

DAS MASTER AGREEMENT NUMBER:

B-03-006

DAS APPROVAL DATE:

2/10/2016

VENDOR NAME: FRONITER (SBC SNET)

SERVICE/PRODUCT NAME: Internet Access – Dial Internet

SERVICE/PRODUCT DESCRIPTION:

FRONTIER (SBC) Yahoo! Dial Internet

FRONTIER (SBC) and Yahoo! offers a co-branded, premium dial-up access Internet service. FRONTIER (SBC) Yahoo! offers an easy-to-understand Internet experience with a content-rich home page. FRONTIER (SBC) Yahoo! Dial Internet includes the following features:

- Yahoo! Instant Messaging
- Yahoo! Chat
- The ability to check e-mail from any computer in the world
- Pop-Up Blocker to keep annoying ads at bay
- Parental controls customizable to your preferences
- Firewall software to help shield your computer from unauthorized access
- SpamGuard to keep unwanted email from clogging your inbox
- Email virus protection software
- Seamless transition from old Internet service – email forwarding, address-change notification
- Unlimited nationwide dialup Internet access
- Personalized FRONTIER (SBC) Yahoo! Dial home page
- Customized FRONTIER (SBC) Yahoo! Dial browser
- FRONTIER (SBC) Yahoo! Photos and Briefcase with up 210 MB of online storage
- Two Consumer Reports® guides
- Enhanced email – FRONTIER (SBC) Yahoo! Mail PLUS at no extra cost with 25 MB of storage, POP access and email forwarding
- Up to 10 additional FRONTIER (SBC) Yahoo! Mail accounts with 10MB of storage each, POP access and email forwarding
- SBC Yahoo! Messenger

Special Features*

During registration you will also be invited to choose one of the following services at no extra cost:

- Three months of FRONTIER (SBC) Yahoo! Bill Pay
- One FRONTIER (SBC) Yahoo! Personals enhanced ad
- Three month membership to FRONTIER (SBC) Yahoo! Games All-Star Package
- Email Marketing Trial
- FRONITER (SBC) Yahoo! Mail Extra Storage – 25 MB extra on Master account
- Premium Business News and Information

SERVICE LEVELS:**Installation Intervals**

Less than 10 lines = 15 business days
10 or more lines = Individual Case Basis

Routine Repair Intervals

Response time = Less than 1 hour
Repair Resolution time = 4 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when FRONTIER (SBC SNET) receives a report of a problem or otherwise becomes aware of a problem, and the time that FRONTIER (SBC SNET) responds to the end user or other designated contact to verify the problem.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that FRONTIER (SBC SNET) restores service and such service is acceptable to the State.

SERVICE AVAILABILITY/LIMITATIONS:**SERVICE AVAILABILITY**

See Service Availability spreadsheet

MINIMUM REQUIREMENTS**FRONTIER (SBC) Yahoo Dial System Requirements:****Personal Computer (PC)**

Windows NT / 2000 / XP

- Pentium Class - 166 MHZ Processor or better
- 16 bit color video adapter with 800X 600 resolution
- 64 MB RAM
- 75 MB of hard drive space
- CD-ROM or DVD drive
- 28.8 Modem or better

Windows 95b / 98 / ME

- Pentium Class - 166 MHZ Processor or better
- 16 bit color video adapter with 800X 600 resolution
- 32 MB RAM
- 75 MB of hard drive space
- CD-ROM or DVD drive
- 28.8 Modem or better

Note: FRONTIER (SBC) Yahoo does not support Windows 3.x

MacIntosh Computers

- MAC version OS 10.0.1 or later
- 75 MB of hard drive space
- CD-ROM or DVD drive
- 28.8 Modem or better
- Dial Up Networking Installed

PRODUCT SCHEDULE

1/21/03

MASTER AGREEMENT NUMBER: B-03-006							DAS APPROVAL DATE: 2/10/2016		
VENDOR NAME: FRONTIER									
SERVICE NAME: Internet Access - Dial Up Internet Service- FRONTIER (SBC) Yahoo! Dial									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the FRONITER (SBC SNET) Master Agreement									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit		Recurring Monthly Cost	
Add	10/02/15	02/10/16	1		FRONTIER (SBC) Yahoo! Dial - Unlimited access	line		\$21.95	
Add	10/02/15	02/10/16	2	IINET	FRONTIER (SBC) Yahoo! Dial - Unlimited access w /FRONTIER (SNET) All Distance	line		\$18.95	
NOTE: Grey highlighted items are no longer available. They have been either deleted, changed, and/or no longer apply.									