

DOIT MASTER AGREEMENT NUMBER:

B-03-013

DOIT APPROVAL DATE:

8/13/2004**VENDOR NAME: MCI WORLDCOM Communications, Inc.****FEIN: 47-0751768****SERVICE/PRODUCT NAME: Internet Access – Dial-up Services****SERVICE/PRODUCT DESCRIPTION:**

Internet Dial Corporate is a remote IP dial access service designed for corporate customers. It provides an excellent foundation infrastructure for remote analog or ISDN access to a business intranet, extranet, or virtual private network (VPN).

Features and Benefits of Internet Dial Corporate

Features	Description of Feature	Benefit to the Customer
Dial access to Internet and corporate local area network (LAN)	Provides dial-up access to the Internet. Access to the Corporate LAN is provided via an optional T1.	Low-cost access to the Internet without having to utilize corporate Internet resources.
Worldwide Coverage	Points of presence (POPs) available in countries where your customers do business.	Allows access to the Internet while traveling abroad.
End User Billing (EUB) Option	Optional service providing billing directly to end-user, sponsor reporting, and management of collections and receivables.	Flexible billing options to meet customer needs.
V.90 and ISDN support	Fast 56 Kbps and ISDN dial-up.	A variety of dialing options and speeds.
Filtering option	Restricts a user's access to the corporate LAN or selected Internet sites.	Can choose to add route filtering to restrict end-user access to approved networks.
Enterprise Service Manager (ESM)	Web-based customer admin/end-user interface. (Optional Radius Proxy).	Provides end-user administration 24x7.
PAL and/or Access Manager Client Software	Up-to-date directory of phone numbers; user-friendly interface makes roaming easy.	Convenient dialing software that automatically maintains a current list of access numbers. Access Manager utilizes ESM to push policy and software updates to users.
Standard SLA	Internet Dial Corporate includes a six-point SLA.	Provides guaranteed service metrics for mission-critical applications and solutions.

Optional features:

- 800# for Toll Free Access
- Named Filters – provides destination management
- Additional Network Access Identifier (NAI)
- Layer 2 Tunneling Protocol (L2TP)
- Roaming – if traveling outside of home country, does not apply to Canada, U. S. Virgin Islands, Hawaii, Alaska, contiguous U.S. or Puerto Rico for North American users
- End User Support Services
- Gold SLAs

SERVICE LEVELS:

SLAs for Internet Dial Corporate on the MCI DAN are:

Features	Internet Dial Corporate (DAN)
Accessibility	95% 93% for Extended DAN
Login Success Rate	90% 80% for Extended DAN
Throughput	100% of modem connect speed 100% for Extended DAN
Modem Connect Speed	42K – V.90 modems
Latency	55 ms – U.S. and Europe 95 ms – NY to London
Packet Delivery	99.5% – North America, Europe, and Transatlantic
Remedies	One-day credit of remote access charges net of discount

SERVICE AVAILABILITY/LIMITATIONS:

Service is available from any analog or ISDN line. Access is provided through the more than 4,500 MCI POPs around the world. Access to the local POP is provided through the Access Manager or PAL client software or can be located at: <http://global.mci.com/us/enterprise/internet/pops/>. In the event that a local dialing number is not available access is available through a toll free 800#.

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SERVICE NAME: Internet Acces - Dial-up Services									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Charge
Add	09/17/03	09/19/03	1		Corporate Dial Flat Rate Plan (150 hours per month per user, billed based on the peak number of users per month)	ea	\$0.00	\$0.00	\$17.60
Change	07/14/04	08/13/04	1		Corporate Dial Flat Rate Plan (150 hours monthly per user) – Billing is based on the number of unique active (those that actually use the service in the month then being billed) Authorized User accounts registered on the ESM database during the applicable monthly billing period.	ea	\$0.00	\$0.00	\$17.60
Add	09/17/03	09/19/03	2		Overage (per hour)	ea	\$0.00	\$0.00	\$1.50
Add	09/17/03	09/19/03	3		Flat Rate Plan Toll Free Access Surcharge (per hour)	ea	\$0.00	\$0.00	\$3.43
Add	09/17/03	09/19/03	4		Corporate Dial Usage Plan (per hour)	ea	\$0.00	\$0.00	\$1.37
Add	09/17/03	09/19/03	5		Internet Dial Office ISDN	ea	\$0.00	\$0.00	\$146.02
Add	09/17/03	09/19/03	6		Named Filter	ea	\$0.00	\$0.00	\$1,000.00
Add	09/17/03	09/19/03	7		Additional Network Access Identifier (NAI)	ea	\$1,000.00	\$0.00	\$0.00
Add	09/17/03	09/19/03	8		Roaming Charges for all countries unless noted below (per hour)	ea	\$0.00	\$0.00	\$2.00
Add	09/17/03	09/19/03	9		Roaming Charges - Czech Republic, Greece (per hour)	ea	\$0.00	\$0.00	\$4.00
Add	09/17/03	09/19/03	10		Roaming Charges - Argentina, Brazil, Indonesia, Malaysia, South Africa, Taiwan, Thailand (per hour)	ea	\$0.00	\$0.00	\$6.00
Add	09/17/03	09/19/03	11		Roaming Charges - Supplemental 3rd Party POPs (per hour)	ea	\$0.00	\$0.00	\$10.00
NOTE:	The ESM Database is MCI's Enterprise Systems Management database which is the web-based tool that is used to administer user IDs and get reports on Internet Corporate Dial services.								