 Meg	IBRS0400	Burstable IDE Option		Per Port		$25,729.76	-	Yes	No
Reconfiguration – IDE 600 M Burstable 350.01-400 Meg	RDBR0400	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600 M Burstable 350.01-400 Meg	RIBR0400	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600 M Burstable 400.01-500 Meg	IBRS0500	Burstable IDE Option		Per Port		$31,463.02	-	Yes	No
Reconfiguration – IDE 600 M Burstable 400.01-500 Meg	RDBR0500	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600 M Burstable 400.01-500 Meg	RIBR0500	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
IDE 600 M Burstable 500.01-600 Meg	IBRS0600	Burstable IDE Option		Per Port		$36,916.61	-	Yes	No
Reconfiguration – IDE 600 M Burstable 500.01-600 Meg	RDBR0600	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600 M Burstable 500.01-600 Meg	RIBR0600	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 10M - 2Meg Burstable Select	IDBS0002	Burstable Select IDE Option		Per Port	-	$361.54	-	Yes	No
Overage per Meg	IDOM0002					$180.77	-	Yes	No
Reconfiguration – IDE 10M - 2Meg Burstable Select	RDBS0002	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE 10M - 2Meg Burstable Select	RIBS0002	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 10M 4Meg Burstable Select	IDBS0004	Burstable Select IDE Option		Per Port	-	$672.61	-	Yes	No
Overage per Meg	IDOM0004					$168.33	-	Yes	No
Reconfiguration – IDE 10M 4Meg Burstable Select	RDBS0004	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE 10M 4Meg Burstable Select	RIBS0004	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 10M 6Meg Burstable Select	IDBS0006	Burstable Select IDE Option		Per Port	-	$994.97	-	Yes	No
Overage per Meg	IDOM0006					$165.89	-	Yes	No
Reconfiguration – IDE 10M 6Meg Burstable Select	RDBS0006	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – IDE 10M 6Meg Burstable Select	RIBS0006	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 10M 8Meg Burstable Select	IDBS0008	Burstable Select IDE Option		Per Port	-	$1,274.88	-	Yes	No
Overage per Meg	IDOM0008					$159.36	-	Yes	No
Reconfiguration – IDE 10M 8Meg Burstable Select	RDBS0008	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE 10M 8Meg Burstable Select	RIBS0008	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50M 5Meg Burstable Select	IDES0005	Burstable Select IDE Option		Per Port	-	$822.29	-	Yes	No
Overage per Meg	IDOV0005					$164.46	-	Yes	No
Reconfiguration – IDE 50M 5Meg Burstable Select	RDES0005	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50M 5Meg Burstable Select	RIES0005	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50M 10Meg Burstable Select	IDES0010	Burstable Select IDE Option		Per Port	-	$1,575.31	-	Yes	No
Overage per Meg	IDOV0010					$157.53	-	Yes	No
Reconfiguration – IDE 50M 10Meg Burstable Select	RDES0010	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50M 10Meg Burstable Select	RIES0010	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50M 15Meg Burstable Select	IDES0015	Burstable Select IDE Option		Per Port	-	$2,247.88	-	Yes	No
Overage per Meg	IDOV0015					$150.03	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – IDE 50M 15Meg Burstable Select	RDES0015	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50M 15Meg Burstable Select	RIES0015	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50M 20Meg Burstable Select	IDES0020	Burstable Select IDE Option		Per Port	-	$2,813.05	-	Yes	No
Overage per Meg	IDOV0020					$140.74	-	Yes	No
Reconfiguration – IDE 50M 20Meg Burstable Select	RDES0020	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50M 20Meg Burstable Select	RIES0020	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50M 25Meg Burstable Select	IDES0025	Burstable Select IDE Option		Per Port	-	$3,211.00	-	Yes	No
Overage per Meg	IDOV0025					$128.44	-	Yes	No
Reconfiguration – IDE 50M 25Meg Burstable Select	RDES0025	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50M 25Meg Burstable Select	RIES0025	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50M 30Meg Burstable Select	IDES0030	Burstable Select IDE Option		Per Port	-	$3,615.34	-	Yes	No
Overage per Meg	IDOV0030					$120.51	-	Yes	No
Reconfiguration – IDE 50M 30Meg Burstable Select	RDES0030	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50M 30Meg Burstable Select	RIES0030	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50M 35Meg Burstable Select	IDES0035	Burstable Select IDE Option		Per Port	-	$3,970.46	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Overage per Meg	IDOV0035					$113.61	-	Yes	No
Reconfiguration – IDE 50M 35Meg Burstable Select	RDES0035	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50M 35Meg Burstable Select	RIES0035	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 50M 40Meg Burstable Select	IDES0040	Burstable Select IDE Option		Per Port	-	$4,061.77	-	Yes	No
Overage per Meg	IDOV0040					$101.55	-	Yes	No
Reconfiguration – IDE 50M 40Meg Burstable Select	RDES0040	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 50M 40Meg Burstable Select	RIES0040	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100M 10Meg Burstable Select	IBSL0010	Burstable Select IDE Option		Per Port	-	$1,551.52	-	Yes	No
Overage per Meg	IOPM0010					$155.08	-	Yes	No
Reconfiguration – IDE 100M 10Meg Burstable Select	RISL0010	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100M 10Meg Burstable Select	RIMB0010	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100M 20Meg Burstable Select	IBSL0020	Burstable Select IDE Option		Per Port	-	$2,770.58	-	Yes	No
Overage per Meg	IOPM0020					$138.70	-	Yes	No
Reconfiguration – IDE 100M 20Meg Burstable Select	RISL0020	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100M 20Meg Burstable Select	RIMB0020	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
IDE 100M 30Meg Burstable Select	IBSL0030	Burstable Select IDE Option		Per Port	-	$3,649.77	-	Yes	No
Overage per Meg	IOPM0030					$121.50	-	Yes	No
Reconfiguration – IDE 100M 30Meg Burstable Select	RISL0030	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100M 30Meg Burstable Select	RIMB0030	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100M 40Meg Burstable Select	IBSL0040	Burstable Select IDE Option		Per Port	-	$4,100.45	-	Yes	No
Overage per Meg	IOPM0040					$102.51	-	Yes	No
Reconfiguration – IDE 100M 40Meg Burstable Select	RISL0040	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100M 40Meg Burstable Select	RIMB0040	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100M 50Meg Burstable Select	IBSL0050	Burstable Select IDE Option		Per Port	-	$4,419.07	-	Yes	No
Overage per Meg	IOPM0050					$88.26	-	Yes	No
Reconfiguration – IDE 100M 50Meg Burstable Select	RISL0050	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100M 50Meg Burstable Select	RIMB0050	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100M 60Meg Burstable Select	IBSL0060	Burstable Select IDE Option		Per Port	-	$5,275.17	-	Yes	No
Overage per Meg	IOPM0060					$87.98	-	Yes	No
Reconfiguration – IDE 100M 60Meg Burstable Select	RISL0060	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – IDE 100M 60Meg Burstable Select	RIMB0060	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100M 70Meg Burstable Select	IBSL0070	Burstable Select IDE Option		Per Port	-	$6,044.48	-	Yes	No
Overage per Meg	IOPM0070					$86.50	-	Yes	No
Reconfiguration – IDE 100M 70Meg Burstable Select	RISL0070	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100M 70Meg Burstable Select	RIMB0070	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 100M 80Meg Burstable Select	IBSL0080	Burstable Select IDE Option		Per Port	-	$6,704.79	-	Yes	No
Overage per Meg	IOPM0080					$83.96	-	Yes	No
Reconfiguration – IDE 100M 80Meg Burstable Select	RISL0080	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 100M 80Meg Burstable Select	RIMB0080	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600M 100Meg Burstable Select	IBST0100	Burstable Select IDE Option		Per Port	-	$7,998.60			
Overage per Meg	IOVM0100					$72.66			
Reconfiguration – IDE 600M 100Meg Burstable Select	RISM0100	Router configuration at customer site		Per Port	$850.00	-			
Retermination – IDE 600M 100Meg Burstable Select	RIOV0100	Reinstall at customer site		Per Port	$425.00	-			
IDE 600M 150Meg Burstable Select	IBST0150	Burstable Select IDE Option		Per Port	-	$10,697.56	-	Yes	No
Overage per Meg	IOVM0150					$71.36	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – IDE 600M 150Meg Burstable Select	RISM0150	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600M 150Meg Burstable Select	RIOV0150	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600M 200Meg Burstable Select	IBST0200	Burstable Select IDE Option		Per Port	-	$13,983.56	-	Yes	No
Overage per Meg	IOVM0200					$70.05	-	Yes	No
Reconfiguration – IDE 600M 200Meg Burstable Select	RISM0200	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600M 200Meg Burstable Select	RIOV0200	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600M 250Meg Burstable Select	IBST0250	Burstable Select IDE Option		Per Port	-	$16,780.28	-	Yes	No
Overage per Meg	IOVM0250					$67.18	-	Yes	No
Reconfiguration – IDE 600M 250Meg Burstable Select	RISM0250	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600M 250Meg Burstable Select	RIOV0250	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600M 300Meg Burstable Select	IBST0300	Burstable Select IDE Option		Per Port	-	$20,136.33	-	Yes	No
Overage per Meg	IOVM0300					$67.18	-	Yes	No
Reconfiguration – IDE 600M 300Meg Burstable Select	RISM0300	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600M 300Meg Burstable Select	RIOV0300	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
IDE 600M 350Meg Burstable Select	IBST0350	Burstable Select IDE Option		Per Port	-	$23,003.09	-	Yes	No
Overage per Meg	IOVM0350					$65.61	-	Yes	No
Reconfiguration – IDE 600M 350Meg Burstable Select	RISM0350	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600M 350Meg Burstable Select	RIOV0350	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600M 400Meg Burstable Select	IBST0400	Burstable Select IDE Option		Per Port	-	$25,729.76	-	Yes	No
Overage per Meg	IOVM0400					$64.30	-	Yes	No
Reconfiguration – IDE 600M 400Meg Burstable Select	RISM0400	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600M 400Meg Burstable Select	RIOV0400	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 600M 500Meg Burstable Select	IBST0500	Burstable Select IDE Option		Per Port	-	$31,463.02	-	Yes	No
Overage per Meg	IOVM0500					$62.95	-	Yes	No
Reconfiguration – IDE 600M 500Meg Burstable Select	RISM0500	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE 600M 500Meg Burstable Select	RIOV0500	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE 1000M 75Meg Burstable Select	IBSM0075	Burstable Select IDE Option		Per Port	-	$4,819.10			
Overage per Meg	IOVG0075					$64.26			
Reconfiguration – IDE 1000M 75Meg Burstable Select	RDEM0075	Router configuration at customer site		Per Port	$850.00	-			

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – IDE 1000M 75Meg Burstable Select	RBOM0075	Reinstall at customer site		Per Port	$425.00	-			
IDE 1000M 100Meg Burstable Select	IBSM0100	Burstable Select IDE Option		Per Port	-	$6,316.56			
Overage per Meg	IOVG0100					$63.17			
Reconfiguration – IDE 1000M 100Meg Burstable Select	RDEM0100	Router configuration at customer site		Per Port	$850.00	-			
Retermination – IDE 1000M 100Meg Burstable Select	RBOM0100	Reinstall at customer site		Per Port	$425.00	-			
IDE 1000M 150Meg Burstable Select	IBSM0150	Burstable Select IDE Option		Per Port	-	$9,311.49			
Overage per Meg	IOVG0150					$62.07			
Reconfiguration – IDE 1000M 150Meg Burstable Select	RDEM0150	Router configuration at customer site		Per Port	$850.00	-			
Retermination – IDE 1000M 150Meg Burstable Select	RBOM0150	Reinstall at customer site		Per Port	$425.00	-			
IDE 1000M 200Meg Burstable Select	IBSM0200	Burstable Select IDE Option		Per Port	-	$12,197.50			
Overage per Meg	IOVG0200					$60.99			
Reconfiguration – IDE 1000M 200Meg Burstable Select	RDEM0200	Router configuration at customer site		Per Port	$850.00	-			
Retermination – IDE 1000M 200Meg Burstable Select	RBOM0200	Reinstall at customer site		Per Port	$425.00	-			
IDE 1000M 250Meg Burstable Select	IBSM0250	Burstable Select IDE Option		Per Port	-	$14,702.34			
Overage per Meg	IOVG0250					$58.81			

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – IDE 1000M 250Meg Burstable Select	RDEM0250	Router configuration at customer site		Per Port	$850.00	-			
Retermination – IDE 1000M 250Meg Burstable Select	RBOM0250	Reinstall at customer site		Per Port	$425.00	-			
IDE 1000M 300Meg Burstable Select	IBSM0300	Burstable Select IDE Option		Per Port	-	$16,989.38			
Overage per Meg	IOVG0300					$56.63			
Reconfiguration – IDE 1000M 300Meg Burstable Select	RDEM0300	Router configuration at customer site		Per Port	$850.00	-			
Retermination – IDE 1000M 300Meg Burstable Select	RBOM0300	Reinstall at customer site		Per Port	$425.00	-			
IDE 1000M 400Meg Burstable Select	IBSM0400	Burstable Select IDE Option		Per Port	-	$21,345.63			
Overage per Meg	IOVG0400					$53.36			
Reconfiguration – IDE 1000M 400Meg Burstable Select	RDEM0400	Router configuration at customer site		Per Port	$850.00	-			
Retermination – IDE 1000M 400Meg Burstable Select	RBOM0400	Reinstall at customer site		Per Port	$425.00	-			
IDE 1000M 500Meg Burstable Select	IBSM0500	Burstable Select IDE Option		Per Port	-	$26,137.50			
Overage per Meg	IOVG0500					$52.28			
Reconfiguration – IDE 1000M 500Meg Burstable Select	RDEM0500	Router configuration at customer site		Per Port	$850.00	-			
Retermination – IDE 1000M 500Meg Burstable Select	RBOM0500	Reinstall at customer site		Per Port	$425.00	-			
IDE 1000M 600Meg Burstable Select	IBSM0600	Burstable Select IDE Option		Per Port	-	$30,711.56			

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Overage per Meg	IOVG0600					$51.19			
Reconfiguration – IDE 1000M 600Meg Burstable Select	RDEM0600	Router configuration at customer site		Per Port	$850.00	-			
Retermination – IDE 1000M 600Meg Burstable Select	RBOM0600	Reinstall at customer site		Per Port	$425.00	-			
IDE 1000M 750Meg Burstable Select	IBSM0750	Burstable Select IDE Option		Per Port	-	$34,305.47			
Overage per Meg	IOVG0750					$45.75			
Reconfiguration – IDE 1000M 750Meg Burstable Select	RDEM0750	Router configuration at customer site		Per Port	$850.00	-			
Retermination – IDE 1000M 750Meg Burstable Select	RBOM0750	Reinstall at customer site		Per Port	$425.00	-			
IDE Price Protect 1Meg	IDPR0001	Fixed Port Speed		Per Port	-	$237.85	-	Yes	No
Reconfiguration – IDE Price Protect 1Meg	RIPR0001	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 1Meg	RIDP0001	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
IDE Price Protect 2Meg	IDPR0002	Fixed Port Speed		Per Port	-	$347.63	-	Yes	No
Reconfiguration – IDE Price Protect 2Meg	RIPR0002	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 2Meg	RIDP0002	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 3Meg	IDPR0003	Fixed Port Speed		Per Port	-	$512.30	-	Yes	No
Reconfiguration – IDE Price Protect 3Meg	RIPR0003	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 3Meg	RIDP0003	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 4Meg	IDPR0004	Fixed Port Speed		Per Port	-	$679.15	-	Yes	No
Reconfiguration – IDE Price Protect 4Meg	RIPR0004	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 4Meg	RIDP0004	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 5Meg	IDPR0005	Fixed Port Speed		Per Port	-	$823.37	-	Yes	No
Reconfiguration – IDE Price Protect 5Meg	RIPR0005	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 5Meg	RIDP0005	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 6Meg	IDPR0006	Fixed Port Speed		Per Port	-	$980.55	-	Yes	No
Reconfiguration – IDE Price Protect 6Meg	RIPR0006	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – IDE Price Protect 6Meg	RIDP0006	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 7Meg	IDPR0007	Fixed Port Speed		Per Port	-	$1,135.22	-	Yes	No
Reconfiguration – IDE Price Protect 7Meg	RIPR0007	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 7Meg	RIDP0007	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 8Meg	IDPR0008	Fixed Port Speed		Per Port	-	$1,288.82	-	Yes	No
Reconfiguration – IDE Price Protect 8Meg	RIPR0008	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 8Meg	RIDP0008	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 9Meg	IDPR0009	Fixed Port Speed		Per Port	-	$1,441.36	-	Yes	No
Reconfiguration – IDE Price Protect 9Meg	RIPR0009	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 9Meg	RIDP0009	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
IDE Price Protect 10Meg	IDPR0010	Fixed Port Speed		Per Port	-	$1,573.48	-	Yes	No
Reconfiguration – IDE Price Protect 10Meg	RIPR0010	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 10Meg	RIDP0010	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 15Meg	IDPR0015	Fixed Port Speed		Per Port	-	$2,194.63	-	Yes	No
Reconfiguration – IDE Price Protect 15Meg	RIPR0015	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 15Meg	RIDP0015	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 20Meg	IDPR0020	Fixed Port Speed		Per Port	-	$2,744.44	-	Yes	No
Reconfiguration – IDE Price Protect 20Meg	RIPR0020	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 20Meg	RIDP0020	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 25Meg	IDPR0025	Fixed Port Speed		Per Port	-	$3,214.91	-	Yes	No
Reconfiguration – IDE Price Protect 25Meg	RIPR0025	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 25Meg	RIDP0025	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 30Meg	IDPR0030	Fixed Port Speed		Per Port	-	$3,533.79	-	Yes	No
Reconfiguration – IDE Price Protect 30Meg	RIPR0030	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – IDE Price Protect 30Meg	RIDP0030	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 35Meg	IDPR0035	Fixed Port Speed		Per Port	-	$3,781.23	-	Yes	No
Reconfiguration – IDE Price Protect 35Meg	RIPR0035	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 35Meg	RIDP0035	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 40Meg	IDPR0040	Fixed Port Speed		Per Port	-	$3,972.90	-	Yes	No
Reconfiguration – IDE Price Protect 40Meg	RIPR0040	Router configuration at customer site		Per Port	$510.00	-	-	Yes	No
Retermination – IDE Price Protect 40Meg	RIDP0040	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 50Meg	IDPR0050	Fixed Port Speed		Per Port	-	$4,421.59	-	Yes	No
Reconfiguration – IDE Price Protect 50Meg	RIPR0050	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 50Meg	RIDP0050	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 60Meg	IDPR0060	Fixed Port Speed		Per Port	-	$5,269.32	-	Yes	No
Reconfiguration – IDE Price Protect 60Meg	RIPR0060	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 60Meg	RIDP0060	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
IDE Price Protect 70Meg	IDPR0070	Fixed Port Speed		Per Port	-	$6,037.76	-	Yes	No
Reconfiguration – IDE Price Protect 70Meg	RIPR0070	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 70Meg	RIDP0070	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 80Meg	IDPR0080	Fixed Port Speed		Per Port	-	$6,708.63	-	Yes	No
Reconfiguration – IDE Price Protect 80Meg	RIPR0080	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 80Meg	RIDP0080	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 90Meg	IDPR0090	Fixed Port Speed		Per Port	-	$7,409.98	-	Yes	No
Reconfiguration – IDE Price Protect 90Meg	RIPR0090	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 90Meg	RIDP0090	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 100Meg	IDPR0100	Fixed Port Speed		Per Port	-	$7,928.38	-	Yes	No
Reconfiguration – IDE Price Protect 100Meg	RIPR0100	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Retermination – IDE Price Protect 100Meg	RIDP0100	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 150Meg	IDPR0150	Fixed Port Speed		Per Port	-	$10,664.10	-	Yes	No
Reconfiguration – IDE Price Protect 150Meg	RIPR0150	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 150Meg	RIDP0150	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 200Meg	IDPR0200	Fixed Port Speed		Per Port	-	$13,940.00	-	Yes	No
Reconfiguration – IDE Price Protect 200Meg	RIPR0200	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 200Meg	RIDP0200	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 250Meg	IDPR0250	Fixed Port Speed		Per Port	-	$16,728.00	-	Yes	No
Reconfiguration – IDE Price Protect 250Meg	RIPR0250	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 250Meg	RIDP0250	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 300Meg	IDPR0300	Fixed Port Speed		Per Port	-	$20,073.60	-	Yes	No
Reconfiguration – IDE Price Protect 300Meg	RIPR0300	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 300Meg	RIDP0300	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 350Meg	IDPR0350	Fixed Port Speed		Per Port	-	$22,931.30	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – IDE Price Protect 350Meg	RIPR0350	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 350Meg	RIDP0350	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 450Meg	IDPR0450	Fixed Port Speed		Per Port	-	$28,054.25	-	Yes	No
Reconfiguration – IDE Price Protect 450Meg	RIPR0450	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 450Meg	RIDP0450	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 500Meg	IDPR0500	Fixed Port Speed		Per Port	-	$30,384.84	-	Yes	No
Reconfiguration – IDE Price Protect 500Meg	RIPR0500	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 500Meg	RIDP0500	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 600Meg	IDPR0600	Fixed Port Speed		Per Port	-	$34,501.50	-	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
Reconfiguration – IDE Price Protect 600Meg	RIPR0600	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 600Meg	RIDP0600	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 700Meg	IDPR0700	Fixed Port Speed		Per Port	-	$37,899.38	-	Yes	No
Reconfiguration – IDE Price Protect 700Meg	RIPR0700	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 700Meg	RIDP0700	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 800Meg	IDPR0800	Fixed Port Speed		Per Port	-	$40,983.60	-	Yes	No
Reconfiguration – IDE Price Protect 800Meg	RIPR0800	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 800Meg	RIDP0800	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
IDE Price Protect 1000Meg	IDPR1000	Fixed Port Speed		Per Port	-	$44,651.56	-	Yes	No
Reconfiguration – IDE Price Protect 1000Meg	RIPR1000	Router configuration at customer site		Per Port	$850.00	-	-	Yes	No
Retermination – IDE Price Protect 1000Meg	RIDP1000	Reinstall at customer site		Per Port	$425.00	-	-	Yes	No
DS1 Access	IDAA0001	DS1 Local Loop		Per Circuit	$170.00	$217.81	-	Yes	Yes
DS3 Access	IDAA0003	DS3 Local Loop		Per Circuit	$850.00	$1,845.00	-	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
OC3 Access	OCAC0003	OC3 Local Loop		Per Circuit	ICB	ICB	-	Yes	Yes
Reconfiguration – OC3 Access	RCCA0003	Router configuration at customer site		Per Circuit	-	-	ICB	Yes	Yes
Retermination – OC3 Access	ROCA0003	Reinstall at customer site		Per Circuit	-	-	ICB	Yes	Yes
OC12 Access	OCAC0012	OC12 Local Loop		Per Circuit	ICB	ICB	-	Yes	Yes
Reconfiguration – OC12 Access	RCCA0012	Router configuration at customer site		Per Circuit	-	-	ICB	Yes	Yes
Retermination – OC12 Access	ROCA0012	Reinstall at customer site		Per Circuit	-	-	ICB	Yes	Yes
OC48 Access	OCAC0048	OC48 Local Loop		Per Circuit	ICB	ICB	-	Yes	Yes
Reconfiguration – OC48 Access	RCCA0048	Router configuration at customer site		Per Circuit	-	-	ICB	Yes	Yes
Retermination – OC48 Access	ROCA0048	Reinstall at customer site		Per Circuit	-	-	ICB	Yes	Yes
Ethernet Access	CEAT1000	Ethernet Local Loop		Per Circuit	ICB	ICB	-	Yes	Yes
Reconfiguration – Ethernet Access	RCCE1000	Router configuration at customer site		Per Circuit	-	-	ICB	Yes	Yes
Retermination –Ethernet Access	RCEA1000	Reinstall at customer site		Per Circuit	-	-	ICB	Yes	Yes
IP Managed (VoIP) Services	IPMS0000	Optional management of IP devices, where Verizon will assume the management aspects of a pre-existing (VoIP) IP device (IP PBX Only).	Preliminary discussion with OTech/STND required	Per Device	ICB	ICB	-	Yes	Yes
Reconfiguration – IP Managed (VoIP) Services	RCIP0000	Router configuration at customer site		Per Circuit	-	-	ICB	Yes	Yes
Retermination – IP Managed (VoIP) Services	RIPM0000	Reinstall at customer site		Per Circuit	-	-	ICB	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service

Customer Provided Access Charges: Network Connection Charge (NCC):
NCC is a customer-provided access charge that covers the administrative, entrance facility reconfiguration, and network maintenance cost associated with connecting to any of Verizon's network services. The customer would make the arrangements with the telco to have their access circuit terminated to Verizon's network POP, based on the CFA Verizon gives them.

For customer-provided access, the LEC or CLEC is responsible for terminating and maintaining the access circuit connection all the way to the Verizon network POP. NCC will apply to all customer-provided access circuits other than a Verizon or affiliated company installed.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
DDS or DS0	CSDD0000	Connection Speed		Per NCC	$0.00	$52.28	-	Yes	Yes
DDS or DS0 - Change Identifier	CHDD0000						ICB	Yes	Yes
T1	CSDT0001	Connection Speed		Per NCC	$0.00	$200.39	-	Yes	Yes
T1 - Change Identifier	CHDT0001						ICB	Yes	Yes
DS3	CSDS0003	Connection Speed		Per NCC	$0.00	$1,502.91	-	Yes	Yes
DS3 - Change Identifier	CHDS0003						ICB	Yes	Yes
OC12	CSOC0012	Connection Speed		Per NCC	$0.00	$3,005.81	-	Yes	Yes
OC12 - Change Identifier	CHOC0012						ICB	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service

Internet Access Cross-Connect

An Internet access cross-connect is a point-to-point intra-building dedicated circuit used to connect customers to the Verizon IP Network. Apply Internet access cross-connect charges in place of traditional Local Loop charges when the following configuration requirements exist:

1. A customer requires a connection between the Verizon IP Network and the customer's Network Colocation space within the same lit building.
2. A customer requires a connection between the Verizon IP Network and the customer's alternative provider's colocation space within the same Verizon lit building.
3. A customer requires a connection between the Verizon IP Network and the customer's location within the same Verizon lit building.

Exception: Where facilities exist, Verizon will provide the Internet Access cross-connects as previously described. If facilities do not exist, time and material charges to construct facilities within the building apply.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service
DS1	CCSD0001	Cross Connect Speed		Per Cross Connect	$212.50	$43.56	-	Yes	Yes
DS1 Change Identifier	CHSD0001				-	-	ICB	Yes	Yes
DS3	CCSD0003	Cross Connect Speed		Per Cross Connect	$425.00	$130.69	-	Yes	Yes
DS3 Change Identifier	CHSD0003				-	-	ICB	Yes	Yes
OC3	CCSO0003	Cross Connect Speed		Per Cross Connect	$425.00	$261.38	-	Yes	Yes
OC3 Change Identifier	CHCO0003				-	-	ICB	Yes	Yes
OC12	CCSO0012	Cross Connect Speed		Per Cross Connect	$425.00	$435.63	-	Yes	Yes
	CHCO0012				-	-	ICB	Yes	Yes
OC48	CCSO0048	Cross Connect Speed		Per Cross Connect	$425.00	$435.63	-	Yes	Yes
OC48 Change Identifier	CHCO0048				-	-	ICB	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Monthly Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
  Service Availability Percentage
  Catastrophic Outage 1
  Catastrophic Outage 2
  Catastrophic Outage 3
  One-Way Transmission Delay
  Jitter
  Packet Loss
  Excessive Outage
  Notification
  Provisioning
  Response Duration from Receipt of Order
  Latency
  Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.4.3b Converged Services, IP Flexible T1 Service

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Converged Services, IP Flexible T1 Service

Description of the Service: IP Flexible T1 is designed for smaller locations that simply need converged voice and data access and basic Class 5 calling features. This service works with existing analog Key systems. With IP Flexible T1, there is no need for equipment changeover or disruption to services.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Converged Services – IP Flexible T1 (24 subscribers)	FLEX1544	IP Flexible T1 provides voice and data access, and basic Class 5 calling features, to existing Key Systems. Service includes a Full T1 (1.544Mb) of Internet Dedicated Access (IDA) service, and standard IP Telephony Features. Caller ID and E911 features are included.		Per 24 Subscribers	$212.50	$1,148.75	$0.00	Yes	No
Adtran Router	ADRT0000	Included as part of the package, an Adtran Router is provided.		Per Device	$0.00	$0.00	$0.00	Yes	No
Block of DID Numbers	IDID0001	Block of 20 DID numbers.		Per Block of 20	$8.50	$5.44	$0.00	Yes	No
VOIP Voice Mail Service per box	VVMS0000	Voice Mail Box, network based		Per Box	$0.00	$2.58	$0.00	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
Service Availability Percentage
Catastrophic Outage 1
Catastrophic Outage 2
Catastrophic Outage 3
One-Way Transmission Delay
Jitter
Packet Loss
Excessive Outage
Notification
Response Duration from Receipt of Order
Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.4.5 Converged Services, IP Telephony Voice Mail Services

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Converged Services, VOIP Voice Mail Service

Description of the Service: The Verizon Converged IP Telephony solution will include VOIP Voice Mail Services to all Hosted VOIP End-Users. The voicemail system is a fully redundant and scalable architecture capable of supporting millions of users. The service will allow VOIP Voice Mail End-Users to forward messages to other End-Users in the same VOIP Voice Mail network. All network-based VoIP users, regardless of location, can access the same voicemail system.

Availability: Statewide. Domestic locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
VOIP Voice Mail Service	VVMS0000	Minimum message length will be at least 2 minutes and not to exceed 3 minutes each. Message review, including skip back or ahead Message saving, not to exceed 35 messages, and erasing Erased message retrieval before call is ended Messaging forwarding to another voice mailbox in the system with the ability to append additional comments Message sending		Per Box	$0.00	$2.58	$0.00	Yes	Yes

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		Password protection							
		Personalized greetings (both permanent and temporary)							
		Message waiting indicator signal received at workstation within 1 minute							
		The voice mail system must be capable of remote access from any phone location on or off net							
		Creation of Group Distribution Lists to provide the ability to define five voice mail distribution lists with maximum of 25 numbers per distribution list, to forward and reply to an individual or to a group of predefined recipients							
		Web based End-User administration application							
		Integration with other Unified Messaging applications with no Hardware modification is dependent on the capabilities of each individual system. Message waiting indication can be difficult depending on the age of the legacy phone system. For any integration to be possible, access to the IP Transport Network may be required to integrate the existing phone system and Voicemail System Service.							

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
   Service Availability Percentage
   One-Way Transmission Delay
   Response Duration from Receipt of Order
   Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

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6.3.5.1 Converged Services, IP Network Based Automatic Call Distribution (ACD)

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: IP Network Automatic Call Distributor (ACD)

Description of the Service: The Contact Center Solution will provide 8 to over 192 ports of IP Network ACD. Converged IP Contact Center Applications are ubiquitous and available to all CALNET II Contact Centers. The Contact Center solutions provided are scalable and can be customized to meet the requirements of the smallest to the very largest CALNET II Contact Centers. The IP Contact Center Application platforms are redundant, the routes are diverse, and provide survivability for Business Continuity and Disaster Planning conditions.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Network Based Automatic Call Distributor (ACD)	See Below	The Contact Center Solution will provide 8 to over 192 ports of IP Network ACD. This service is a cost per minute charge that Verizon bundles into the agent/supervisor package of IP Based ACD.						Yes	Yes
- IP Network ACD 8 Port	IACD0008			Per Minute	$0.00	$0.0253	$0.00	Yes	Yes
- IP Network ACD 24 Port	IACD0024			Per Minute	$0.00	$0.0253	$0.00	Yes	Yes
- IP Network ACD 48 Port	IACD0048			Per Minute	$0.00	$0.0253	$0.00	Yes	Yes
- IP Network ACD 96 Port	IACD0096			Per Minute	$0.00	$0.0253	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
- IP Network ACD 192 Port	IACD00192			Per Minute	$0.00	$0.0253	$0.00	Yes	Yes
- IP Network ACD Over 192 Port	IACD00193			Per Minute	$0.00	$0.0253	$0.00	Yes	Yes

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Virtual Contact Center (VCC)

The VCC platform is replacing the Web Center platform for ACD service. All ACD functions will be maintained as they exist.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Virtual Contact Center - Agent Package Set-Up	VAPS0000	Virtual Contact Center - Agent Package Set-Up applies to newly ordered agents or Verizon change to be added to the hosted VCC platform. This feature requires a VCC Agent Package.	Existing clients migrating from Web Center to the new VCC platform will have the $15 Agent Package Set Up - NRC fee waived.	Per Agent	$15.00	N/A	N/A	Yes	Yes
Virtual Contact Center - Agent Package	VCCA0000	Virtual Contact Center (VCC) is a flexible and customizable network-based contact center solution that supports more complex Contact Center applications. This agent package includes ACD, IVR, CTI, Email Interactions, Chat Interactions, Speech Recognition, Web Call-back, scheduled call back, collaboration, and fax interactions. This feature requires a VCC Agent Package Set-Up.	Minimum of one supervisor package required for VCC Agent Package.	Per Agent	N/A	$121.98	N/A	Yes	Yes
Virtual Contact Center - Supervisor Package Set-Up	VSPS0000	Virtual Contact Center - Supervisor Package Set-Up applies to newly ordered Supervisor Package or Verizon change to be added to the hosted VCC platform. This feature requires a VCC Supervisor Package.	Existing clients migrating from Web Center to the new VCC platform will have the $15 Supervisor Package Set Up - NRC fee waived.	Per Supervisor	$15.00	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Virtual Contact Center - Supervisor Package	VCCS0000	Virtual Contact Center (VCC) is a flexible and customizable network-based contact center solution that supports more complex Contact Center applications. Supervisor Package features include Coaching, Enhanced Reporting, eLearning, Customer Survey, Quality Monitoring, Workforce Management, and Voice Recording. This feature requires a VCC Supervisor Package Set-Up.	Minimum of one agent package is required for VCC Supervisor Package.	Per Supervisor	N/A	$130.69	N/A	Yes	Yes
IP Toll Free Terminations	ITFT0000	VoIP Inbound calls can terminate to IPCC-certified devices in the United States and anywhere in the world where Verizon has received governmental or regulatory approval for such terminations. Termination of VoIP Inbound (via Verizon Private IP or Internet Dedicated Service) is currently approved for the following countries: Argentina, Greece, Singapore, Australia, Hong Kong, South Korea, Austria, Hungary, Spain, Belgium, Italy, Sweden, Canada, Japan, Switzerland, Chile, Netherlands, Taiwan, Czech Republic, Norway, United Kingdom, United States, Denmark, Poland, France, Portugal, Germany, and Puerto Rico (U.S. Territory). IP Toll Free Terminations are required for VCC implementations.		Per Minute	$0.00	$0.0183	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Toll Free Local Origination	ITFL0000	VoIP Inbound Local Origination calls made to local telephone numbers are enabled with the same capabilities of intelligent call routing, treatment, and management typically used to connect toll-free calls to contact centers. Local Origination telephone numbers (TNs) are Verizon VoIP numbers, or numbers that have been ported to Verizon, which enable inbound calls to be provisioned. IP Toll Free Local Origination may be required for VCC implementations.		Per Minute	N/A	$0.0183	N/A	Yes	Yes
IP Toll Free Alternate Routing	ITFA0000	IP Toll Free Alternate Routing provides customers to pre-define alternate routing arrangements that can be activated upon command in the event of a customer emergency such as power outages, natural disasters or other service disruptions.		Per Alternate Routing Plan	$0.00	$43.56	N/A	Yes	Yes
IP Toll Free Network Call Redirect	ITFN0000	IP Toll Free Network Call Redirect provides redirect or overflow calls in real-time according to outage, busy, or other customer-specific conditions up to 5 hops.		Per Toll Free ID	$0.00	$8.71	N/A	Yes	Yes
IP Toll Free Combined Features Package	ITFC0000	IP Toll Free Combined Features Package includes Time-of-Day/Time-of-Interval Routing, Cross Corporate Identification Routing (CCID), Day-of-Week Routing, Exchange Routing, Geographic/Point-of-Call Routing and Percentage Allocation Routing.		Per Toll Free Number	$0.00	$43.56	N/A	Yes	Yes

6.3.5.1 Converged Services, IP Network Based Automatic Call Distribution (ACD)

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Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Virtual Contact Center Installation	VCCI0000	Virtual Contact Center (VCC) Installation includes one instance of a Customer Work Group Application install. Verizon certified VCC system acceptance deployment is required for this service. One-Time Application setup fee to create the infrastructure databases including ACD, IVR, CTI, Email Interactions, Chat Interactions, Speech Recognition, Web Call-back, scheduled call back, collaboration, and fax interactions per customer work group application. Verizon will provide a presales implementation questionnaire for customer to determine the requirements VCC application type to be designed, deployed and managed. Verizon will verify that the customer work group application is tested to meet customer requirements. Verizon will provide a project plan. Verizon will provide basic remote training and documentation.	Custom application development may apply based upon customer requirements.

Existing clients migrating from Web Center to the new VCC platform will have the $5,000 VCC Installation - NRC fee waived. | Per Application | $5,000.00 | N/A | N/A | Yes | Yes |
| **Virtual Contact Center Queuing** | VCCQ0000 | Virtual Contact Center (VCC) Queuing provides one additional place in queue beyond the number of agents and supervisors deployed. | Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package. | Per Port | N/A | $62.73 | N/A | Yes | Yes |

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Virtual Contact Center Recording	VCCR0000	Virtual Contact Center (VCC) Recording multiple recording options including Agent initiated, Supervisor initiated, and platform automated. VCC provides basic storage per agent and supervisor. When the basic storage is exceeded, VCC will hold most recent activity. Recordings can be stored locally at the customer premise. Customer has the ability to log into the portal to download the information manually based upon their storage requirements before information is discarded by VCC.	Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package.	Per Agent/ Supervisor	N/A	$11.33	N/A	Yes	Yes
Virtual Contact Center Recording Data Storage	VCRS0000	Virtual Contact Center (VCC) Recording/Data Additional Network Storage is available when the VCC recording is exceeded on a per agent or supervisor basis. This additional storage is available through the VCC platform on a per GB basis.	Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package.	Per GB of Storage	N/A	$15.68	N/A	Yes	Yes
Virtual Contact Center Automated Speech	VCAS0000	Virtual Contact Center Speech Services uses automatic speech recognition (ASR), text-to-speech (TTS), and related technologies to support automated self-service and call routing. Speech offers a more powerful alternative to touch-tone services, and enables the caller to perform many functions. This has a per minute platform charge when the caller is connected.	Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package.	Per Minute	N/A	$0.0871	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Virtual Contact Center Automated Speech Implementation	VCAI0000	Virtual Contact Center (VCC) Implementation includes one speech application. This charge includes consultation, design and implementation. Verizon will provide a presales implementation questionnaire for customer to determine the requirements VCC speech application type to be designed and deployed. Verizon will verify that the speech application is tested to meet customer requirements. Verizon will provide a project plan. Verizon will provide documentation. This is charged on an hourly rate basis.	Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package.	Per Hour	$340.00	N/A	N/A	Yes	Yes
Virtual Contact Center Hiring - Candidates	VCCH0000	Virtual Contact Center Hiring Application is a job applicant system that will test candidates based on their Windows navigation skills, ability to multi-task, business reasoning, job match, personality, and voice clarity. This is a web based application the user logs into to check their skills. This is a Verizon hosted fully managed solution.	Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package.	Per Candidate	N/A	$17.43	N/A	Yes	Yes
Contact Center Advanced Design Consulting - Executive Consultant	CCEC0000	Contact Center Services constitute the design, integration, and implementation of contact center technologies and solutions to support complex contact center environments. Provides technical and architectural oversight of contact center services engagements.		Per Hour	$213.75	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Note: Web Center is an End of Life product. Therefore Verizon Business will waive set up NRC installation fees for Feature ID's VAPS0000, VSPS0000, and VCCI0000, for existing clients migrating from Web Center to Virtual Contact Center.

Notes:

Applicable Service Level Agreements:

  IP Contact Center Service Outage

  Excessive Outage

  Notification

  Provisioning

  Response Duration from Receipt of Order

  Administrative Service Level Agreements

Taxes and Surcharges:

The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

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6.3.5.1.1 Converged Services, IP Network Based Agent Package Service

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: IP Network Automatic Call Distributor (ACD) Agent Package

Description of the Service: The IP Network ACD Basic Agent Package integrates fully with an IP Network Based ACD. The IP Network Based ACD utilizes routing technology that allows CALNET II customers to create specific routing schemes to deliver calls to the most appropriate agent.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Converged IP Network Based ACD Agent Package	See Below	The Basic Agent Package connects to an "in network" ACD; the CALNET II user only requires a PC, Private IP (PIP) data network connection, phone and Hosted IP Centrex line to get started and the agent can work from any location. Package includes: • Agent Inbound Line • Abandon Call Clearing • Automatic Overflow • Call Priority • Night Service • Overflow Scan • Ring Threshold • Call Delay/ Forced Announcement • Queue Status						Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		• Agent Queue Status Display • Called Number Display • Call Tracking • Controlled Access to PSTN/Switched Network							
Basic Agents Package	IBAP0000			Per Agent	$0.00	$108.91	$0.00	Yes	Yes
Abandon Call Clearing	IBAC0000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Automatic Overflow	IBA00000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Call Priority	IBCP0000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Night Service	IBNS0000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Overflow Scan	IBOS0000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Ring Threshold	IBRT0000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Call Delay /Forced Announcement	IBCD0000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Queue Status	IBQS0000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Agent Queue Status Display	IBSD0000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Called Number Display	IBND0000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Call Tracking	IBCT0000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Controlled Access to PSTN/Switched Network	IBSN0000			Per Agent	$0.00	$0.00	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:

IP Contact Center Service Outage

Excessive Outage

Notification

Response Duration from Receipt of Order

Administrative Service Level Agreements

Taxes and Surcharges:

The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.5.1.2 Converged Services, IP Network Based Supervisor's Package Service

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: IP Network ACD Supervisor's Package

Description of the Service: The IP Network Basic ACD Supervisor Package integrates fully with an IP Network Based ACD. The Basic Supervisor's Package provides a set of business rules, which can be defined to handle all contact types.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Basic Supervisor's Package	ISBP0000	The Basic Supervisor Package connects to an "in network" ACD; the CALNET II Supervisor only requires a PC, data network (Private IP or Internet) connection phone and phone line (HIPC) to get started and they can work from any location. During an emergency or disaster condition, CALNET II Supervisors can move to any off site location with a PC, internet connectivity and a phone line and continue to supervise the Contact Center agents. Includes the following features/functions: -Call Agent. -Observe Agent. -Supervisor Answer Agent. -Answer Emergency.		Per Supervisor	$0.00	$126.33	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		-Record calls and/or agent screen activity. -Remotely monitor call center queue status in real-time. -Remote Barge-in capability. -Remotely replace agents. -Remotely log out agents -Remote Whisper Coaching. -Remote screen pop text chat coaching. -Send screen pop broadcast messages to all local and remote agent. -Remotely monitor the status. -Listen in silently. -Remotely view, control, ad record any agent's screen. -Assign passwords to agents. -Increase and decrease the number of queues. -Change password levels of supervisors. -Control queue slots, queue size, and maximum wait time. -Change overflow routes and ring thresholds. -Controlled Overflow. -ACD Status Display. -Position Status Display. -Position Status Summary Display.							
Additional Supervisor Positions	ISPO0000	See Above		Per Supervisor	$0.00	$126.33	$0.00	Yes	Yes
Controlled Overflow	ISCO0000	See Above		Per Supervisor	$0.00	$0.00	$0.00	Yes	Yes
ACD Status Display	ISDP0000	See Above		Per Supervisor	$0.00	$0.00	$0.00	Yes	Yes
Position Status Display	ISPD0000	See Above		Per Supervisor	$0.00	$0.00	$0.00	Yes	Yes
Position Status Summary Display	PSSD0000	See Above		Per Supervisor	$0.00	$0.00	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
   IP Contact Center Service Outage
   Excessive Outage
   Notification
   Response Duration from Receipt of Order
   Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.5.1.3 Converged Service, IP Network Based System Administrator's Software Package

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: IP Network ACD System Administrator's Package

Description of the Service: The IP Network Basic ACD System Administrator's Package integrates fully with an IP Network Based ACD. Verizon's ACD product bundles the Supervisor and System Administrator privileges as a single package. Basic Supervisor's Package can perform System Administrator functions, minimizing the need for additional Administrative packages.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
ACD System Administrator's Package	ISAP0000	• Call Agent. • Observe Agent. • Supervisor Answer Agent. • Answer Emergency. • Record calls and/or agent screen activity. • Remotely monitor call center queue status in real-time. • Remote Barge-in capability. • Remotely replace agents. • Remotely log out agents • Remote Whisper Coaching.	The System Administrator Software Package, has the following minimum system requirements: • Windows compatible multimedia PC • Operating System (Windows XP) • Sun Java • Internet Explorer 6.0 • Network connection to Network based Contact Center platform (at least 56Kbps sustained, open to port 80, port 443).	Per Package	$0.00	$126.33	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		• Remote screen pop text chat coaching. • Send screen pop broadcast messages to all local and remote agent. • Remotely monitor the status. • Listen in silently. • Remotely view, control, ad record any agent's screen. • Assign passwords to agents. • Increase and decrease the number of queues. • Change password levels of supervisors. • Control queue slots, queue size, and maximum wait time. • Change overflow routes and ring thresholds. • Controlled Overflow. • ACD Status Display. • Position Status Display. • Position Status Summary Display.							

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
IP Contact Center Service Outage
Excessive Outage
Notification
Response Duration from Receipt of Order
Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.5.1.4 Converged Services, Management Information System Tracking for Contact Centers

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: IP Network Based ACD MIS Tracking for Each Contact Center

Description of the Service: Verizon's IP Contact Center ACD MIS solution allows CALNET II users to create tabular and graphical reports to help understand Contact Center trends, activities, and agent performance. Reports and real time queries of data are provided in the Contact Center MIS System.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Converged Service, IP Networked Based ACD MIS Tracking for Each Contact Center	See Below	The Contact Center Solution will provide 8 to over 192 ports of IP Network ACD. This service is a cost per minute charge that Verizon bundles into the agent/supervisor package of IP Based ACD. The "Tracking for Each Contact Center" MIS package provides tracking of the following data:		Contact Center	$0.00	$0.00	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
- IP Network ACD MIS Tracking 8 Port	IMIS0008	- Average Speed of Answer - Expected delay- Grade of Service - Hourly demand		Contact Center	$0.00	$0.00	$0.00	Yes	Yes
- IP Network ACD MIS Tracking 24 Port	IMIS0024	- Longest delay experienced by caller - Number of agents busy on incoming calls - Number of agents / queue slots available							
- IP Network ACD MIS Tracking 48 Port	IMIS0048	- Number of incoming calls to each LDN - Total number and length of calls - Incremental breakdown of the number of calls abandoned							
- IP Network ACD MIS Tracking 96 Port	IMIS0096	after or before announcement - Total number of calls by a account code							
- IP Network ACD MIS Tracking 192 Port	IMIS0192	The "Tracking for Agents" Software package shall provide real time tracking of the following data by Agency: - Number of agents logged on.							
- IP Network ACD MIS Tracking Over 192 Port	IMIS0193	- Number of agents busy on Contact Center calls or on non-Contact Center calls. - Number of idle agents by Contact Center or by queue - Number of agents in Clerical status - Number of agents logged-off The "Tracking for Agents" Software shall also provide historical tracking of individual agent performance, including: - Total number of calls answered by LDN, by queue, and by account code - Agent time tracking (logged on, status, logged off, etc.) - Average number of calls answer of calls answered per hour - Average duration of calls - Average of hold time - Percentage of time available, on call, on hold, idle - Incremental breakdown of duration of calls							

6.3.5.1.4 Converged Services, Management Information System Tracking for Contact Center

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
 IP Contact Center Service Outage
 Excessive Outage
 Notification
 Response Duration from Receipt of Order
 Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.5.1.6 Converged Services, IP Network Contact Center Maintenance

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: IP Network Contact Center Maintenance Service

Description of the Service: IP Network Contact Center Maintenance for the Network Contact Center hardware and software covers the IVR and CTI applications. Maintenance is provided 24x7x365. Verizon provides an integrated, enterprise-wide monitoring and reporting system that is proactive. Contact Center Maintenance covers only equipment provided by Verizon, including upgrades and routine maintenance procedures. Contact Center Equipment is generally located in Verizon Operated facilities which are monitored 24x7x365.

Availability: Statewide. Domestic locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
7/24 On-Site Contact Center Maintenance	ICCM0000	Contact Center Equipment is generally located in Verizon Operated facilities which are monitored 24x7x365 at no additional charge.	Scheduled maintenance windows and network grooming are designated by Verizon as a Planned Service Work Period (PSWP). Verizon designates two weekends per month for PSWP activity, and this activity takes place between the hours of 6:00 P.M. Friday and 6:00 A.M. the following Monday. For critical, emergency modifications to the network, all CALNET II users will be notified 72 hours in advance of PSWP activity.	Per Agent	$0.00	$0.00	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Remote Contact Center Maintenance Support for off hours	IRCC0000	Contact Center Equipment is generally located in Verizon Operated facilities which are monitored 24x7x365 at no additional charge.		Per Agent	$0.00	$0.00	$0.00	Yes	Yes

Notes:

Applicable Service Level Agreements:
 Notification
 Response Duration from Receipt of Order
 Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

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6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Mandatory (ALT1) This service is mandatory at the sole discretion of the State when used in conjunction with the associated mandatory services but not mandatory as a stand alone service

Service Identifier: IP Network Based Interactive Voice Response (IVR) Services

Description of the Service: IP Network Based IVR service systems include the ability to give callers specific information and/or accept an order based on specific information input by callers using speech recognition or DTMF tones.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements. Pricing and product specific terms and conditions identified as ICB will be determined on a case by case basis.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IVR with Standard Applications	IPSA0000	Interactive Voice Response (IVR) Systems are very unique in how they are implemented. Each Contact Center has different requirements related to call routing, database integration, order processing, information delivery, voice talent, language, and translations. Verizon will work with each CALNET II Customer to design the appropriate IP Network based IVR System to meet their individual requirements. Custom application development may be needed to meet each individual Contact Centers' requirements.		Per Application	$382.50	$0.00	$0.00	Yes	Yes

January 30, 2007
Updated August 29, 2013

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		• Automatic Attendant • Translator • Names Directory • Voice Library • Intelligent Call Transfers • Call Progress Detection • Maintenance							
IVR with Standard Application Usage	IPSA0001	IVR services are Usage Based/MOU services.		Per Minute	$0.00	$0.0253	$0.00	Yes	Yes
Open Hosted IVR	IVOH0000	Open Hosted IVR provides customer agency control via GUI interface of the development, test and production environment IVR applications. Provides customer the opportunity to utilize internal resources to manage applications while maintaining the scalability, security, and redundancy of Verizon's hosted platform. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Transaction	N/A	ICB	N/A	Yes	Yes

January 30, 2007
Updated August 29, 2013

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Hosted Intelligent Contact Routing (HICR)-T	IVIH0000	IP HICR IVR Routing provides customized call routing capabilities. Monthly charges will apply on a per transaction basis. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Transaction	N/A	ICB	N/A	Yes	Yes
IP Hosted Intelligent Contact Routing (HICR)-A	IVIH0001	IP HICR IVR Routing provides customized call routing capabilities. Monthly charges will apply on a per Agent basis. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a custom application that requires specific development on a case by case basis as defined by a customer requirement. These services provide for the non-recurring costs associated with the implementation of IP Hosted Intelligent Contact Routing (HICR). NRC will apply on a per occurrence basis. IP HICR IVR Routing provides customized call routing capabilities. Monthly charges will apply on a per Agent basis. This feature may require Custom Application development charges.		Per Agent	ICB	ICB	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		This is a custom application that requires specific development on a case by case basis as defined by a customer requirement.							
Voice Forms	IPVF0000	The IP Network Based IVR Speech Services will provide Voice Forms that will include 1 hour of storage per Voice Form application. As described above, the service will play a caller a series of questions in sequential order and collect the callers DTMF responses. Once collected, the responses will be retrievable and can be transcribed or reported on to suit the individual requirements. Voice Forms is charged on a per transaction basis.	Any modification of the Voice Form application such as accepting recorded voice responses will be provided as Custom Project Work.	Per Transaction	$1,062.50	$0.0871	$0.00	Yes	Yes
Additional Voice Forms Storage	IPFS0000	Additional Voice Forms Storage is available.	IP Transport Service is required to provide Additional Voice Forms Storage.	Per Hour	$0.00	$21.78	$0.00	Yes	Yes
Menu Routing	MNUR0000	Caller defined routing based on menu choice. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.		Per Call	N/A	$0.0523	N/A	Yes	Yes
Message Announce	MSGA0000	Caller hears a pre-recorded announcement prior to, during or after the call is routed. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	The use of this feature ID/service is at the customer's sole discretion to direct network traffic during peak usage periods or in the event of application or network failure.	Per Call	N/A	$0.0523	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Announce Connect	ANCN0000	Caller hears a customized message before call is connected. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.		Per Call	N/A	$0.0087	N/A	Yes	Yes
Busy/No Answer Rerouting	BNAR0000	Automatically reroutes call to pre-specified alternate location. Charged on a per call basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.		Per Call	N/A	$0.0087	N/A	Yes	Yes
TakeBack/SIP Refer Transfer	TBTS0000	Allows called party to take back and re-terminate call. This feature is specific to an IP IVR solution. Charged on a per transaction basis. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.		Per Transaction	N/A	$0.0436	N/A	Yes	Yes
Caller TakeBack	CITB0000	Allows caller to return to menu routing or access additional menus. This feature is specific to an IP IVR solution. Charged on a per transaction basis. Feature Identifier may require Custom Application Development. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.		Per Transaction	N/A	$0.0436	N/A	Yes	Yes

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System

January 30, 2007
Updated August 29, 2013

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Survey	SRVY0000	Survey allows callers to respond to a series of questions via touchtone (DTMF) input. Customers can design their own customized survey to gather information on service levels or customer satisfaction. This is a customized level of survey information provided by the application specifically for Open Hosted IVR. Charged on a per transaction basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.		Per Transaction	N/A	$0.0436	N/A	Yes	Yes
Remote Audio Update	RMAU0000	Remote Voice Audio Update allows agency to make real-time updates to their audio message that callers hear. A setup charge and monthly recurring charge for access to the service will apply. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.		Per Month	$85.00	$87.13	N/A	Yes	Yes
Foreign Language Recording (per language)	FRNL0000	Foreign Language Recording provides the ability for VzB to translate IVR scripts and recordings into languages other than English. Setup or change charge per language will apply for this service. IVR SLA's apply to all features of IVR.		Per Application	$127.50	N/A	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Interactive Monitoring	INMN0000	Interactive Monitoring can be used by customers to silently monitor caller interactions with their Network Interactive Voice Response (IVR) call plans, or with the Network IVR and their agents. This is a customized level of Interaction Monitoring information provided by the application specifically for HICR. This feature may require Custom Application development charges. Monthly charges will apply. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Application	N/A	ICB	N/A	Yes	Yes
Professional Voice Recording	PVRC0000	Professional Voice Recording allows the development and recording of IVR scripts using professional voice talent. Monthly charges may apply on a per recording basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Application	N/A	ICB	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Call Detection	CLDT0000	Monitor a transferred call to check if the line is busy, disconnected or a network message is played. Monthly charges may apply on a per application basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Application	N/A	ICB	N/A	Yes	Yes
Fax on Demand or Fax Reply	IPFD0000	Fax on Demand or Fax Reply will allow the End-User to create and retrieve Fax information by selecting Fax items from a voice menu on the Network Based IVR Speech Services solution.		Per Page	$0.00	$0.1568	$0.00	Yes	Yes
Call Router Reports per Package	IPRR0000	Call Router Reports include Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.		Per Application	$0.00	$653.44	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Custom Reports Package-M	IVRC0000	The Custom Reports Package provides application specific reporting capabilities. Monthly charges may apply on a per application basis. Change charge applies to modifying or updating custom report requirements. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Application	N/A	ICB	N/A	Yes	Yes
Custom Reports Package-C	IVRC0001	The Custom Reports Package provides application specific reporting capabilities. Monthly charges may apply on a per application basis. Change charge applies to modifying or updating custom report requirements. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Change	N/A	N/A	ICB	Yes	Yes
Change Administration	IPCA0000	The Network Based IVR service provides Change Administration that allows Customers to make administrative changes to the system without vendor intervention.		Per System	$0.00	$0.00	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Database Lookups	IPDL0000	Database Lookups are available with the Network Based IVR service.	For complete integration between the Network Based IVR service and the undefined database, the customer may require custom application development. Database Lookups are supported on the Network Based IVR service. However, as the specific database applications, computer systems, protocols, and interfaces are not defined - Verizon works with all CALNET II customers in developing the specific solution required for the Network Based IVR and the CALNET II customer database to successfully integrate.	Per Transaction	$991.95	$1.02	$0.00	Yes	Yes
Standard Database Routing	SDRG0000	Calls are routed based on specific data fields used by the call processing application. This data is housed by the customer. Charged on a per call basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	For complete integration between the Network Based IVR Service and the undefined database the customer may require custom application development to develop specific routing scripts.	Per Call	N/A	$0.0610	N/A	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Network Database Routing	NDRG0000	Enhanced database routing using complex database information. This data is housed by the customer and/or VzB network. Charged on a per call basis. This feature may require Custom Application development charges. This is a feature of HICR platform and HICR SLA apply. IVR SLA's apply to all features of IVR.	For complete integration between the Network Based IVR Service and the undefined database the customer may require custom application development to develop specific routing scripts.	Per Call	N/A	$0.0610	N/A	Yes	Yes
Credit-Card Transactions	IPCC0000	Credit-Card Transactions are supported on the Network Based IVR service.	For complete integration between the Network Based IVR service, the IVR application, database, and the undefined Credit-Card clearinghouse, the CALNET II customer may require custom application development as defined in Section 6.3.12. Credit-Card Transaction processing is fully supported on the Network Based IVR service. However, as the specific application and Credit-Card clearinghouse are not defined – Verizon will work with all CALNET II customers in developing the specific solution required for the Network Based IVR and the CALNET II customer to successfully process Credit-Card transactions.	Per Transaction	$2,975.00	$1.02	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Speech Recognition (IVR with Standard Application Usage per Minute charges apply)	IPSR0000	The Network Based IVR Speech Services fully supports Speech Recognition. Speech Recognition allows a caller to respond verbally to menu options rather than use touch-tone entries.		Per Call	$850.00	$0.0523	$0.00	Yes	Yes
Consulting – Applications	ICNA0000	Verizon will provide for Consulting on IVR Applications via Professional Services.	Mandatory (ALT1) This service is mandatory at the sole discretion of the State when used in conjunction with the associated mandatory services but is not mandatory as a stand alone service	Per Hour	$150.00	$0.00	$0.00	Yes	Yes
Voice Portal	IPVP0000	Custom Application developed through Professional Services for use with Web-based content.		Per Application	ICB	ICB	ICB	Yes	Yes
Custom Application Development-N	IVCA0000	Provides for custom application development via Professional Services for all IVR features and application enhancements. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Application/ Occurrence	ICB	N/A	N/A	Yes	M(ALT1)
Custom Application Development-M	IVCA0001	Provides for custom application development via Professional Services for all IVR features and application enhancements. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Application/ Occurrence	N/A	ICB	N/A	Yes	M(ALT1)

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Custom Identity Management Application Development-N	CIMA0000	Verizon will provide Custom Application development via Professional Services and/or provide interface to Custom Identity Management Applications. Application development may include platform integration to Genesys, Verizon Business, MS Speech Server 2007, Nuance, and Voice Portal. Supported databases may include MS SQL Server, Oracle DB, Oracle Internet Directory and IBM Tivoli Directory Server with DB2 and MS Active Directory and MS ADAM. This feature may require Custom Application development charges. SLA's will be defined in the customers Statement of Work (SOW). Any ongoing maintenance shall be identified in the ICB. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Application/ Occurrence	ICB	N/A	N/A	Yes	M(ALT1)

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Custom Identity Management Application Development-M	CIMA0001	Verizon will provide Custom Application development via Professional Services and/or provide interface to Custom Identity Management Applications. Application development may include platform integration to Genesys, Verizon Business, MS Speech Server 2007, Nuance, and Voice Portal. Supported databases may include MS SQL Server, Oracle DB, Oracle Internet Directory and IBM Tivoli Directory Server with DB2 and MS Active Directory and MS ADAM. This feature may require Custom Application development charges. SLA's will be defined in the customers Statement of Work (SOW). Any ongoing maintenance shall be identified in the ICB. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Application/ Occurrence	N/A	ICB	N/A	Yes	M(ALT1)
Custom Project Management	IVCP0000	Provides for IVR Custom Project Management associated with custom project deployment. One time charges includes the initial set up of the project/program office. Recurring charges apply to statement of work requirements of an ongoing project/tasks. IVR SLA's apply to all features of IVR.		Per Project	ICB	N/A	N/A	Yes	M(ALT1)

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Custom Project Management	IVCP0001	Provides for IVR Custom Project Management associated with custom project deployment. One time charges includes the initial set up of the project/program office. Recurring charges apply to statement of work requirements of an ongoing project/tasks. IVR SLA's apply to all features of IVR.		Per Project	N/A	ICB	N/A	Yes	M(ALT1)
Custom Help Desk Services	CHDA0000	Provides for development of customized help desk services and ongoing support associated with IVR applications, deployment and ongoing operation. This feature may require Custom Application development charges. IVR SLA's apply to all features of IVR. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		Per Application	N/A	ICB	N/A	Yes	M(ALT1)
Project Manager	OSPM0000	IVR Project Manager associated with custom application deployment. This may include customized on-site project management.		Per Hour	$150.00	N/A	N/A	Yes	M(ALT1)
Project Manager - Overtime	OPMO0000	IVR Project Manager associated with custom application deployment. This may include customized on-site project management. Overtime hours are Monday thru Friday after 5:00 p.m. to 8:00 am, including weekends and holidays.		Per Hour	$225.00	N/A	N/A	Yes	M(ALT1)

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Quota Routing	IQRT0000	This service provides the customer the ability to self-service manage the number of calls processed within a specified timeframe. Once the maximum number is reached, calls are either re-routed to another specified call center location or a call treatment message or busy signal is given as pre determined by the customer. This service provides for enhanced control over call routing strategies and provides the ability to provide call blocking thresholds when necessary.		Per Month	$37.50	$38.44	N/A	Yes	Yes

Notes:

Applicable Service Level Agreements:
  IP Contact Center Service Outage
  Excessive Outage
  Notification
  Provisioning
  Response Duration from Receipt of Order
  Administrative Service Level Agreements

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Taxes and Surcharges:

The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.5.2 Converged Services, IP Network Based Interactive Voice Response (IVR) System

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California TECHNOLOGY AGENCY
Office of Technology Services

verizonbusiness

6.3.5.3 Converged Services, IP Network Based Specialized Call Routing

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: IP Network Based Specialized Call Routing (SCR) Service

Description of the Service: IP network based SCR functionality that provides call-by-call routing of calls to multiple, geographically dispersed ACD groups to create a virtual Contact Center network for load balancing and maximizing use of available agents. The service routes calls and consolidate management information at the network level, to create enterprise-wide call distribution capabilities.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

The Next Generation services contained in this section can only be ordered as whole service and cannot be unbundled.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Specialized Call Routing Package	IPRP0000	SCR routes calls based on employee skills or the data provided and offers extensive flexibility for premium customer service and differentiated, personalized, call handling. Through sophisticated call handling strategies, Verizon's switching network is able to quickly determine the best termination for a call using criteria such as real-time contact center statistics, caller profile, and customized routing strategies. Calls can be routed on a call-by-call basis using personal caller data such as ANI, DNIS, caller-entered digits, caller demographics, or event-level agent and traffic information received from each contact center.		Per Minute	$0.00	$0.0253	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Historical Database Service	IPHD0000	The Historical Database Service will archive data from the primary database for long-term storage and retrieval.	Private IP (PIP) Transport Service is required to provide Historical Database Service.	Per Gig/Per Month	$0.00	$21.78	$0.00	Yes	Yes
Administrative Workstation Software	IPWS0000	Administrative Workstation Software will be provided. Verizon's Call Center Service product bundles the Supervisor and Administrative Workstation privileges as a single package.		Per Additional License	$0.00	$0.00	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

CA Next Generation 9-1-1 Emergency Telephone Service

CA Next Generation 9-1-1 (NG 9-1-1) Service offering is available to government agencies that are responsible for the provision of emergency services within the state. This service enables callers dialing 9-1-1 from a line with access to the local exchange telephone network, or a wireless caller with access to the wireless network, to be automatically connected to the designated Public Safety Answering Point (PSAP).

Verizon provides Automatic Location Information Management Service as a fully redundant service between the Telephone Service Providers, (TSP) and PSAP's. Customer is responsible for connections in and out of the NG 9-1-1 ingress/egress Points of Presence. As a subset of this service Verizon also provides Reporting Options, Calling ID location discrepancies, Web Based Access Portal, Historical Call Records, Custom ALI Formats, hosted 9-1-1 call center solutions and Management Tools.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

| **Automatic Location Information Management Service** | | | | | | | | | |
| **Automatic Location Information (ALI) Management Service** | ALIM0000 | Automatic Location Information (ALI) Management Services are provided on the basis of per Telephone Number, (TN) or number of records in the ALI database for the requested serving area. The ALI Management Services provide a complete solution for 9-1-1 data management, including a customer service agent and single point of contact for the provisioning and delivery of E9-1-1 services. ALI Management Services include receiving Service Order Input (SOI) records from the TSPs, systematically validating such records against the Verizon managed Master Street Address Guide (MSAG), correcting records that are not MSAG valid, and updating the validated TN record updates to the ALI system. As part of ALI Management Services, XML ALI will be delivered via the Emergency Service Management Interface (ESMI) to each PSAP's Call Handling equipment (CPE). For legacy PSAP Call Handling equipment, Verizon will also support ALI delivery in a | | Per Telephone Number | N/A | $0.042 | N/A | Yes | No |

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		conventional ALI format. Verizon will provide three authorized users access with tokens to a web-based service for accessing NG 9-1-1 Routing and ALI Management reports. This service also allows the report data to be exported into an Excel format for customers to create their own reports on-line up to 12 months. Verizon will also provide PSAPs, county/municipal coordinators and TSPs with a web-based service to manage wireline ALI discrepancies and MSAG records and view, extract and request changes to TN and MSAG records in the NG 9-1-1 Service Area. Customer is responsible for connections in and out of the NG 9-1-1 ingress/egress Points of Presence.							

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Web Based Reporting Enhanced Service	ALWB0000	Web Based Reporting Enhanced Service is provided for a one time fee per account for enhanced query and graph tools. Custom metrics reports and graphs are maintained and can be accessed on-line for a rolling 12 month period. Custom reporting metrics can be daily, weekly, monthly and in some cases annual. Three (3) authorized users access with tokens are provided with this line item and cannot be shared between users.		Per User Account	$5,005.00	N/A	N/A	Yes	No
Additional Customer MSAG Database Testing and Validation Telephone Number Service	ALTN0000	Automatic Location Information (ALI) Management service includes up to three (3) customer data validations with the standard service per NG 9-1-1 customer. Data testing and validation service is part of the data verification process, and if after 3 data tests and validations the TN match rate does not reach the 98% threshold. This will become a managed project with a defined scope of work.		Per Test and Validation	$3,575.00	N/A	N/A	Yes	No
Web Based Reporting Service Additional Users	ALUA0000	Additional Users accounts will be set up and configured for the NG 9-1-1 emergency response reporting service.		Per User Account	$214.00	N/A	N/A	Yes	No
Replacement Service Tokens	ALRP0000	Verizon will provide replacement Secure ID service tokens for remote access for existing user accounts. This would cover damaged, lost or stolen service tokens.		Per Replacement Service Token	$143.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
ALI Steering Service for Wireline Calls	ALSW0000	This per database service is required to receive ALI information for transferred emergency response calls when wireline TN records are not dual-loaded into each neighboring ALI pair. With this service, Verizon will establish ALI to ALI communications in support of any of the following types of steering via the PSAP ALI Message (PAM) interface: Function of Code R (FOC-R) Steering, Trunk Steering, TN Range Steering or No Record Found Steering.		Per ALI Database	$14,300.00	$6,372.00	N/A	Yes	No
Emergency Request Routing Service									
NG 9-1-1 Managed Core Services	NXGI0000	The managed core services provide NG 9-1-1 functionality across the points of interface for wireline, wireless, and VoIP providers.		Per PSAP	$10,000.00	$4,410.00	N/A	Yes	No
NG 9-1-1 Configuration Services	NXGI0001	Configuration services to integrate the legacy providers to the IP NG 9-1-1 Core Services Platform and to load database MSAG records as well as wireless data to route calls and present data to the PSAP.		Per PSAP	$8,000.00	N/A	N/A	Yes	No
NG 9-1-1 System Deployment Services	NXGI0002	NG 9-1-1 System Deployment Services provides the transition services from the legacy providers to the IP NG 9-1-1 applications.		Per PSAP	$6,000.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
NG 9-1-1 Activation Service	NXGI0003	NG 9-1-1 Activation Service for the NG 9-1-1 Regional Gateway services provides the transition services from the legacy providers to the IP NG 9-1-1 applications.		Per PSAP	$2,000.00	N/A	N/A	Yes	No
NG 9-1-1 Service Guide and Test Plan Activation Services	NXGI0004	The NG 9-1-1 Service Guide will describe all required elements identifying the locations of all core service platforms, call routing and data presentation formats to the PSAP. The Service Guide will document the acceptance criteria for a successful implementation. All elements of wireline, wireless and VoIP call processing will be tested to ensure accurate delivery of all 9-1-1 calls.		Per PSAP	$2,000.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Emergency Request Routing Service	EMRS0000	This service uses an Internet Protocol (IP) based infrastructure to route emergency requests from end users to the appropriate PSAP. The Multi Protocol Label Switching (MPLS) service connectivity used for this service is dedicated and VPN based to provide reliability and security. ALI Management Service is required. Verizon MPLS connectivity is required and is purchased separately.

This price will be recalculated annually (July 1st) using the formula below*. This process will be documented in the managed project scope of work and initiated by the State.

*Current wireline TN count X current TN rate (not to exceed .012) / number of state funded call taking positions. This telephone number (TN) count may drop over time with the decrease of wireline telephone numbers in service. | | Per Seat (State Funded) | N/A | $666.00 | N/A | Yes | No |

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Emergency Request Routing Service Wireless Routing	EMWR0000	This service enables non Request for Assistance Interface (RFAI) compliant CPE to support wireless routing and delivery of wireless emergency response calls from wireless Mobile Switching Centers (MSCs) to PSAPs over an IP network. This service includes the provisioning services for Wireless Routing and the activation of the PSAP Media Gateways and NG 9-1-1 PSAP systems. Verizon will provide the NG 9-1-1 PSAP service at each NG 9-1-1 Customer Facility. Verizon Multi Protocol Label Switching (MPLS) connectivity is required and is purchased separately.		Per PSAP	$14,300.00	N/A	N/A	Yes	No
Routing Port Service Charges	ERPC0000	This service provides Regional Gateway (RGW) connectivity to the NG 9-1-1 Routing network.		Per Port	$429.00	$47.00	N/A	Yes	No
Routing PRI Service Port Charges	ERPB0000	This service provides Primary Rate Interface (PRI) Regional Gateway (RGW) connectivity to the NG 9-1-1 Routing network.		Per Port	$1,430.00	$158.00	N/A	Yes	No
Site Survey and LAN Assessment Service	ESVY0000	This is a one time per site service charge to conduct a site survey and detailed LAN assessment before ordering and installation. Each PSAP facility has unique environments that must be identified.		Per Site	$4,576.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Additional PSAP Gateway Manager (PGM) Service	EPGM0000	This service provides additional PSAP Gateway Manager (PGM) service capability at the PSAP which converts IP to CAMA trunking into the PSAP CPE. PGM service is included in the Routing rate for PSAPs with up to eight (8) Trunks.		Per 8 Trunk Increment	$3,575.00	N/A	N/A	Yes	No
Emergency Response Services									
Emergency Response Call Handling Service	ERCH0000	Emergency Response Call Handling Service provides a hosted call handling service, including a highly-available, redundant, IP distribution network. Emergency Response Service includes local PSAP dispatch functionality, MIS detailed management information services, built-in Automatic Call Distribution (ACD) service, and a secure intra-PSAP LAN functionality. LAN infrastructure must either be provided by the customer or can be provided by Verizon under MSA 4 6.4.6.1.2.		Per Workstation	$1,875.00	$1,809.00	N/A	Yes	No
Emergency Response Information Logging Service	ERCL0000	Emergency Response Information Logging Service provides long term information recorder and replay services. The hosted service will passively tap each and record the composite information.		Per Workstation	N/A	$151.00	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Emergency Response Monitor Service	ERMN0000	Emergency Response Monitor Service provides real time Agent and Queue status as well as summary status of all queue information for all 9-1-1 media in process by the Verizon PSAP. For PSAPs who have opted for integrated map viewer capability, it provides a real-time dashboard display of 9-1-1 media activity for all 9-1-1 media in process. Emergency Response Monitor Service can also be used to display 9-1-1 media activity for multiple PSAPs if a single 9-1-1 database is configured for all Customer PSAPs. Verizon will work with each Customer to agree on and implement the Emergency Response Monitor Service configuration.		Per Monitor	$355.00	N/A	N/A	Yes	No
Emergency Response Integrated MAP Viewer Service	ERMP0000	Emergency Response Integrated Map Viewer Service is a dedicated public safety map viewer service that provides automatic display and management of 9-1-1 media. Emergency Response Integrated Map Viewer Service allows agency personnel to locate callers and direct emergency responses quickly and accurately. Emergency Response Integrated Map Viewer Service provides enhanced support of Wireless E9-1-1 calls.		Per Workstation	N/A	$307.00	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Emergency Response Professional Services	PSPC0000	Service fees would apply to engage a NG 9-1-1 certified Field Engineer for certain types of reconfiguration services; for example, a PSAP consolidation or for certain types of 9-1-1 profile changes after the deployment phase.		Per Hour	N/A	N/A	$250.00	Yes	No

Notes:

Applicable Service Level Agreements:
  IP Contact Center Service Outage
  Excessive Outage
  Notification
  Response Duration from Receipt of Order
  Administrative Service Level Agreements

NG 9-1-1 Applicable Service Level Agreements:
  Availability - Automatic Location Information Management Service
  NG 9-1-1 Call Delivery - Emergency Request Routing Service
  Catastrophic Outage
  Provisioning

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.5.4 Converged Services, Computer Telephone Integration (CTI) for IP Network Based ACD

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: IP Network Based Computer Telephone Integrated (CTI) Service

Description of the Service: Basic CTI Functionality provided on a per seat/per center basis. Verizon's Contact Center Service product bundles the CTI for IP Network Based ACD into the Agent and Supervisor package.

IP Network Based Computer Telephone Integration (CTI) requires very detailed specifications to develop the correct interfaces between the ACD and the CALNET II Customer computer system(s). Each ACD and CALNET II Customer computer system may have different requirements related to database integration, network connectivity and data presentation. Verizon will work with each CALNET II Customer to design the appropriate CTI and ACD interface to meet their individual requirements.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Basic CTI Functionality	ICTI0000	Basic CTI Functionality will be provided on a per seat/per center basis as described above. Verizon's Contact Center Service product bundles the CALNET II definition of CTI for IP Network Based ACD into the Agent and Supervisor package.	Requires IP Network Based ACD Agent and/or Supervisor Package.	Per Agent	$0.00	$0.00	$0.00	Yes	Yes
Voice Processing Integration	IVPI0000	Voice Processing Integration will support interaction with voice response units and IVRs. Verizon's Web Center product bundles the Voice Processing Integration into the Agent and Supervisor package.	Requires IP Network Based ACD Agent and/or Supervisor Package.	Per Application	$0.00	$0.00	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:

IP Contact Center Service Outage

Excessive Outage

Notification

Response Duration from Receipt of Order

Administrative Service Level Agreements

Taxes and Surcharges:

The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

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6.3.6.1 Converged Services, Managed IP Video Conferencing Services

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: IP Network Based Managed IP Video Conference Service

Description of the Service: IP Network Based Managed IP Video Conference service provides multiple simultaneous connections and the necessary protocol conversions for connecting dissimilar open standards based equipment. Video conferencing solutions provided are open Standards based as set by the ITU and IETF. Verizon's video conferencing services are available throughout the U.S.

Availability: Statewide. Domestic locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Video - Standard Session Support	ISSS0000	Verizon provides Standard Session Support by having a Conferencing Attendant greet each caller; assist participants in connecting, perform a roll call of all participants and notify the conference leader when all participants are present. At the completion of the roll call, the Conferencing Specialist will disconnect from the call. If technical assistance is needed during the conference, the Customer can contact a Conferencing Attendant for assistance. Standard Session Support with a connection at 384k.		Per Minute	$0.00	$0.6273	$0.00	No	Yes

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Updated August 29, 2013

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Video - Enhanced Session Support	IESS0000	Verizon provides Enhanced Session Support by having a Conferencing Attendant greet each caller, assist participants in connecting, perform a roll call of all participants, and notify the conference leader when all participants are present. At the completion of the roll call, the Conferencing Attendant shall remain online and provide technical assistance until the end of the conference.		Per Minute	$0.00	$0.6273	$0.00	No	Yes
IP Video - Session Support Cancellation fee	ISCF0000	Cancellation less than 1 hour prior to scheduled conference is the Session Support Cancellation Fee.		Per Session	$0.00	$0.00	$0.00	No	Yes
IP Video - Network MCU Services (Port)	IMCU0000	Verizon provides MCU services that allow for a single session IP based video and audio conferencing in a multipoint arrangement. This is accomplished through a centralized system of provider based equipment and software. The Network MCU Service is up to 384k connection.		Per Minute	$0.00	$0.6273	$0.00	No	Yes
Enhanced Network MCU Services (Port) (512kbps)	IMCU0512	Enhanced Network MCU Services (512kbps) allow for a single session IP based video and audio conferencing in a multipoint arrangement. This is accomplished through a centralized system of provider based equipment and software at 512kbps. The Enhanced Network MCU Service is from 512k to 768k connection.		Per Minute	$0.00	$0.9584	$0.00	No	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Video - MCU Cascading Services (Port)	ICAS0000	MCU Cascading Services allows for distributed videoconferencing arrangements utilizing a combination of customer owned and network based MCUs. The MCU Cascading Service is up to 384k connection.		Per Minute	$0.00	$0.6273	$0.00	No	Yes
IP Video - Enhanced MCU Cascading Service (Port) (512kbps)	ICAS0512	Enhanced MCU Cascading Services (512kbps) allows for distributed videoconferencing arrangements utilizing a combination of customer owned and network based MCUs at 512kbps. The MCU Cascading Service is from 512k up to 768k connections.		Per Minute	$0.00	$0.9584	$0.00	No	Yes
IP Video - Gateway Services	IGYS0000	Gateway Services allows for the interconnection of IP based videoconference sessions with ISDN based videoconferencing sessions connecting via the PSTN. This is accomplished through use of a specific number to call where parties can join. The MCU Cascading Service is up to 384k connection.		Per Minute	$0.00	$0.6273	$0.00	No	Yes
IP Video - Enhanced Gateway Services (512kbps)	IGYS0512	Enhanced Gateway Services allows for the interconnection of IP based videoconference sessions with ISDN based videoconferencing sessions connecting via the PSTN. This is accomplished through use of a specific number to call where parties can join. The MCU Cascading Service is from 512k up to 768k connections.		Per Minute	$0.00	$0.9584	$0.00	No	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Video - Transcoding Services per session	ITRN0000	Transcoding Service enables a participant to take part in a conference even though they communicate via unlike compression methods or dissimilar codec speeds. Converts the Customer's codec algorithm or speed to match with the other participants in the videoconference.		Per Session	$0.00	$0.6534	$0.00	No	Yes
IP Video - Conference Scheduling Services	ICSS0000	Conference Scheduling Services is a network wide scheduling of video/audio conferencing sessions shall be available through any combination of web-based, e-mail or phone initiated methods.		Per Room/Per Month	$100.00	$0.00	$0.00	No	Yes
IP Video - Enhanced Session Powerpoint Pushes	ISPP0000	Verizon supports Enhanced Session PowerPoint Pushes. Verizon supports H.239 standard for document sharing, or the customer can use Verizon's Net Conferencing solution in conjunction with the video. The H.239 feature enables both video and graphical data to be transmitted over a single network connection and displayed in the video conference simultaneously using a single monitor, using the H.239 industry standard protocol.		Per Minute	$0.00	$0.00	$0.00	No	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Video - Enhanced Session Content Manipulation	ISCM0000	Verizon supports Enhanced Session Content Manipulation. Verizon supports H.239 standard for document sharing, or the customer can use Verizon's Net Conferencing solution in conjunction with the video. The H.239 feature enables both video and graphical data to be transmitted over a single network connection and displayed in the video conference simultaneously using a single monitor, using the H.239 industry standard protocol.		Per Minute	$0.00	$0.00	$0.00	No	Yes
IP Video - Enhanced Session Q&A Moderation	ISQA0000	Enhanced Session Q & A Moderation is supported in Verizon's Premier Level service. When using Verizon's Premier Level service, Verizon's video coordinators will moderate a formal Q & A.		Per Minute	$0.00	$0.00	$0.00	No	Yes
IP Video - Connection speed of 1.5Mbps	ICSP0015	Verizon supports connection speed of 1.5 Mbps on the conferencing video bridges.		Per Minute	$0.00	$1.39	$0.00	No	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Additional options available to Verizon IP Video end-users, not required for above IP Video Services:

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restriction	Unit of Measure	Unit Non –Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Domestic IP Video Conferencing Service up to 768KB	IPVC0768	Verizon provides Domestic IP Video Conferencing Service by having a Conferencing Attendant greet each caller; assist participants in connecting, perform a roll call of all participants and notify the conference leader when all participants are present. At the completion of the roll call, the Conferencing Specialist will disconnect from the call. If technical assistance is needed during the conference, the Customer can contact a Conferencing Attendant for assistance.		Per Minute	$0.00	$1.15	$0.00	No	Yes
Domestic IP Video Conferencing Service up to T1	IPVC1544	Verizon provides Standard Session Support by having a Conferencing Attendant greet each caller; assist participants in connecting, perform a roll call of all participants and notify the conference leader when all participants are present. At the completion of the roll call, the Conferencing Specialist will disconnect from the call. If technical assistance is needed during the conference, the Customer can contact a Conferencing Attendant for assistance.		Per Minute	$0.00	$1.73	$0.00	No	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Domestic IP Video Conferencing Service - Additional per call per minute charge for Premier Level Video Conferencing	VCPC0000	Verizon provides Domestic IP Video Conferencing Service on an additional per call per minute charge for premier level video conferencing basis.		Per Minute	$0.00	$1.31	$0.00	No	Yes
Translation Services	VCTS0000	Verizon offers many options for video conferencing, including translation services in multiple languages. Verizon uses a third party for translation and interpretation service.		Per Minute	$0.00	$1.24	$0.00	No	Yes
Instant Video	VCIV0000	Instant Videoconferencing is a subscription-based service that provides the flexibility to conduct an unattended, reservationless videoconference for up to six participants, in any combination of video and audio participants, at any time. The subscriber is provided a unique dial-in number, host and participant passcodes, which can be used over and over again. Instant Videoconferencing enables participants to connect at speeds up to 384Kbps via ISDN or IP.		Per Minute	$0.00	$0.6970	$0.00	No	Yes
IP Access Dial-Out Charge	ADOC0000	A Verizon operator can dial-out to participant Video systems to start a call, upon request.		Per Endpoint	$0.00	$21.78	$0.00	No	Yes
IP Video Endpoint Start Up Charge	See Below	When establishing new IP Video Service with Verizon, a Start-up Charge may apply.		See Below	See Below	See Below	See Below	No	Yes
IP Video Endpoint Start Up Charge per IP Video Endpoint	IPSU0001			Per Endpoint	$0.00	$0.00	$0.00	No	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Or	Or			Or	Or	Or	Or		
IP Video Endpoint Start Up Charge per-customer	IPSU0002			Per User	$0.00	$0.00	$0.00	No	Yes
IP Encryption Reserved (up to 384K)	IPER0384	When requesting encryption the optional IP Video service, up to 384k, a Feature Charge may apply		Per Minute/Per Endpoint	$0.00	$0.0436	$0.00	No	Yes
IP Encryption Instant (up to 384K)	IPEI0384			Per Minute/Per Endpoint	$0.00	$0.0436	$0.00	No	Yes
Flat Rate IP Video	IPFV0000	Flat Rate IP Video allows users to purchase unlimited IP Video Conferencing Services for one flat rate charge.		Per User	ICB	ICB	ICB	No	Yes
IP Video Recording - File Download	IPVR0001	This service provides recording services from the Verizon Business MCU bridge during Video Conference sessions. Video Recording provided via self-service file download of the recorded session. Download media will be ".asf" files, which are playable in Windows Media Player. The session is stored for 30 days for download on this service.		Per Occurrence	$85.00	N/A	N/A	No	Yes
IP Video Recording - CD/DVD Copy	IPVR0002	This service provides recording services from the VzB MCU bridge during Video Conference sessions. Video Recording provided via Hard Media CD/DVD Copy. Hard media will be ".asf" files, which are playable in Windows Media Player. The session is stored for 30 days to order CD/DVD.		Per Occurrence	$144.50	N/A	N/A	No	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Video Conferencing Management Services:

Video Conferencing Management Services offers a comprehensive approach to creating and executing a Video Conferencing strategy that can improve the way you use existing technologies, the way your people communicate, and the way you manage technology costs.

Customer provides all Video Conferencing hardware, (servers, gateways, end-points and all required components), hardware maintenance contracts, software licensing, and software support contracts. Management is remote management only.

All devices must be certified by Verizon for use with the Video Conferencing Management service. The term "certified" means that a device is fully qualified for use with the Video Conferencing Management service and that standard pricing applies for this device

Video Conferencing Management
Verizon Business Video Conferencing Management Services provides customers a comprehensive set of support services to meet their expectations for a high quality, simple to use, collaboration experience.

Customer provided Video Conferencing environment consists of hardware, hardware maintenance contracts, software licensing, and software support contracts. . Customer is responsible for acquiring hardware and licenses, keeping the licenses current, maintaining the appropriate licensing quantities for the devices under management, and managing hardware and software support contracts.

Customers must maintain an agreement for Verizon provided Private IP (PIP) service that supports the required bandwidth to support Video Conferencing Management Services. Specific configurations will need to be used to ensure quality of service; such configurations will be worked through during the implementation process.

Video Conferencing Management Service requires the VNOC have login access to the customer's immersive video devices via a dedicated connection at the customer end point. This connection must be continuously available and encrypted. Reporting requires login access to customer bridging devices, if applicable. Incident management and change management requires login access to the endpoints and premise based bridges, if applicable. Video Conferencing system must be certified by Verizon Managed Services.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Support for Video Conferencing and Immersive Video Conferencing (High Definition Video Conferencing such as Telemedicine) includes the following:

Single Support Organization - Video Network Operations Center (VNOC) provides a single contact organization for all immersive support services.

Multi-Language Support - Multi-language support is available.

Scheduling via Phone - Customers may establish a reservation by contacting the VNOC operator. Operator will need to know the time of call and endpoint locations. The operator may need to check the availability of the end-point with a customer scheduling system. If not, the operator will be able to confirm the reservation while on the phone, and then send an email confirmation to the leader. If there is a conflict, the operator will offer alternative times.

Scheduling via Web Portal - Customers may establish a reservation using the web portal.

Customer will need to complete a request with the time of call and endpoint locations. After the request is submitted, the leader will receive an email confirming the meeting. If there is a conflict, the organizer will receive a phone call with other meeting options.

Ad Hoc Calls (not scheduled) - Ad hoc calls enable the user to initiate a call without a reservation. However, the endpoint must be in the company directory or the user must obtain the E.164 address (room phone number).

One Button Call Launching - The end-user can launch the call by either touching the highlighted listed reservation displayed on the LED screen of the room console or simply hitting the dial button (configured by customer). The actual key may be different for a particular customer but the experience is the same. The end-user touches a single button to launch the call. System must support this feature.

One Button Call Support - The VNOC is available for questions/problems during a call, touch a designated 'livedesk' soft button on the LED screen (configured by customer) AND contacting the VNOC before or after a call.

Incident Support - VNOC provides in-call phone support and troubleshooting assistance. VNOC is accessed via the one-button push for help on the console.

Incident Management - Provides proactive monitoring, fault isolation and troubleshooting of customer's immersive video solution. Potential failures are identified and calls are either uninterrupted or quickly restored resulting in minimal downtime.

Problem Management - Verizon's Problem Management team will proactively capture global system performance and error data, perform root cause and trend analysis, document recommended remediation and resolution procedures, work with the Incident Management team to implement preventive procedures and monitor problem resolutions to prevent recurring errors.

Call Level Reporting - Verizon can provide Call Level Reporting based on call detail records (CDR) delivered from all system endpoints. System must support this CDR feature. Reports for each room can include: 1.) Usage Overview – total hours of use for reporting period; total # of calls for reporting period; total hours of use for reporting period and 2.) Usage Statistics – total monthly scheduled conferences; total multi-point calls by month; total point to point calls per month; total conferences per day by room type.

Diagnostics - The support desk will isolate problems and if the problem is determined to be an equipment failure, will inform the customer so that they may take further action (e.g. contact equipment vendor for maintenance support).

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Video Conferencing									
Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Video Conferencing Endpoints: Desktop/Rooms									
Video Conferencing Codec	TLCN1901	Remote IP Application Management of video conferencing codec	Requires the following Feature Identifier be completed by Verizon in advance of Move Under Management: TLCN1801	Per codec	N/A	$1,409.38	See TLCN1104	Yes	No
Immersive Video Conferencing Endpoints: Room									
Immersive Video Conferencing room, small tier, 1 screen	TLCN2001	Remote IP Application Management of immersive video conferencing codec, small tier, 1 screen	Requires the following Feature Identifier be completed by Verizon in advance of Move Under Management: TLCN1802	Per 1-screen room	N/A	$1,921.88	See TLCN1104	Yes	No
Immersive Video Conferencing room, large tier, 3 screens	TLCN2002	Remote IP Application Management of immersive video conferencing codecs, large tier, 3 screens	Requires the following Feature Identifier be completed by Verizon in advance of Move Under Management: TLCN1802	Per 3-screen room	N/A	$5,765.63	See TLCN1104	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Video Conferencing Transition Services

Transition services provide one-time engagements for a managed take-over of a customer's existing Video Conferencing environment, or the design, customer build and move under management of a new Video Conferencing environment. Once these infrastructures are moved under management, the Video Conferencing Managed Services are available for ongoing remote support. Moves, changes, and deletes, and additions to existing environments are also considered as transition services. Additionally, Verizon offers one-time optional projects for assessing Video Conferencing environments for Risks and Stability, providing a Capacity Planning report, or other Custom Solution Development.

Transition Services - Design Phase Video Conferencing Environment

Transition Services for the Design Phase of a new Video Conferencing environment deployment are the first step of a three-step process of design, build and move under management for deploying a new environment.

Customer Build Phase

The Build Phase of a new Video Conferencing environment deployment are the second step of a three-step process of design, customer build, and move under management for deploying a new environment. Customer Build Phase is not a service provided by Verizon. The customer is responsible for all equipment procurement, physical construction, equipment build activities and ensuring that the environment has been built to meet equipment manufacturer and Verizon design specifications. Customer is also responsible for delivery of as-built drawings detailing any design modifications, and a finalized bill of materials. Verizon will participate in final test activities to ensure the environment is ready for Verizon management, but the customer is responsible for resolving all issues and deficiencies identified during testing.

Transition Services – Move Under Management Phase

Transition Services for the Move Under Management Phase of a new environment deployment is the third step of a three-step process of design, build and move under management for deploying a new environment. For an existing environment, this is the second step in the documentation, move under management process.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Transition Services - Documentation of Managed Take-Over of an Existing Video Conferencing Environment:

Transition Services for a Managed Take-Over of an existing environment consist of a Documentation phase and a Move under Management phase.

Development of as-built documentation in a required part of a managed take-over of an existing Video Conferencing environment. This step must be completed before the move under management phase can begin. The document is similar to the output from the build phase for new infrastructures.

Transition Services – MCD Activities

The service provides on-going changes to the customer's environment per customer requests. (Incremental Video Conferencing Application Device adds are handled separately as a build and move under management.) Moves of devices or applications that are outside of the building they are originally housed may require Custom Solution Development.

Transition Services: Optional Managed Projects

Risk and Stability Assessment for a Video Conferencing Environment:

Transition Services for Risk and Stability Assessment for a Video Conferencing environment are stand-alone projects for assessing an existing Customer environment without regard to who built it or how it was built.

Capacity Planning for a Video Conferencing Environment:

Transition Services for Capacity Planning for a Video Conferencing environment are stand-alone projects for assessing an environment without regard to who built it or how it was built.

Custom Solution Development:

Develops a Custom Solution from high level requirements for the purpose of generating budgeting information, high level solution requirements, high level design, high level pricing, and a high level proposal for (i) implementation and (ii) management of new Customer environments. This service assists Customers with turning ideas into actionable solutions, with a tables and diagrams of the required Environment components along with pricing information. This service can be leveraged for budgeting and planning new application and environment deployments.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Design Phase Video Conferencing Environment	TLCN1101	Transition Services for the Design Phase of a new infrastructure deployment are the first step of a three-step process of design, build and move under management for deploying a new environment. This transition service includes: 1) Document Business and Technical Requirements 2) Infrastructure Architecture Diagram(s) 3) Logical and Physical Network Designs 4) Summary of Risks and Mitigations for the Design 5) High Level Bill of Materials (make, model, version and basic specifications for each server, infrastructure software, network device, etc) 6) List of requirements for Management Services 7) Limits to scope of incremental moves, adds, changes, and deletes: The design document shall state what constitutes an incremental change or addition to an existing environment, and the limits to the extension of an existing structure, for example maximum number of endpoints, users, and throughput, above and beyond which a new, separate one-time Design, Build, and Move under Management will be required.		Per codec	$8,478.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Move under Management	TLCN1801	Transition Services for the Move Under Management Phase of a new infrastructure deployment is the third step of a three-step process of design, build and move under management for deploying a new environment. For an existing environment, this is the second step in the documentation, move under management process. This transition service includes: 1. Installation and functional testing of Verizon tools 2. Creation of Request for Monitoring (RFM) forms 3. Implementation and testing of monitoring templates 4. Testing of Infrastructure failover mechanisms 5. Testing of backup / restore capability (where applicable) 6. Establish contact, notification and escalation procedures 7. Baseline Critical Application Functionality and Performance for the Managed Services phase 8. Create the Operations Run-book for Verizon Operations 9. Knowledge Transfer to Verizon Operations 10. Operations launch readiness checklist 11. Hand over the environment to Verizon Operations	This is a required service for each codec either built new or existing for which Verizon will provide on-going management. This is a fixed fee charge per instance. Requires the following Feature Identifier be completed by Verizon in advance of Move Under Management: TLCN1103 or the customer complete the Customer Build Phase including resolution of all issues and discrepancy identified during testing with Verizon.	Per codec	$3,000.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Move under Management – Immersive Video Conferencing	TLCN1802	Transition Services for the Move Under Management Phase of a new infrastructure deployment is the third step of a three-step process of design, build and move under management for deploying a new environment. For an existing environment, this is the second step in the documentation, move under management process. This transition service includes: 1. Installation and functional testing of Verizon tools 2. Creation of Request for Monitoring (RFM) forms 3. Implementation and testing of monitoring templates 4. Testing of Infrastructure failover mechanisms 5. Testing of backup / restore capability (where applicable) 6. Establish contact, notification and escalation procedures 7. Baseline Critical Application Functionality and Performance for the Managed Services phase 8. Create the Operations Run-book for Verizon Operations 9. Knowledge Transfer to Verizon Operations 10. Operations launch readiness checklist 11. Hand over the environment to Verizon Operations	This is a required service for each immersive video system either built new or existing for which Verizon will provide on-going management. This is a fixed fee charge per instance. Requires the following Feature Identifier be completed by Verizon in advance of Move Under Management: TLCN1103 or the customer complete the Customer Build Phase including resolution of all issues and discrepancy identified during testing with Verizon.	Per Immersive Video System	$3,000.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Documentation of Managed Take-Over of an Existing Video Conferencing Environment	TLCN1103	Development of as-built documentation is a required part of a managed take-over of an existing video conferencing infrastructure. This step must be completed before the move under management phase can begin. The outputs from the assessment include: 1) Development of as-built documentation 2) Document Business and Technical Requirements 3) Infrastructure Architecture Diagram(s) 4) Logical and Physical Network Designs 5) Summary of Risks and Mitigations 6) List of requirements for Management Services 7) Limits to scope of incremental moves, adds, changes, and deletes: The assessment document shall state what constitutes an incremental change or addition to an existing environment, and the limits to the extension of an existing structure, for example maximum number of codecs, users, and throughput, above and beyond which a new, separate one-time Design, Build, and Move under Management will be required.		Per codec	$5,299.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
MCD Activities for Video Conferencing Environment	TLCN1104	The service provides on-going moves, changes and deletes to the customer's environment per customer requests. These activities are defined and limited as provided in the Design or Managed Take-Over assessment. Moves of codecs or devices that are outside of the building they are originally housed may require Custom Solution Development.	Requires that the effected codec or device be currently under Verizon management.	Per codec	$1,696.00	N/A	N/A	Yes	No
Risk & Stability Assessment of Video Conferencing Environment	TLCN1105	Transition Services for Risk and Stability Assessment for a Video Conferencing environment is a stand-alone project for assessing an existing Customer environment without regard to who built it or how it was built. This infrastructure-oriented project service includes: 1) Document Business and Technical Requirements 2) Basic Systems and Environment Discovery 3) Infrastructure Architecture Diagram 4) Logical Network Diagram 5) Prioritized list of Infrastructure Management Security, Performance and Stability Risks with Recommendations for Mitigation		Per codec	$5,299.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Capacity Planning of Video Conferencing Environment	TLCN1106	Transition Services for Capacity Planning for a Server Infrastructure is a stand-alone project for assessing an environment without regard to who built it or how it was built. This infrastructure-oriented project service includes: 1) Document Business and Technical Requirements 2) Infrastructure Architecture Diagram 3) Document historical performance and utilization data on the existing Infrastructure 4) Document historical business performance data 5) Document future business projections 6) Analyze the historical data to establish correlations between the technical and business information 7) Model future business projections against the correlated data 8) Summary of Analysis and Recommendations (including rational for recommendations) **Note:** Verizon assumes that some historical technical data is available, or can be easily derived about the Infrastructure.		Per codec	$5,299.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Custom Solution Development for Video Conferencing Environment	TLCN1107	Develops a Custom Solution from high level requirements for the purpose of generating budgeting information, high level solution requirements, high level design, high level pricing, and a high level proposal for (i) implementation and (ii) management of new Customer Infrastructure environments. This service assists Customers with turning ideas into actionable solutions, with a tables and diagrams of the required Infrastructure components along with pricing information. This service can be leveraged for budgeting and planning new application and infrastructure deployments. This service includes: 1) Gathering high level business and technical requirements 2) Evaluating technology stack for Verizon tools or custom tool development requirements 3) Evaluating technology stack for applicable Service Level Agreements		Per codec	$15,896.00	N/A	N/A	Yes	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		4) Evaluating customer requirements for various aspects of Service Delivery 5) Creating diagram and element table(s) of the Customer System (Customer System is defined as the hardware and software owned, licensed or leased by the customer, or under the control of the customer for which Verizon has agreed to provide IT Services as set forth in the details included with a Purchase Order) 6) Creating proposal documentation for Project Services and Managed Services The Deliverable/Proposal will include: a) Service Descriptions for the Design, Build and Implementation Project Services b) Service Descriptions for the Managed Services, c) Summary of Service Pricing Information and Terms d) Diagrams and element tables of the Customer System e) (optional scope) Bill of Materials list for required Hardware, Software and OEM Support Services f) (optional scope) Budgetary Pricing Information for required Hardware, Software and OEM Support Services g) (optional scope) Summary of required Hosting Services h) (optional scope) Pricing Information for required Management Services.							

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:

Service Availability Percentage

Excessive Outage

Notification

Provisioning

Response Duration from Receipt of Order

Taxes and Surcharges:

The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

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6.3.6.2 Converged Services, Unified Messaging

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Unified Messaging

Description of the Service: Verizon offers a complete Unified Messaging solution that allows individual users to have multiple mailboxes, utilize a web browser for subscriber personalization, use fax messaging, automated speech recognition, and text to speech. Verizon's Unified Messaging service is fully supported on a 24x7x365 basis. The platform is completely interoperable with all PBX manufactures, is fully scalable with over 900,000 open mailboxes.

Availability: Statewide. Domestic locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Unified Messaging	IPUM0000	Verizon offers a complete Unified Messaging solution that allows individual users to have multiple mailboxes, utilize a web browser for subscriber personalization, use fax messaging, automated speech recognition, and text to speech. Verizon's Unified Messaging service is fully supported on a 24x7x365 basis	35 messages, 3 minute message, with 5 distribution lists maximum, 25 #s per list	Per Box	$0.00	$2.58	$0.00	Yes	Yes
Sub-mailboxes - each additional up to 8 additional	UMSM0008	Allows users to have multiple sub-mailboxes.	Limited to 8 additional subs	Per Box	$0.00	$0.2178	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
FindMe/FollowMe	FMFM0000	Set FIND ME/ FOLLOW ME (FM/FM) numbers. Up to three FM/FM numbers may be set up. Calls will roll between numbers with occasional prompts telling the caller they may press the # key at any time to leave a voice message. FM/FM may also be set to a pager if desired.	FindMe/FollowMe must be set and applies to ON or OFF for all sub-mailboxes	Per Box	$0.00	$0.4356	$0.00	Yes	Yes
Text to Speech via client interface	UMTS0000	Text-to-speech capability is supported on the Verizon platform. A caller can intercept a call from a client running on the PC desktop. Once the call is intercepted the voicemail subscriber can type a message that the system can then read to the caller.	Minimum of 20,000 boxes	Per Box	$0.00	$0.8713	$0.00	Yes	Yes
Speech-enabled Telephone User Interface	UMST0000	Verizon's Unified Messaging platform will support Automated Speech Recognition via Speech Enabled Telephone User Interface.		Per Box	$0.00	$0.4356	$0.00	Yes	Yes

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
  Service Availability Percentage
  Excessive Outage
  Notification
  Provisioning
  Response Duration from Receipt of Order
  Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

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6.3.8.1.1 Low Voltage Simple Wiring Services, Services Entrance, and Extended Termination

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Low Voltage Simple Wiring Services, Services Entrance, and Extended Termination

Description of the Service: Low Voltage Simple Wiring Services, Services Entrance, and Extended Termination, to include copper and optical fiber link.

Availability: Statewide. Domestic locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Extended Termination - Copper	IEXC0000	Station cabling up to 300 feet, including the necessary Cat5e 4-pair CMP UTP cable, two (2) 3 meter jumpers, one (1) 24 port patch panel (if required), and two (2) RJ45 jacks or equivalent.	To provide this service, Verizon assumes customer to have a pathway. Additional charges will apply if larger panels or longer cable lengths are required.	Each	$397.96	$0.00	-	No	No
Extended Termination – Optical Fiber Link	IEOF0000	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.	To provide this service, Verizon assumes customer to have a pathway. Additional charges will apply for two strand single mode extensions in longer lengths.	Each	$1,377.55	$0.00	-	No	No

January 30, 2007
Updated August 29, 2013

Notes:

Applicable Service Level Agreements:
Provisioning
Response Duration from Receipt of Order
Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

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6.3.8.1.2 Station Wiring

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Low Voltage Simple Wiring Services, Services Entrance, and Extended Termination

Description of the Service: Station cabling services, to include horizontal copper Cat5e, horizontal copper Cat6, and horizontal optical fiber IEEE 802.3Z.

Availability: Statewide. Domestic locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Station Cabling - Horizontal Copper Cat 5e	ICHC0005	Station cabling up to 300 feet, including the necessary Cat5e 4-pair CMP UTP cable, two (2) 3 meter jumpers, one (1) 24 port patch panel (if required), and two (2) RJ45 jacks or equivalent.	To provide this service, Verizon assumes customer to have a pathway. Additional charges will apply if larger panels or longer cable lengths are required.	Each	$397.96	$0.00	-	No	No
Station Cabling - Horizontal Copper Cat 6	ICHC0006	The copper demarc extension is up to 300 feet Station cable wiring will include the necessary Cat 6 4-pair CMP UTP cable, two (2) 3 meter jumpers, one (1) 24 port patch panel (if required), and two (2) RJ45 jacks or equivalent.	To provide this service, Verizon assumes customer to have a pathway. Additional charges will apply if larger panels or longer cable lengths are required.	Each	$485.71	$0.00	-	No	No
Station Cabling - Horizontal Optical Fiber IEEE 802.3Z	ICOF0000	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.	To provide this service, Verizon assumes customer to have a pathway. Additional charges will apply for two strand single mode extensions in longer lengths.	Each	$1,377.55	$0.00	-	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Station Cabling Premise Distribution	CPDS0000	Structured campus distribution for intra and inter building facilities in direct support of CALNET 2 services.		Per Project	ICB	ICB	ICB	No	No
Station Cabling – Horizontal Copper Identify, Test, & Label	IITL0000	Identify, test, and label customer's existing horizontal cable/wire. When testing multiple cables, replace up to 5% of jacks, if required to obtain certification.		Each	$47.76	$0.00	-	No	No
Design Engineer – Regular Time	IWDE0000	Design Engineering resource	Resources are available for Inside Wiring Services Monday through Friday, 8am – 5pm. Overtime applies for hours worked outside of this period.	Hour	91.84	$0.00	-	No	No
Design Engineer - Overtime	IWDE00OT	Design Engineering resource	Resources are available for Inside Wiring Services Monday through Friday, 8am – 5pm. Overtime applies for hours worked outside of this period.	Hour	132.14	$0.00	-	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Notes:

Applicable Service Level Agreements:
Provisioning
Response Duration from Receipt of Order
Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.8.1.3 Inside Wiring Services

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Inside Wiring Services

Description of the Service: Installation, Technician, and Design Engineering resources are available to provide implementation of copper and optical fiber link station cabling.

Availability: Statewide. Domestic locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Station Cabling - Installer, Inside Wiring – Regular Time	CIOT0000	Station cabling - Installer, inside wiring resource	Resources are available for Inside Wiring Services Monday through Friday, 8am – 5pm. Overtime applies for hours worked outside of this period.	Hour	$86.73	-	-	No	No
Station Cabling - Installer, Inside Wiring - Overtime	CIOT00OT			Hour	$121.43	-	-	No	No
Station Cabling - Technician, Inside Wiring – Regular Time	CTOT0000	Station cabling - Technician, inside wiring resource	Resources are available for Inside Wiring Services Monday through Friday, 8am – 5pm. Overtime applies for hours worked outside of this period.	Hour	$86.73	-	-	No	No
Station Cabling - Technician, Inside Wiring - Overtime	CTOT00OT			Hour	$121.43	-	-	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Station Cabling - Technician, Optical Fiber, Inside Wiring – Regular Time	CFOT0000	Station cabling - Technician, Optical fiber inside wiring resource	Resources are available for Inside Wiring Services Monday through Friday, 8am – 5pm. Overtime applies for hours worked outside of this period.	Hour	$86.73	-	-	No	No
Station Cabling - Technician, Optical Fiber, Inside Wiring - Overtime	CFOT00OT			Hour	$121.43	-	-	No	No

Notes:

Applicable Service Level Agreements:
 Provisioning
 Response Duration from Receipt of Order
 Administrative Service Level Agreements

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.8.2 Services Related Hourly Support

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

Service Identifier: Services Related Hourly Support

Description of the Service: Field Technician to perform services related work on an hourly basis.

Availability: Statewide. Domestic locations are available on an ICB basis.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Field Technician – Regular Time	ITCH0000	Field Technician to perform services related work on an hourly basis	Field Technician resources are available Monday through Friday, 8am – 5pm. Overtime applies for hours worked outside of this period.	Hour	-	$88.90	-	No	Yes
Field Technician - Overtime	ITCH00OT			Hour	-	$124.47	-	No	Yes

Notes:

Applicable Service Level Agreements:
  Provisioning
  Response Duration from Receipt of Order
  Administrative Service Level Agreements

Taxes and Surcharges:

The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.

- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee

6.3.9 Converged Services, Required Customer Premise Equipment (CPE)

The designation of delegation, mandatory and non-mandatory CALNET 2 services is identified in the Contractor's products and services matrix for each Master Services Agreement.

The determination of delegated, mandatory and non-mandatory CALNET 2 services is at the sole discretion of the California Technology Agency-Office of Technology Services.

CALNET 2 purchased or leased equipment will be used solely in support of CALNET 2 services.

Service Identifier: Required Premise Equipment (CPE) and Managed Services.

Description of the Service: CPE from the following manufacturers is available, compatible, and interoperable with Verizon's Module 3 IP Services.

Unless noted separately, services include the following elements: planning, applicable design, engineering, testing, and applicable service level agreements.

Ethernet Switches: Ethernet Switches are used to provide LAN service inside the CALNET II customer site with services.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco 2950	CSCO2950	24 10/100 LAN		Per Device	41% off Mfg List	-	-	No	No
Cisco 3550	CSCO3550	24 10/100 PoE LAN		Per Device	41% off Mfg List	-	-	No	No
Cisco 3560 /24 Port	CSCO3560	24 10/100 802.3af PoE LAN		Per Device	41% off Mfg List	-	-	No	No
Cisco 3560 /48 Port	CSCC3560	48 10/100 802af PoE LAN		Per Device	41% off Mfg List	-	-	No	No

Routers/Gateways/Combos: Routers can be used with to provide WAN to LAN connectivity with services in Sections 6.3.2, 6.3.3, 6.3.4 and 6.3.5.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco 1841	CSCO1841	Flash/DRAM: 32/128 Concurrent Calls: 20-41 Description:2 LAN, 1 T1		Per Device	41% off Mfg List	-	-	No	No
Cisco 2811	CSCO2811	Flash/DRAM: 64/256 Concurrent Calls: 20-41 Description:2 LAN, 1 T1		Per Device	41% off Mfg List	-	-	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco 2821	CSCA2821	Flash/DRAM: 64/256 Concurrent Calls:20-41 Description:2 LAN, 1 T1		Per Device	41% off Mfg List	-	-	No	No
Cisco 2851 1xT1	CSCB2851	Flash/DRAM: 64/256 Concurrent Calls: 20-41 Description:2 LAN, 1 T1		Per Device	41% off Mfg List	-	-	No	No
Cisco 2851 2xT1	CSCC2851	Flash/DRAM: 64/256 Concurrent Calls: 40-82 Description:2 LAN,2xT1		Per Device	41% off Mfg List	-	-	No	No
Cisco 2851 3/4xT1	CSCD2851	Flash/DRAM: 64/256 Concurrent Calls: 60, 80C-123, 164C Description:2 LAN,3,4xT1		Per Device	41% off Mfg List	-	-	No	No
Cisco 3825	CSCO3825	Flash/DRAM: 64/256 Concurrent Calls:560-750 Description: 2 LAN, 1 DS3		Per Device	41% off Mfg List	-	-	No	No
Cisco 3845	CSCO3845	Flash/DRAM: 64/256 Concurrent Calls:560 - 1148 Description: 2 LAN, 1 DS3		Per Device	41% off Mfg List	-	-	No	No
Cisco 2611XM	CSCO2611	Flash/DRAM: 32/128 Concurrent Calls: 20 Description: 2 LAN, 1 T1		Per Device	41% off Mfg List	-	-	No	No
Cisco 2621XM	CSCO2621	Flash/DRAM: 32/128 Concurrent Calls: 20 Description: 2 LAN, 1 T1		Per Device	41% off Mfg List	-	-	No	No
Cisco 2651XM	CSCO2651	Flash/DRAM: 32/128 Concurrent Calls: 20 Description: 2 LAN, 1 T1		Per Device	41% off Mfg List	-	-	No	No
Cisco 3725	CSCO3725	Flash/DRAM: 32/256 Concurrent Calls: 150 Description: 2 LAN, 1 DS3		Per Device	41% off Mfg List	-	-	No	No
Cisco 3745	CSCO3745	Flash/DRAM: 32/256 Concurrent Calls: 150 Description: 2 LAN, 1 DS3		Per Device	41% off Mfg List	-	-	No	No

Integrated Access Devices: Integrated Access Devices are analog to VoIP adapters used to connect FAX and other analog devices to VoIP services.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Mediatrix 1104	MTRX1104	Voice Config: 4 Line Adapter Concurrent Calls: 4 Description: 4 FXS to Ethernet		Per Device	16% off Mfg List	-	-	No	No
Mediatrix 1124	MTRX1124	Voice Config: 24 Line Adapter Concurrent Calls: 24 Description: 24 FXS to Ethernet		Per Device	16% off Mfg List	-	-	No	No

SIP Enabled Firewalls: SIP Enabled Firewalls are to be used to provide security and Network Address Translation functionality with services.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco Pix501	CPIX0501	1 Public LAN, 1 Private LAN			41% off Mfg List	-	-	No	No
Cisco Pix506	CPIX0506	1 Public LAN, 1 Private LAN			41% off Mfg List	-	-	No	No
Cisco Pix515	CPIX0515	1 Public LAN, 1 Private LAN			41% off Mfg List	-	-	No	No

APC UPS

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
APC Smart-Ups RT 1500 Rack Mount XL (SURTA1500RMXL)	SUPS1050	APC Smart-UPS RT, 1050 Watts / 1500 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, USB, Extended runtime model, Rack Height 2 U . Includes: CD with software, Documentation CD, Installation guide, Rack Mounting support rails, Smart UPS signalling RS-232 cable, USB cable, User Manual	Output connections: (6) NEMA 5-15R	Each	38.2% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
APC Smart-Ups RT 2000 Rack Mount XL (SURTA2000RMXL)	SUPS1400	APC Smart-UPS RT, 1400 Watts / 2000 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, USB, Extended runtime model, Rack Height 2 U . <u>Includes</u>: CD with software, Documentation CD, Installation guide, Rack Mounting support rails, Smart UPS signalling RS-232 cable, USB cable, User Manual	Uses NEMA 5-20P input connector. Output connections: (6) NEMA 5-15R	Each	38.2% off Mfg List	$0.00	$0.00	No	No
APC Smart-Ups RT 3000 Rack Mount XL (SURTA3000RMXL)	SUPS2100	APC Smart-UPS RT, 2100 Watts / 3000 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, Smart-Slot, Extended runtime model, Rack Height 3 U. <u>Includes</u>: CD with software, Rack Mounting brackets, Rack Mounting support rails, Smart UPS signalling RS-232 cable, User Manual	Uses NEMA L5-30P input connector. Output connections: (9) NEMA 5-15R and (2) NEMA 5-20R	Each	38.2% off Mfg List	$0.00	$0.00	No	No
APC Smart-Ups RT 48 Volt Rack Mount Battery Pack (SURTA48RMXLBP)	SUBP0048	External battery pack backup for SURTA1500RMXL and SURTA2000RMXL . Maintenance-free sealed Lead-Acid battery with suspended electrolyte: leakproof . Battery Volt-Amp-Hour Capacity= 864	For use XRT 1500 & 2000	Each	38.2% off Mfg List	$0.00	$0.00	No	No
APC Smart-Ups RT 10000 Rack Mount XL (SURT10000RMXLT)	SUPS1000	APC Smart-UPS RT, 8000 Watts / 10 kVA, Input 208V / Output 208V, Interface Port DB-9 RS-232, RJ-45 10/100 Base-T, Smart-Slot, Extended runtime model, Rack Height 6 U	Uses Hard-Wire 3-wire (2PH + G) connection

Output connection: (2) NEMA L6-20R, (2) NEMA L6-30R and (1) Hard Wire 3-wire (2PH + G) | Each | 38.2% off Mfg List | $0.00 | $0.00 | No | No |

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
APC Smart-Ups RT 192 Volt Rack Mount Battery Pack (SURTA192RMXLBP)	SUBP0192	External battery pack backup units Maintenance-free sealed Lead-Acid battery with suspended electrolyte: leakproof. Battery Volt-Amp-Hour Capacity= 864	For use XRT 3000 & 10000	Each	38.2% off Mfg List	$0.00	$0.00	No	No

Cisco Network Interface

Cisco MDS 9000 Network Interfaces	MDSS9000	The Cisco MDS 9000 Family, consisting of Cisco MDS 9500 Series multilayer directors, Cisco MDS 9100 and MDS 9200 series multilayer fabric switches, and the Cisco MDS 9020 Series Fabric Switch, provides a full line of products to meet requirements for networks of all sizes and architectures.	The MDS 9000 family transcends both WAN & LAN infrastructures. Cisco MDS 9000 Family optical interface modules.	Each	33% off Mfg List	$0.00	$0.00	No	No

Cisco Application Networking Products

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
WAAS									
Cisco WAE-500 Series and Associated Components	CWAE0500	The Cisco® Wide Area Application Engine (WAE) platforms are a portfolio of powerful, scalable network appliances that host WAN optimization and application acceleration solutions that enable branch office server consolidation, performance improvements for centralized applications, and provide remote users with LAN-like access to applications, storage and content across the WAN.	The Cisco WAE-500 Series Wide Area Application Engine is designed for small to medium size branch edge deployments and provides customers with a low-cost, high-performance platform to host Cisco's WAN optimization and application acceleration solutions..	Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco WAE-600 Series and Associated Components	CWAE0600	The Cisco® Wide Area Application Engine (WAE) platforms are a portfolio of powerful, scalable network appliances that host WAN optimization and application acceleration solutions that enable branch office server consolidation, performance improvements for centralized applications, and provide remote users with LAN-like access to applications, storage and content across the WAN.	The Cisco WAE-600 SERIES Wide Area Application Engine is designed to address the deployment needs at the edge in large enterprise branches and regional offices as well as core installations in medium-sized data centers.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco WAE-7000 Series and Associated Components	CWAE7000	The Cisco® Wide Area Application Engine (WAE) platforms are a portfolio of powerful, scalable network appliances that host WAN optimization and application acceleration solutions that enable branch office server consolidation, performance improvements for centralized applications, and provide remote users with LAN-like access to applications, storage and content across the WAN.	The Cisco WAE-7000 SERIES Wide Area Application Engine offers the highest level of performance and availability in the Cisco WAE Appliance product line and is designed for deployment as a core WAN optimization and application acceleration device in large enterprise data centers.	Each	41% off Mfg List	$0.00	$0.00	No	No
Load Balancing/XML Gateways									
Cisco CSS-11000 Series and Associated Modules	CCSS1100	The Cisco CSS 11000 Series Content Services Switch is a high-performance, high-availability modular architecture for Web infrastructures.		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco GSS-4400 Series	CGSS4400	The Cisco Global Site Selector 4400 series delivers advanced site selection services that are critical for Internet and Intranet data center disaster recovery deployments.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco ACE-xxx Series Appliance	CACE0000	The Cisco® Application Control Engine (ACE) family provides application and network operations management with new levels of control over the way they deploy, operate, deliver, secure and manage business services across the extended enterprise.		Each	41% off Mfg List	$0.00	$0.00	No	No
Application Oriented Networking									
Cisco AON-8300 Series	AONS8300	The Cisco AON 8300 Series that provides routing capabilities for application messages traveling on the network. The network's ability to identify and intelligently route application messages		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Security Firewalls and Appliances in Support of WAN access

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco PIX 500 Series	PIXS0500	PIX Security Appliance Series delivers robust user and application policy enforcement, multivector attack protection, and secure connectivity services in cost-effective, easy-to-deploy solutions.	Ranging from compact, plug-and-play desktop appliances for small and home offices to modular gigabit appliances.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco ASA 5500 Series	ASAS5500	Cisco ASA 5500 Series Adaptive Security Appliance is a modular platform that provides the next generation of security and VPN services for small and medium-sized business and enterprise applications.	The comprehensive portfolio of services within the Cisco ASA 5500 Series enables customization for location-specific needs through its tailored package product editions for the enterprise-firewall, IPS, anti-X, and VPN.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Firewall Service Module (FWM)	CFWM0000	Cisco Firewall service module for the Catalyst 6500 Series Switch or Cisco 7600 Aggregation Router.		Each	41% off Mfg List	$0.00	$0.00	No	No
IDS/IPS									
Cisco IPS 4200 Series	IPSS4200	Cisco IPS 4200 sensors offer protection to your network by helping to detect, classify, stop threats, worms, spyware/adware, network viruses, and application abuse.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco IDS Service Module (IDSM-2)	IDSM0000	Cisco IPS/IDS service module for the Catalyst 6500 series switch or Cisco 7600 Aggregation router.		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco Security Agent (CSA)	CCSA0000	Host Based Intrusion Prevention system, offers managed desktop as well as server agent to behavioral based protection against kernel level threats such as SQL injection and buffer overflow.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Security Agent Management Console (CSA-MC)	CSMC0000	Standalone management console for CSA		Each	41% off Mfg List	$0.00	$0.00	No	No
Network Admission Control									
Cisco CCA-xxx Series	CCAS0000	Cisco NAC Appliance (formerly Cisco Clean Access) is an easily deployed Network Admission Control (NAC) product that uses the network infrastructure to enforce security policy compliance on all devices seeking to access network computing resources	With NAC Appliance, network administrators can authenticate, authorize, evaluate, and remediate users and their machines prior to network access.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco ACS Solution Engine	ACSE0000	Cisco Secure Access Control Server (ACS) Solution Engine The Cisco Secure ACS Solution Engine provides a centralized identity networking solution and simplified user management. The solution engine helps to ensure enforcement of assigned policies by allowing network administrators to control:		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
HTTP Application Security									
Cisco AVS 3100 Series	AVSS3100	The Cisco AVS 3110 Application Velocity System is an enterprise data-center appliance for improving HTML- and XML-based application performance, measuring end-user response time, and managing application security.		Each	41% off Mfg List	$0.00	$0.00	No	No
DDoS Security									
Cisco DDOS 5600 Series	DDOS5600	Cisco Guard DDoS mitigation appliances provides solutions for detecting and defeating today's highly complex and sophisticated distributed-denial-of-service (DDoS) attacks.	Working in concert with Cisco Traffic Anomaly Detectors, Cisco Guards detect the presence of a potential DDoS attack	Each	41% off Mfg List	$0.00	$0.00	No	No
Security Monitoring and Analysis	MARS0000	Cisco Security Monitoring, Analysis and Response System (MARS) provides security monitoring for network security devices and host applications made by Cisco and other providers.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco MARS 20 Series	MARS0020	Cisco Security MARS 20 for up to 500 events/second and 15,000 NetFlows/second		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco MARS 50 Series	MARS0050	Cisco Security MARS 50 for up to 1,000 events/second and 30,000 NetFlows/second		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco MARS 100 Series	MARS0100	Cisco Security MARS 100 for up to 5000 events/second and 150,000 NetFlows/second		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco MARS 200 Series	MARS0200	Cisco Security MARS 200 for up to 10,000 events/second and 300,000 NetFlows/second		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco MARS 110R Series (CS-MARS-110R-K9)	MARS0110	Cisco Security MARS 110R for up to 4500 Events/Sec and 75,000 Netflows/sec		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco MARS 110 Series (CS-MARS-110-K9)	MARM0110	Cisco Security MARS 110 for up to 7,500 Events/Sec and 150,000 NetFlows/second		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco MARS 210 Series (CS-MARS 210-K9)	MARS0210	Cisco Security MARS 210 for up to 15,0000 Events/sec and 300,000 NetFlows/Sec		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco MARS GC2 Series (CS-MARS-GC2-K9)	MRGC0000	Global Controller for MARS 110R/110, 210 only		Each	41% off Mfg List	$0.00	$0.00	No	No
Modules and Misc.									
Modules for ASA 5500 Series	ASMO5500	The Cisco® Advanced Inspection and Prevention Security Services Module (AIP-SSM) for the Cisco ASA 5500 Series Adaptive Security Appliance provides proactive, full-featured intrusion prevention services to stop malicious traffic, including worms and network viruses.		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Switches in Support of LAN access									
Cisco Catalyst 500 Series	CATL0500	Catalyst® Express 500 Series Switches are a fixed-configuration managed Ethernet standalone devices that provide wire-speed Fast Ethernet and Gigabit Ethernet connectivity, enabling enhanced LAN services, security, and IP telephony solutions.		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco Catalyst 2900 Series	CATL2900	Catalyst 2900 Series Intelligent Ethernet Switches enable entry-level, medium-sized, and branch office networks to provide enhanced LAN services. This family of fixed-configuration, standalone devices provide desktop 10/100 Fast Ethernet and 10/100/1000 Gigabit Ethernet connectivity.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Catalyst 3500 Series	CATL3500	The Cisco Catalyst 3500 Series is a line of fixed-configuration, switches that include standard Power over Ethernet (PoE) functionality in Fast Ethernet and Gigabit Ethernet configurations.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Catalyst 3700 Series	CATL3700	Catalyst 3700 Series Switch Combining both 10/100/1000 and PoE.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Catalyst 4500	CATL4500	The Cisco Catalyst 4500 Series is a mid-range modular switch series that offers non-blocking layer 2 through layer 4 switching.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Catalyst 4900 Series	CATL4900	Catalyst® 4948 is a wire-speed, low-latency, Layer 2-4, 1 rack unit (RU) fixed-configuration switch for rack-optimized server switching.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Catalyst 6500 Series	CATL6500	Catalyst 6500 Series Switch delivers the most comprehensive feature sets for core, distribution, wiring closet, data center.		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Routers in Support of WAN access									
Cisco 800 Series	CRTE0800	The Cisco 800 Series also includes broadband routers that provide highly secure Internet access.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 1800 Series	CRTE1800	Cisco 1800 Series integrated services routers, - Data, - Built-in security - Cisco Router and Security Device Manager (SDM) for simplified management - Up to two 10/100 Mbps built-in routed ports		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 2800 Series	CRTE2800	Cisco 2800 Series routers, multiple T1/E1 connections for services including: - Data - Security - Voice - Video		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 3800 Series	CRTE3800	Cisco 3800 Series routers: - Built-in security - Cisco Router and Security Device Manager (SDM) for simplified management - Up to two 10/100/1000 Mbps built-in routed ports - Up to 112 10/100 Mbps switch ports with optional Power over Ethernet (PoE)		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 7300 Series	CRTE7300	7300 Series routers are optimized for Multiprotocol Label Switching (MPLS) services.		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco 7200 Series	CRTE7200	Cisco 7200 Series is a modular router that supports a wide range of density, performance, and service requirements. The industry's most widely deployed universal services aggregation router for enterprise and service provider edge applications.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 7600 Series	CRTE7600	Cisco 7600 Series edge router to offer integrated, high-density Ethernet switching, IP/MPLS routing.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco XR 10000 Series	CRXR0000	Cisco® 10000 Series Router is from ATM to Gigabit Ethernet. The Cisco 10000 Series is unique in that it offers a comprehensive, single solution.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco XR 12000 Series	CRXR1200	Cisco® XR 12000 Series and Cisco 12000 Series routers compose a portfolio of intelligent routing solutions that scale from 2.5- to n x10 Gbps capacity per slot, enabling IP/Multiprotocol Label Switching (MPLS) networks. Optical card can only be purchased in conjunction with MSA3 services.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 12000 Series	CRTE1200	Cisco® XR 12000 Series and Cisco 12000 Series routers solutions enabling IP/Multiprotocol Label Switching (MPLS) networks. Optical card can only be purchased in conjunction with MSA3 services.		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco CRS-1 Series	CRSS0000	Cisco® CRS-1 offering continuous system operation, unprecedented service flexibility.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco UBR Series	URBS0000	The Cisco UBR Universal Broadband Routers are service-enabling, communications-grade cable modem.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco ASR 1000 Series	CASR1000	Cisco ASR 1000 Series routers offers service providers and enterprises industry-leading performance, service capabilities, reliability, and efficiencies in a compact form factor. Using an innovative new Cisco QuantumFlow processor, current and future services can be instantly turned on to operate at line rate without compromising network performance or availability.		Each	41% off Mfg List	$0.00	$0.00	No	No
Inifiniband									
Cisco SFS 7000 Series	**SFSS7000**	Cisco SFS 7000 Series InifiniBand Server Switches provide an ideal server interconnect for distributed application.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco SFS 3000 Series	SFSS3000	Cisco SFS 3000 Series Multifabric Server Switches server interconnect with Ethernet and Fibre Channel gateways.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco RPS-2300 Series with Cables and Associated Modules	RPSS2300	The Cisco Redundant Power System (RPS) 2300 increases availability for converged data, voice, and video networks. The RPS 2300:		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		- Delivers power supply redundancy and resiliency for a variety of power requirements, including Power over Ethernet (PoE). - Helps ensure uninterrupted operation and protection against device power supply failures by providing seamless failover for Cisco switches i Switches and routers. - Uses modular power supplies and fan for flexibility - Allows users to define and implement the failover policy - Has six RPS connectors and can simultaneously back up as many as two switches or routers							
Line Cards and Modules									
Cisco XENPAK Modules	XNPK0000	XENPAK optics for Cisco devices		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco SFP Modules	SFPM0000	SFP Optics for Cisco devices		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco X2 Modules	XOCD0000	X2 Optics for Cisco devices		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco XFP Modules	XFPM0000	XFP Optics for Cisco devices		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco GBIC Modules	GBOC0000	GBIC Optics for Cisco devices		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco Wireless LAN - Cisco Aironet Series Products									
Cisco WISM controller	WISM0000	WISM is an enterprise class wireless LAN controller for the centralized management and control of Cisco Access Points.	The WISM is a service module for the Cisco Catalyst 6500 LAN switch, which supports up to 300 Access Points simultaneously.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 4400 Wireless LAN controllers	CWLC4400	The 4400 series is an enterprise class, fixed configuration wireless controller that supports the centralized management and control of Cisco Access Points.	A 4400 series controller can support 12,25,50 or 100 Access Points simultaneously.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 2100 wireless LAN controllers	CWLC2100	The 2100 series is a wireless LAN controller designed to support the centralized management and control of Cisco Access Points for small WiFi deployments.	A 2100 series controller supports 6 or 12 Access Points simultaneously.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Wireless LAN Controller Module	CWLC0000	The Cisco Wireless LAN Controller Module is wireless controller designed to support the centralized management of Cisco Access Points for remote-site deployments.	This controller is a network module designed to be installed within the Cisco 2800 and 3800 series routers. The Cisco Wireless LAN Controller supports 6, 8, or 12 Access Points concurrently.	Each	41% off Mfg List	$0.00	$0.00	No	No
Access Points									
Cisco 1000 Series Access Points	CAPS1000	The Cisco 1000 Series Access Point is designed for small or existing wireless LAN deployments. The 1000 series supports both 802.11a and 802.11b/g	A Cisco Controller is required for control and management of the 1000 Series Access Point.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 1100 Series Access Points	CAPS1100	The Cisco 1100 Series is a fixed configuration, enterprise class access point designed for small to large wireless deployments.	The 1100 series has integrated WiFi antennas. External antennas are not required or supported with this series.	Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco 1200 Series Access Points	CAPS1200	The Cisco 1200 Series is an enterprise class access point designed for small to large wireless deployments.	The 1200 series requires external antennas.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 1300 Series Access Points	CAPS1300	The Cisco 1300 Series is an environmentally hardened, wireless bridge or access point.	The 1300 is designed primarily for outdoor bridging solutions and supports 802.11g only.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 1400 Series Access Points	CAPS1400	The Cisco 1400 Series is an environmentally hardened wireless bridge.	The 1400 is designed only for outdoor bridging solutions and it supports 802.11a only.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 1500 Series Access Points	CAPS1500	The Cisco 1500 Series is an enterprise class mesh access point designed to create an outdoor WiFi coverage area.	The 1500 series is deployed as an 802.11 bridge or as a series of bridges to create outdoor WiFi hotspots. A Cisco Controller is required for management of the 1500 Series Access Points. Antennas are required for proper operation of this Access Point.	Each	41% off Mfg List	$0.00	$0.00	No	No
AIR-xxx Series Antennas and components	AIRS0000	The Aironet Antennas and related components are indoor/outdoor accessories to the Cisco 1000, 1200, 1300, 1400, and 1500 Series Access Points.	For some Cisco Access Points, an external antenna is required. Mount kits and lightning arrestors are recommended for outdoor deployments.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Wireless Control Software (WCS)	CWCS0000	The Cisco Wireless Control Software is a software platform which supports the centralized management of Cisco Wireless Controllers. WCS also provides advanced graphical maps, fault analysis tools, and in-depth security monitoring.	WCS is recommended for any mid to large wireless deployments. As WCS is software, a server is required to host this application.	Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
2700 Series Location Appliance	CSLA2700	The Cisco 2700 Series Location Appliance supports the secure tracking of wireless assets (laptops, WiFi phones, RFID, etc.) for Cisco wireless deployments.	The Cisco WCS management platform is required for the proper operation of the 2700 location appliance.	Each	41% off Mfg List	$0.00	$0.00	No	No
Other Wireless									
Cisco 3200 Mobile Access Router	CMAR3200	The Cisco 3200 Series Mobile Access Router is a modular device deployed as a fixed-location Access Point for WiFi hotspots or as a wireless mobile router in an automobile.	When deployed as a mobile router, the MAR can support WiFi, cellular, EVDO.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cognio Spectrum Analyzer	CSPA0000	Cognio Spectrum Analyzer is a mobile diagnostic tool for analyzing the wireless spectrum within a building or outdoor environment.	Cognio is a powerful tool for wireless site surveys or for troubleshooting wireless interference.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco WLAN Client Software	CWLS0000	The Cisco WLAN Client Software, also called the Secure Services Client (SSC) is a centrally-managed wireless client (802.1x supplicant) which supports all of the diverse authentication and encryption standards available today.	Nearly all of the modern wireless adapters are supported; a Cisco Aironet Wireless Adapter is not required.	Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Aironet Series Wireless Adapters	CAIA0000	The Cisco Aironet Series Wireless Adapters are enterprise class wireless client adapters for existing laptops or desktops.	Aironet Client Adapters support either PCI or Cardbus deployments.	Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Cisco Interoperability Systems

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco IPICS X.X Server Software	IPIC0000	Cisco IPICS Server Software Release x.x enhances radio interoperability for simple, scalable, comprehensive communications collaboration. Providing even more than radio interoperability.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco IPICS Policy Engine	IPPE0000	Operations managers can create and easily activate policies that define standard operating procedures, including talk group establishment and user notification, with the Cisco IPICS Policy Engine.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco IPICS PMC Client Software	IPMC0000	Cisco® IP Interoperability and Collaboration System (IPICS) Push-to-Talk Management Center (PMC) client is a Microsoft Windows-based application that enables push-to-talk (PTT) functionality for PC users. It allows users to communicate over and monitor broadcasts of multiple channels of communications at the office or from a remote site.		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco IPICS Phone Client	IPIP0000	Cisco® IP Interoperability and Collaboration System (IPICS) Phone Client is an application that enables push-to-talk (PTT) functionality on select models of Cisco Unified IP Phones. It allows users to communicate over and monitor broadcasts of channels of communications. With a push of a single button on the phone, a user can communicate over a channel to other users monitoring that channel.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco IPICS Operational Views	IPOV0000	Cisco IPICS Operational Views (Ops Views) application augments Cisco IPICS by enabling secure control when two or more agencies, jurisdictions, locations, or departments share information or resources across "ownership and organizational boundaries". It enables the logical segmentation of the visibility, access, and management of resources across these boundaries. In this way, Cisco IPICS overcomes a longstanding challenge of interagency collaboration; enabling each participating entity to maintain control of its own resources.	With Cisco IPICS Ops Views, each agency or jurisdiction retains control of its own communications resources, including people, networks, and devices.	Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Cisco IP Video

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco Unified Videoconferencing 35xx Series Products	CIPV3500	Cisco Unified Videoconferencing solutions provide a reliable, versatile, and easy-to-manage network infrastructure for video conferencing.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Unified Video Conferencing Manager	CVMR0000	Video conferencing allows interactive video and voice communications between two or more geographically distant people or locations. Cisco Unified Videoconferencing solutions provide a reliable, versatile, and easy-to-manage network infrastructure for video conferencing applications.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Video Portal	CVPR0000	Help users and customers conveniently and quickly browse, search, and view digital media with the Cisco Video Portal.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco Video Surveillance IP Gateways	CSVG0000	Cisco Video Surveillance IP Gateway video encoders and decoders use a high-quality MPEG-4 video compression technology that allows video streams to be switched over the IP network at up to full D1 resolution.		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Cisco TelePresence

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
TelePresence System x000	CTLP0000	Cisco TelePresence is an innovative new technology that combines rich audio, high-definition video, and interactive elements to deliver a unique, "in-person" experience over the network.	The Cisco TelePresence Meeting solution consists of the Cisco TelePresence 1000 and 3000 endpoint systems, designed for small groups and large groups, respectively. This can only be used for Video TelePresence applications.	Each	41% off Mfg List	$0.00	$0.00	No	No
TelePresence Multipoint Switch	CTPM0000	The Cisco TelePresence Multipoint Switch is an affordable, purpose-built appliance that is easy to install and offers superior scalability with up to 36 locations in a single meeting. Both point-to-point and multipoint meetings are easily set up directly from a user's groupware calendar (such as Microsoft Outlook), and meetings are initiated with the push of a button.		Each	41% off Mfg List	$0.00	$0.00	No	No
TelePresence Manager	CTMG0000	The Cisco TelePresence Manager interfaces with your enterprise groupware to enable scheduling with your calendar. It also pushes information to the system's phone interface.		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Cisco Unified Conferencing for TelePresence	CUTP0000	Cisco Unified Conferencing for TelePresence extends meeting access beyond the Cisco TelePresence meeting room by allowing users to simply dial into meetings from any telephone. You can set up Cisco TelePresence systems and Cisco Unified Conferencing for TelePresence directly from an Outlook calendar and attend meetings with the click of a button.		Each	41% off Mfg List	$0.00	$0.00	No	No
TelePresence Cisco Unified Communications Manager	CUCM0000	TelePresence Cisco Unified Communications Manager extends enterprise telephony features and capabilities to packet telephony network devices such as IP phones, media processing devices, voice over IP (VoIP) gateways, and multimedia applications.		Each	41% off Mfg List	$0.00	$0.00	No	No
Cisco 78xx Series Media Convergence Servers	CMCS0000	Cisco Media Convergence Servers provide highly available server platforms to host applications within the Cisco Unified Communications system.		Each	41% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Cisco Maintenance

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet Maintenance 8x5 Next Business Day (New Maintenance)	SNDB0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	12.4% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet Maintenance 8x5x4 Hour (New Maintenance)	SNTE0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 hour. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	12.4% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet Maintenance 24x7x4 Hour (New Maintenance)	SNTP0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 hour. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	12.4% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet Maintenance 24x7x2 (New Maintenance)	SSTP0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	12.4% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet Maintenance 8x5 Next Business Day (Maintenance Renewal)	SNDB0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	18.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet Maintenance 8x5x4 Hour (Maintenance Renewal)	SNTE0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 hour. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	18.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet Maintenance 24x7x4 Hour (Maintenance Renewal)	SNTP0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 hour. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	18.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet Maintenance 24x7x2 (Maintenance Renewal)	SSTP0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	18.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet On Site Maintenance 8x5 Next Business Day (New Maintenance)	CSNO0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	12.4% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet On Site Maintenance 8x5x4 Hour (New Maintenance)	CFSO0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 Hour, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	12.4% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet On Site Maintenance 24x7x4 Hour (New Maintenance)	CFPO0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 Hour, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	12.4% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet On Site Maintenance 24x7x2 (New Maintenance)	CTPO0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2 Hour, On site engineer for hardware replacement. This is for new SMARTnet maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	12.4% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet On Site Maintenance 8x5 Next Business Day (Maintenance Renewal)	CSNO0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5 Next Business Day, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	18.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet On Site Maintenance 8x5x4 Hour (Maintenance Renewal)	CFSO0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 8x5x4 Hour, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	18.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet On Site Maintenance 24x7x4 Hour (Maintenance Renewal)	CFPO0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x4 Hour, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	18.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
SMARTnet On Site Maintenance 24x7x2 (Maintenance Renewal)	CTPO0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Anytime access to the extensive Cisco.com online knowledge base, resources, and tools, Ongoing operating system software updates, including both minor and major releases within your licensed feature set, Proactive diagnostics and real-time alerts on select devices with Smart Call Home, Advanced hardware replacement 24x7x2 Hour, On site engineer for hardware replacement. This is for customers renewing their SMARTnet maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	18.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Application Software Support Minor Software Updates Maintenance (New Maintenance)	SASS0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates (excludes certain application software). This is for new maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	12.4% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Application Software Support Minor and Major Software Updates (New Maintenance)	SAUS0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor and major software updates (excludes certain application software). This is for new maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	12.4% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Application Software Support Minor Software Updates for UC Application Software (New Maintenance)	ESWS0000	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates for certain UC application software. This is for new maintenance customers.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	12.4% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Application Software Support Minor Software Updates Maintenance (Maintenance Renewal)	SASS0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates (excludes certain application software). This is for customers renewing their maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	18.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Application Software Support Minor and Major Software Updates (Maintenance Renewal)	SAUS0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor and major software updates (excludes certain application software). This is for customers renewing their maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	18.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Application Software Support Minor Software Updates for UC Application Software (Maintenance Renewal)	ESWS0001	Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC, Access to Cisco software center, Maintenance, minor software updates for certain UC application software. This is for customers renewing their maintenance.	Advanced hardware replacement is available in various options. For example, with 8X5 NBD, TAC is available 24 x 7 and advanced hardware replacement is available 8 hours per day with NBD delivery of a replacement. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications. *Some exceptions/restrictions apply. Service availability may vary by location and/or product type. There are many SMARTnet options to serve different customer needs. For more details please see www.cisco.com/go/smartnet or http://www.cisco.com/legal/services.html	Per Year	18.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Polycom

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Video Conferencing System									
ViaVideo Desktop Systems	VIAV0000	Desktop IP Video Conferencing Solution. The product offers IP Video benefits of high resolution content sharing, with simultaneous video and secure calling with embedded encryption. This also is an easy way to communicate face-to-face from your office, from your home, or on the road.		Each	32% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
VSX/HDX Series	VSXS0000	Polycom StereoSurround: Super wideband 14kHz audio delivered in two channels with true stereo separation – for conversations and rich media sharing. StereoSurround enables natural left/right audio recognition – just like being in the same room! Additionally, StereoSurround adds clarity so that it's possible to hear and process all far side speakers distinctly, even during multiple simultaneous conversations. Polycom Siren™ 14: Super wideband 14kHz audio, but taking up only a small portion of bandwidth. This provides the best audio at any data rate, while not taking bandwidth away from video! Pro-Motion: Combining excellent video resolution with smooth motion handling to provide the best video quality in the industry. Pro-Motion gives video conferencing users double the normal resolution, while maintaining the best possible frame rate for motion handling.		Each	37.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		SIP support: Polycom's entire video product line-up, from PVX to the VSX 8000/HDX series, includes support for both SIP and H.323. Whichever standard your organization has chosen, Polycom's PVX and VSX/HDX systems are the best solutions for your video network. iPriority™: The industry's best QoS for IP networks – a robust set of features to guarantee video, audio and data quality on IP networks. Over 20 QoS features guarantee video, audio and data quality on IP networks. including: IP Precedence, DiffServ, RSVP, lip sync, jitter correction, and correction for packet loss. AES Encryption: For video conferences that must be secure, Polycom includes standards-based encryption on each VSX/HDX system. Polycom encryption has been validated externally by NIST approved labs for FIPS compliance and includes a 128-bit key length.							

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Video Media Center (VMC)	VMCC0000	Polycom® Video Media Center™ (VMC) is a complete video content management solution that links the worlds of video conferencing and video streaming. VMC streamlines the video content lifecycle from creation to delivery. Captures videoconferences, training sessions, lectures, and more and enables packaging with documents, presentations, and other data. Manages large broadcasts to stream media content to thousands of desktops, extending the communications to new rich media and including Q&A with participants. Provides users with browser-based access to their own customized set of video channels, consisting of either live video streams or video-on-demand programming. Live Stream broadcast control, including question moderation for extending communications to thousands of desktops using multicast or CDN solutions. Extends real time communications to thousands of viewers live. Video on		Each	32% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
		demand content publication and management allows for mobility and flexibility with viewers. Multiple content sources and formats ranging from industry encoders through User/Employee generated media for either live streams or Video on Demand. Reports providing content viewing metrics based on dates, viewer, and duration. Publishing rights using LDAP or local users ensure secure and targeted publishing of the content. Provides storage options of using the internal hard drives or mapped network storage.							
Video Border Proxy (VBP) Family	VBPF0000	The Video Border Proxy (VBP) family includes VBP 200 EW, VBP 4350 Series, VBP 5300-E Series, VBP 5300-S Series, VBP 6400-E Series, and VBP 6400-S Series. VBP protects critical IP communication components. Protects H.323 gatekeepers and multipoint conference units from network-based attacks. Eliminates security risks posed by other traversal methods. Employs a stateful packet inspection firewall in combination with an application layer gateway. Routes video and voice traffic via the shortest path possible. Supports up to 85 Mbps of traffic in any combination of voice, video, or data.		Each	42% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Real Presence Experience (RPX) Series	RPXS0000	Polycom RPX is a life like eye to eye surround, immersive, acoustically tuned all inclusive solution. It is standards based with backwards capability with legacy systems. It is the only prefabricated all inclusive environment manufactured in modular movable form.		Each	19% off Mfg List	$0.00	$0.00	No	No
Open Telepresence Experience (OTX) Family	OTXF0000	Polycom Open Telepresence Experience (OTX) is an immersive telepresence solution that enables more effective collaboration across distances among employees, customers, and partners to help organizations improve productivity, accelerate decision making, and provide business continuity. OTX accelerates return on investment through breakthrough bandwidth management. OTX provides Industry-leading support of the standards-based H.264 High Profile can save up to 50% of ongoing bandwidth consumption and cost. OTX has superior immersive telepresence quality of experience, including the benefits of conversational		Each	25% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
IP Multi Channel Conferencing Unit (MCU)									
Multi Station Gateway Conferencing (MGC) 25	IMGC0025	The MGC-25 platform is an economical and easy to use multi-network conferencing solution. The MGC-25 is a small 19" chassis with a sleek, rack mountable design, yet provides value conferencing by supporting the same software as the MGC and MGC+ platforms. With 10 pre-set configurations, the MGC-25 is the perfect solution for any work group environment, or large enterprise with distributed network requirements.		Each	43% off Mfg List	$0.00	$0.00	No	No
MGC50/100	IMGC050	Polycom's MGC-50 and MGC-100 are high performance, highly scalable MCU and gateway platforms. These flexible systems, designed to accommodate users' changing multipoint needs, use a modular "universal slot" platform that allows a high degree of customization based on port capacity and functionality requirements. The 8-slot MGC-50 can be used in either a distributed or centralized deployment of conferencing and gateway services. The MGC-100, with twice the scalable capacity of the MGC-50 and redundant power supplies, meets the requirements for a centralized service requiring support for a large number of ports, features and multiple network connections, dedicated, switched and packet.		Each	48% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Real Media Experience (RMX) Family	RMXF0000	Real media Experience family offers a redundant and scalable conference platform that delivers audio calls, desktop video deployments, and process intensive immersive telepresence. This series includes the following parts and associated software including RMX 4000, RMX 2000 and RMX 1000. RMX platforms offer high capacity for audio, conference room, desktop video, and immersive telepresence calls. Built-in redundancy (redundant AC/DC power supplies), hot swappable parts. Multi-network support – IP (H.323, SIP), PSTN, and ISDN on a single chassis. Supports resolutions up to 1080p; Polycom® Video Clarity™ improving non-HD video streams.		Each	47% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Web Office	WEBO0000	Polycom's Suite of Management Products for NS based solutions.		Each	48% off Mfg List	$0.00	$0.00	No	No
WebCommander	WEBC0000	Polycom's WebCommander is an intuitive web-based interface for scheduling, monitoring and managing video and audio conferences. WebCommander empowers both administrators and users to control all aspects of setting up and running conferences on Polycom MGC platforms, through a web-based wizard interface or Microsoft Outlook.		Each	48% off Mfg List	$0.00	$0.00	No	No
IP Video Accessories									
Video and Voice Accessories	VVAC0000	All accessories for IP voice/video products.		Each	21% off Mfg List	$0.00	$0.00	No	No
Video Software Personal Video Experience (PVX)	IPVX0000	Polycom PVX software application extends the premier Polycom video conferencing experience to every desktop and delivers unprecedented technology and performance. The Polycom PVX also offers the benefits of high resolution content sharing, with simultaneous video and secure calling with embedded encryption. The Polycom PVX solution is an easy way to communicate face-to-face from your office, from your home, or on the road.		Each	32% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
PathNavigator Software	IPNS0000	Polycom's PathNavigator gatekeeper makes IP and ISDN video communications easy to use, with features such as OneDial (simplified dialing) and on-demand "Meeting Rooms," which allow participants to easily initiate a meeting at any time without third party intervention.		Each	32% off Mfg List	$0.00	$0.00	No	No
Polycom Conference Suite Software	PCNF0000	Suite of all conferencing management tools		Each	32% off Mfg List	$0.00	$0.00	No	No
Global Management Systems Software	GMSS0000	Designed for IT professionals, the Polycom Global Management System is a web-based system management software solution that enables centralized support of enterprise-wide Polycom video endpoints and MCUs. The feature-rich software includes six major components – System Management, Global Directory, SoftUpdate, Provisioning, Account Management and Reports.		Each	32% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Distributed Media Application (DMA) Family	DMAF0000	The Polycom DMA solution is a unique network-based application for managing and distributing multipoint calls across conference platforms. DMA has a highly reliable and scalable media processing structure. DMA has increased reliability and improved user experiences with no single point of failure. DMA leverages ATCA-based Polycom RMX media servers and hot standby application servers to ensure uptime by routing around outages and failures. Intelligent Zone Based uses Round Robin and Least Used algorithms to load balance and distribute the multipoint calls onto the media servers, ensuring the ports are used to the maximum. Scalability up to 1200 ports by adding up to 10 Polycom RMX media servers. Centralized Administration provides easier management of user video accounts using LDAP, call logging and system monitoring.		Each	47% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Converged Management Application (CMA) Family	CMAF0000	Polycom Converged Management Application™ (CMA) and Polycom CMA Desktop provides centrally manage and deploy visual communication across your entire organization. CMA leverages a single powerful application to manage telepresence, video conferencing, desktop PC, and multipoint video resources. CMA Integrates with existing corporate directory services to speed deployment and enable seamless contact/resource locating. CMA enables users to instantly verify contact and resource availability with integrated presence (awareness and status icons).		Each	37% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Polycom Maintenance

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Polycom Immersive Telepresence Services (New and Renewal Maintenance)	PITS0000	Includes 24x7 help desk, advance replacement parts, software subscription and implementation, 2x/year preventative maintenance inspection, and business day on-site technician. Maintenance on peripherals added after the initial installation will be covered for the same period as the system level maintenance agreement. Principle Period of Maintenance (PPM) - 8:00 am to 5:00 p.m., local time, Monday through Friday, excluding Polycom recognized holidays.	Polycom Immersive Telepresence Maintenance MLP is based on OTX 300 Series	Each	5% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Polycom Maintenance (New and Renewal Maintenance)	PLMN0000	The Polycom Maintenance family includes: 1.) Polycom Premier Maintenance includes business hours help desk, advance replacement parts, & software subscription for maintenance term. 2.) Polycom Premier Plus - Adds next business day on-site technician support to Premier maintenance contract (best effort). 3.) The Polycom Support service includes the Extended Telephone Support that upgrades technical support from business hours to 24x7 Maintenance on peripherals added after the initial installation will be covered for the same period as the system level maintenance agreement. Principle Period of Maintenance (PPM) - 8:00 am to 5:00 p.m., local time, Monday through Friday, excluding Polycom recognized holidays.	Polycom Maintenance MLP is based on DMA 7000	Each	25% off Mfg List	N/A	N/A	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Avaya

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Avaya Routing Switches									
Avaya ERS 2XXX LAN switches	ERSW0002	The Avaya ERS 25XX provides 26 port 10/100TX, and 50 port 10/100TX with POE and non-POE versions. The feature full management, QOS, and security for a very low entry cost.		Each	49% off Mfg Llist	$0.00	$0.00	No	No
Avaya ERS 4XXX LAN switches	ERSW0004	The Avaya ERS 45XX provides enterprise class performance and resiliency and high-end features like HiStack switch connectivity, QOS, end point security, and DMLT for no single point of failure. The 4550 is available in a 24 port 100FX, 48 port 10/100TX.		Each	49% off Mfg List	$0.00	$0.00	No	No
Avaya ERS 5XXX LAN switches	ERSW0005	The ERS 55XX is the high end enterprise switch providing line rate performance and redundancy. Supports advanced routing features, HiStack resiliency, QOS, and redundant power supply options. There are 24 and 48 port POE and non-POE as well as a 10GigE ve.		Each	48% off Mfg List	$0.00	$0.00	No	No
Avaya Enterprise Routing Switch 8XXX Series	ERSW0008	The Avaya 8XXX ERS provides terabit routing throughput and 99.999% reliability with a variety of line card options including 10/100/1000 Ethernet, 30 port GigE, 10GigE, and WAN options. Other features include advanced QOS, sub second fail-over, Integrate.		Each	46% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Avaya ERS Redundant Power Supply	ERSR0000	The RPS 15 can support 3 power supply units in each chassis for 2xxx, 4xxx and 5xxx series.		Each	48% off Mfg List	$0.00	$0.00	No	No
Avaya ERS Management Software	ERSM0000	The Avaya management platforms include Policy Manager, ENMS, and Enterprise Switch Manager for QOS and security, fault and element, as well as configuration management.		Each	47% off Mfg List	$0.00	$0.00	No	No

Avaya Secure Router

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Avaya Router 1xxx Series	NSCR1000	The Avaya Secure Router 1XXX series are feature rich, low cost, and high performance WAN routers supporting from 1 T-1 or 1 broadband connection to 4 T-1 connections. It also has optional Firewall and Virtual Private Network (VPN) capabilities.		Each	46% off Mfg List	$0.00	$0.00	No	No
Avaya Router 3xxx Series	NSCR3000	The Avaya Secure Router 3120 is a feature rich, low cost, and high performance WAN router with a wide variety of interfaces including, 10/100/1000 switch blades, 1, 4 and 8 port T-1, DS3, and GigE. It also has optional Firewall and Virtual Private Network (VPN) capabilities.		Each	46% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Avaya Router 4xxx Series	NSCR4000	The Avaya Secure Router 4134 is a feature rich, low cost, and high performance WAN router with a wide variety of interfaces including, 10/100/1000 switch blades, 1, 4 and 8 port T-1, DS3, and GigE. It also has optional Firewall and Virtual Private Network (VPN) capabilities. In addition to routing capabilities it supports Ethernet Switches with PoE and FXO/FXS ports.		Each	46% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Avaya Security Solutions

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Avaya VPN Gateway Series	NVPG0000	The Avaya VPN Gateway provides secure SSL and IPSec termination for remote users. Various license packages are available (50, 100, 250, 500, 1000).		Each	46% off Mfg List	$0.00	$0.00	No	No
Avaya VPN Router Series	NVPR0000	The Avaya VPN Router is primarily an IPSec WAN branch to branch security device but also can support SSL and Ipsec remote access users.		Each	46% off Mfg List	$0.00	$0.00	No	No

Avaya Secure Wireless Solution

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Avaya WLAN 23XX Security Switch Series	WLAN2000	The Avaya WLAN 23XX family of security switches controls the access points and performs key functions such as security, networking, quality of service (QoS) and roaming for mobile users. The WLAN Security Switch also correlates radio frequency data from multiple access points and coordinates their response to changing RF conditions and RF attacks.		Each	39% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Avaya WLAN 23XX Access Point Series	WLAN2300	The Avaya WLAN 23XX Series Access Points perform 802.11a/b/g mobile connectivity, encryption/ decryption for wireless traffic, priority queuing and radio frequency (RF) monitoring, including rogue access point identification and containment. Access points exchange control and data traffic with their associated WLAN Security Switch.		Each	39% off Mfg List	$0.00	$0.00	No	No
Avaya WLAN Management Software Series	WLMS0000	The Avaya WLAN Management Software system is a comprehensive design and management tool that identifies ideal access point locations on detailed floor plans, configures all devices with a single click and provides granular monitoring and reporting for complete visibility and control over the entire system.		Each	39% off Mfg List	$0.00	$0.00	No	No
Avaya WLAN Location Engine Series	WLEN0000	The WLAN Location Engine is an optional element that adds integrated location services to any WLAN 2300 installation enabling new applications and services such as location-based security policies, content delivery or asset locating and tracking.		Each	39% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service

Avaya Maintenance

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Avaya Maintenance Technical Support and Repair 10 Day	NTGL5300	Avaya will ship the same or like Field Replaceable Unit (FRU) within 10 business days upon receipt of part. This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Not supported by MNS. MNS SLA's would not apply.	Per Year	15.8% off Mfg List	$0.00	$0.00	No	No
Avaya Maintenance Managed Spares and On-Site, 4 Hours 7x24	NTGN5300	Avaya will dispatch a technician and spare part, also called a Field Replaceable Unit (FRU), to the customer's contracted site in exchange for the faulty FRU removed from the defective Avaya product. * 4 hour same day parts & labor if the site is within 50 miles of parts depot, 6 hours if the site is within 51-100 miles based on zip code. This service is provided 7-days-a-week, 24-hours-a-day. No Prerequisites Apply (begins upon RMA being issued by NN). This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Supported by Managed Services. Managed Services SLA's would not apply to maintenance	Per Year	15.8% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Avaya Maintenance Managed Spares and On-Site, Next Business Day	NTGJ5300	Avaya will dispatch a technician and spare part, also called a Field Replaceable Unit (FRU), to the customer's contracted site in exchange for the faulty FRU removed from the defective Avaya product. * Next business day parts & labor if site is within 250 miles of parts depot based on zip code. This service is provided Mon - Fri (excluding holidays) 7AM - 7PM local time if Return Material Authorization (RMA) is issued by 7PM local time, otherwise 2nd business day. This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Supported by Managed Services. Managed Services SLA's would not apply to maintenance	Per Year	15.8% off Mfg List	$0.00	$0.00	No	No
Avaya Maintenance Managed Spares and Ship Equipment for Customer Install, Next Business Day	NTGF5300	Avaya will ship for next day delivery a spare part, also called a Field Replaceable Unit (FRU). Mon - Fri (excluding holidays) 7AM - 7PM local time if Return Material Authorization (RMA) is issued by 7PM local time, otherwise 2nd business day. This includes 7X24 Technical Phone Support and Operational Software upgrades and Patches.	Not supported by MNS. MNS SLA's would not apply.	Per Year	10.5% off Mfg List	$0.00	$0.00	No	No
Technical Support Only	NTGE5300	This is for 7X24 Technical Phone Support and Operational Software upgrades and Patches only.	Not supported by MNS. MNS SLA's would not apply.	Per Year	10.5% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Plantronics									
Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Plantronics H251 Series	PLTR0251	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.		Each	25% off Mfg List	$0.00	$0.00	No	No
Plantronics H261 Series	PLTR0261	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.		Each	25% off Mfg List	$0.00	$0.00	No	No
Plantronics 510S Series	PLTR0510	Headsets connect to IP Telephones to allow for handsfree call processing. Headsets include amplifier, voice boom or tube, lifter and headset.		Each	25% off Mfg List	$0.00	$0.00	No	No
Plantronics CS351	PLTR0351	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.		Each	25% off Mfg List	$0.00	$0.00	No	No
Plantronics CS361	PLTR0361	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.		Each	25% off Mfg List	$0.00	$0.00	No	No

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Plantronics CS55	PLTR0055	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.		Each	25% off Mfg List	$0.00	$0.00	No	No
Plantronics CS70	PLTR070	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.		Each	25% off Mfg List	$0.00	$0.00	No	No
Plantronics H41	PLTR0041	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.		Each	25% off Mfg List	$0.00	$0.00	No	No
Plantronics H81	PLTR0081	Headsets connect to IP Telephones to allow for hands free call processing. Headsets include amplifier, voice boom or tube, lifter and headset.		Each	25% off Mfg List	$0.00	$0.00	No	No

January 30, 2007
Updated August 29, 2013

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges	Delegation Required	Mandatory Service
Bogan									
Feature Name	**Feature Identifier**	**Feature Description**	**Feature Limits or Compatibility Restrictions**	**Unit of Measure**	**Unit Non - Recurring**	**Unit Recurring**	**Change Charges**	**Delegation Required**	**Mandatory Service**
Bogan PCMTIM Series	BOGN0000	A Paging Interface Module is for Hosted IP Centrex user access to a customer provided external paging system using an IP Telephone. The paging interface module requires a Hosted IP Centrex seat and Mediatrix device to connect to customer provided analog paging equipment.		Each	20% off Mfg List	$0.00	$0.00	No	No

Note: Discounts are from Manufacturers Suggested List Price. Feature Identifier is determined by specific make, model, and configuration purchased.

Taxes and Surcharges:
The following taxes and/or surcharges may apply. See CALNET 2 Exhibit 5A - Tax Determination Matrix, MSA 3 for specific detail.
- California Universal Lifeline Telephone Service Surcharge
- California Relay and Communications Devices Fund
- California High Cost Fund - A
- California High Cost Fund - B
- California Teleconnect Fund
- California E911 Surcharge
- Federal Excise Tax
- California State and Local Sales Tax
- California State and Local Surcharges
- California Advanced Service Fund
- Carrier Cost Recovery Charge
- CPUC Fee
- Federal Universal Service Fee
- Regulatory Charge
- Administrative Expense Fee