DOIT MASTER AGREEMENT NUMBER: **B-03-006**	DOIT APPROVAL DATE: **10/12/2011**
VENDOR NAME: SBC SNET	**FEIN: 06-0542646**

SERVICE/PRODUCT NAME: ISDN BRI and PRI Service: PRI Service- Enhanced Multipath

SERVICE/PRODUCT DESCRIPTION:

SBC SNET's Enhanced Multipath (ISDN PRI) is a flexible, high-speed switched digital service using Q.931 signaling that allows you to use the same channel for voice, data, or video.

ISDN-PRI is configured over a DS1 facility provisioned as B8ZS and ESF and can be configured for circuit switched voice and/or circuit switched data, and designed as call-by-call or dedicated service. PRI can be configured to redirect traffic to take advantage of various carriers and usage rates, or combine channels for faster speeds.

SBC SNET Enhanced Multipath features:

- **Incoming Call Detail —** ISDN-PRI provides incoming Caller ID on telephone numbers at no additional charge. Caller ID with Name is available at an additional cost.
- **Flexibility —** ISDN-PRI is served over a DS1 or greater transport facility. PRI is a switched digital service that allows 1.536 Mbps speed on a dialed basis. Consolidated trunking services, reduced call blockage, and less cabling and interface equipment for significant cost savings.
- **Increased Efficiency —** ISDN-PRI allows your trunks to carry 20 to 30 percent more traffic than analog trunks because of out-of-band signaling.
- **Fast Call Setup —** PRI call setup is .5 seconds compared to 3 to 5 seconds for analog trunks.
- **Dynamic Channel Allocation (DCA) —** Allows a customer to designate the quantity of call types to be allocated within previously provisioned criteria for either DID or DOD services as call by call.
- **Backup D-Channel (BD-C) —** Provides enhanced continuity of service (in arrangements of two or more ISDN-PRI Interfaces) by allowing a D channel of one ISDN-PRI Interface to automatically take over for a failed D channel of another ISDN-PRI Interface. The D-channel of a Primary rate span carries call-control signaling for multiple PRI B-channels and T1 spans. If the primary D-channel should fail, calls over the controlled B-channels are taken down. This feature enhances the survivability of PRI spans by providing a back up D-channel that automatically takes over signaling responsibilities of the failed D-channel.
- **B Channel —** Provides one voice or data channel on the PRI and the public switched telephone network (PSTN).

Custom Location Alternate Routing (CLAR)

Custom Location Alternate Routing (CLAR) is an Intelligent Network-based service that allows the customer to safeguard against the loss of incoming calls due to circumstances that make the customer's location inaccessible (i.e., disaster, fire, flood, cable cut, etc.). CLAR service allows the customer to develop and maintain alternate routing plans that can be activated to reroute incoming calls to predetermined alternate customer locations. CLAR service also provides the customer the ability to route inbound calls based on customer-defined call traffic management conditions.

CLAR is available on Analog Lines and Trunks (CentraLink 1100), Digital Trunks over T-1(Basic Multipath), Centrex lines (DCOSS, ISDN, CentraLink 2100 and 3100), DID numbers, PRI (Enhanced Multipath) and BRI service. The customer may activate CLAR alternate routing plans 24 hours a day, seven days a week. A customer can define up to nine alternate routing plans with a maximum of 10,000 protected telephone numbers. Only one plan can be active at any given time.

Should an emergency arise, the customer activates and deactivates their CLAR plan via any touch-tone phone using a 6 digit pin number. The CLAR customer must specify an actual 10-digit number as the destination number for each protected number in each plan. The destination number can be any 10-digit number, including Cellular service. CLAR offers three optional routing features: Day of Year, Time of Day/Day of Week, and Percentage Allocation:

When dialing in to their plan the customer will be able to:

1. Choose the current destination option (i.e. activate or deactivate the CLAR)
2. Hear the mapping of protected Telephone numbers to destination numbers in each destination option
3. Hear whether or not they have Time-of-Day, Day-of-Week, Day of Year, or Percentage Allocation routing, but not hear the details of those configurations
4. Change their PIN

The CLAR customer is responsible for the payment of any applicable station-to-station charges for each call between the central office where the CLAR protected numbers reside and the telephone number to which the call is being rerouted. The customer is also responsible for establishing sufficient capacity of facilities at the forward-to destination to handle the volume of calls being forwarded via CLAR.

National Security Emergency Preparedness (NS/EP) Telecommunications Service Priority (TSP) System

In 1988, the Federal Communications Commission revised the Restoration Priority System with the National Security Emergency Preparedness (NSEP) TSP System. This system ensures priority treatment of restoration to telecommunication services following natural or technical disasters.

TSP assigned telecommunication services are provisioned and restored before non-TSP services. Any Federal, State and local government, private industry or foreign government with telecommunications services supporting a national security or emergency preparedness mission qualifies for TSP.

Provisioning

If SBC receives an Emergency (E) provisioning priority it must take immediate action to provide the service at the earliest possible date, including dispatching service personnel outside of normal business hours. The FCC order requires that service vendors provision Emergency (designated by an E) TSP services before any Essential (designated by a 1, 2, 3, 4, or 5) TSP service or non-TSP services. The order processing is escalated up through management as far as necessary to complete the order. Service vendors receiving service requests with an Essential provisioning priority must make their best effort to provide the TSP services by the service user's requested due date.

Restoration

When a trouble report is received, or SBC otherwise recognizes that the TSP circuit is out or unusable, it must allocate available resources to restore the service as quickly as possible. TSP services assigned restoration priorities of 1, 2, or 3 require dispatch outside normal business hours. Vendors must dispatch service personnel outside normal business hours to restore TSP service assigned a 4 or 5 priority only when the next business day is more than 24 hours away.

Sponsorship

The FCC designated the Executive Office of the President (EOP) as administrator of the TSP Program. The EOP delegated its responsibilities to the Manager of the National Communications System (NCS), which, in turn, assigned the administration and execution of the TSP Program to the Office of Priority Telecommunications (OPT) located at the NCS. The primary roles of a Federal sponsor are to:

- Review and determine whether to approve foreign, State, and local government and private industry requests for priority actions.
- Affirm that the requested priority level assignment is appropriate.

Sponsorship for TSP may be obtained from the National Communications System through the TSP Web Site at http:\\tsp.ncs.gov.

SERVICE LEVELS:

Installation Intervals

PRI

Less than 10 lines = 15 business days

10 or more lines = Individual Case Basis

CLAR

Less than 100 numbers = 10 business days

100 or more numbers = Individual Case Basis

Activation/Deactivation Intervals

Less than 1 minute

Routine Repair Intervals
PRI
Response time = Less than 1 hour
Repair Resolution time = 5.5 hours or less
CLAR
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 SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that 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 SNET restores service and such service is acceptable to the State.

SERVICE AVAILABILITY/LIMITATIONS:
See Service Availability spreadsheet
CLAR
CLAR is available on Analog Lines and Trunks (CentraLink 1100), Digital Trunks over T-1(Basic Multipath), Centrex lines (DCOSS, ISDN, CentraLink 2100 and 3100), DID numbers, PRI (Enhanced Multipath) and BRI service

LIMITATIONS

- CLAR will not handle the loss of the serving SBC Central Office where the customer's main telephone numbers reside
- CLAR is not available on Residence lines

MASTER AGREEMENT NUMBER:	B-03-006	DOIT APPROVAL DATE:	10/12/2011
VENDOR NAME:	**SBC**	**VENDOR FEIN:**	**06-054-26-46**

SERVICE NAME: ISDN BRI AND PRI Service - PRI Service - Enhanced Multipath

A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Non-Recurring Unit Cost	Recurring Monthly Cost	
Change	08/31/06	10/01/06	4a		Enhanced Multipath: Statewide	PRI	$875.00	$500.00	
Change	1011/11	10/12/11	4a	ZPM5X	Enhanced Multipath: Statewide	PRI	$875.00	$500.00	
Change	10/19/04	10/21/04	5		Federal Subscriber Line Charge	PRI	$0.00	$28.55	
Change	1011/11	10/12/11	5	9ZCP1	Federal Subscriber Line Charge	PRI	$0.00	$28.55	
Add	12/01/03	12/10/03	6		Enhanced Multipath Interoffice Mileage - per mile (if provisioned from non-serving wire center)	mile	$0.00	$30.00	
Change	1011/11	10/12/11	6	JZ25X	Enhanced Multipath Interoffice Mileage - per mile (if provisioned from non-serving wire center)	mile	$0.00	$30.00	
Add	06/16/05	07/01/05	7	P1APX	TSP Priority Installation	PRI	$113.59	$0.00	
Add	06/16/05	07/01/05	8	PR5PX	TSP Priority Restoration	PRI	$101.82	$0.00	
Add	06/16/05	07/01/05	9	PR8PX	TSP Priority Restoration change level	PRI	$6.47	$0.00	
Add	06/16/05	07/01/05	10	PR9PX	TSP Priority Restoration maintenance	PRI	$0.00	$8.82	
					CLAR				
Add	6/21/06	07/17/06	11	SEPRE	Service establishment Plan 1	plan	$350.00	$0.00	
Add	6/21/06	07/17/06	12	R7UFX	Protected number- Plan 1	tn	$10.00	$4.00	
Add	6/21/06	07/17/06	13	EWP	Addl alternate routing Plan 2-9	plan	$70.00	$70.00	
Add	6/21/06	07/17/06	14	NR9FA	Protected number per addl routing Plan 2-9	tn	$1.50	$0.00	
Add	6/21/06	07/17/06	15	NR9EV	Routing plan change per tn (1-9)	tn	$10.00	$0.00	
Add	6/21/06	07/17/06	16	R7MPG	Calendar Routing :Time of Day / Day of Week /Day of Year	app	$70.00	$70.00	
Add	6/21/06	07/17/06	17	R7WPG	Percentage allocation routing	plan	$70.00	$70.00	
Add	5/11/07	06/01/07	18	NM1PQ	Caller ID with Name	PRI	$0.00	$100.00	
					E911 Surcharge				
Add	10/15/10	10/18/10	19		E911 Surcharge - 1 Line *(Per Line Per BTN)*	LINE	$0.00	$0.47	
Add	10/15/10	10/18/10	20		E911 Surcharge - 2 Lines *(Per Line Per BTN)*	LINE	$0.00	$0.35	
Add	10/15/10	10/18/10	21		E911 Surcharge - 3 Lines *(Per Line Per BTN)*	LINE	$0.00	$0.31	
Add	10/15/10	10/18/10	22		E911 Surcharge - 4 - 5 Lines *(Per Line Per BTN)*	LINE	$0.00	$0.28	
Add	10/15/10	10/18/10	23		E911 Surcharge - 6 - 10 Lines *(Per Line Per BTN)*	LINE	$0.00	$0.24	
Add	10/15/10	10/18/10	24		E911 Surcharge - 11 - 25 Lines *(Per Line Per BTN)*	LINE	$0.00	$0.19	
Add	10/15/10	10/18/10	25		E911 Surcharge - 26 - 50 Lines *(Per Line Per BTN)*	LINE	$0.00	$0.16	
Add	10/15/10	10/18/10	26		E911 Surcharge - 51 - 99 Lines *(Per Line Per BTN)*	LINE	$0.00	$0.12	
Add	10/15/10	10/18/10	27		E911 Surcharge - 100+ Lines *(Per Line Per BTN)*	LINE	$0.00	$0.09	

* NRC applies to new services only

See also Local Exchange Service- ISDN PRIs with DID Service Enhanced Multipath for additional items for trunks over PRI

NOTE: Grey highlighted items are no longer available. They have been either deleted, changed, and/or no longer apply.