

**VENDOR NAME: SBC SNET****FEIN: 06-054-26-46****SERVICE/PRODUCT NAME: Fax Broadcast Service : Fax Broadcast – SBC SNET FaxWorks****JANUARY, 2006 - THIS PRODUCT HAS BEEN DISCONTINUED****SERVICE/PRODUCT DESCRIPTION:**

SBC SNET's FaxWorks is a shared fax broadcasting service. The system has fully redundant hardware, software, and network connections. If commercial power fails, generator and backup batteries provide full electrical support. Dedicated technical coverage and support is also available on site 7x24x365. The proprietary system is fully scaleable and expandable as service commitments grow.

**Fax From Any Fax Machine**

- Send simultaneous transmissions to multiple worldwide fax and/or email destinations.
- Access our network fax servers directly from any fax machine, and a friendly voice will prompt users through the simple steps required.
- Obtain help from customer support personnel, who are in-place to help users get started and to create and maintain fax delivery destination lists.
- Assure security with unique service IDs and passwords.
- Use delivery reports and job status options to help manage and document the success of each fax broadcast.
- Use SNET FaxWorks Professional PC software on your PC (Windows 95, 98, and NT).
- Dial directly into the platform.
- Dial into any ISP.
- Obtain direct Internet connection.
- Create and manage your own fax broadcast distribution lists.
- Send fax documents to one or more fax machines/email addresses anywhere in the world without repeated scanning that reduces the quality of delivered documents.
- Download and automatically update free support software when you access the system.
- Check/monitor the status of fax broadcasts in progress.

**SERVICE LEVELS:****Installation Intervals**

Less than 10 accounts = 2 business days

10 or more accounts = Individual Case Basis

**Routine Repair Intervals**

Response time = Less than 1 hour

Repair Resolution time = 24 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

**PRODUCT SCHEDULE**

1/21/03

MASTER AGREEMENT NUMBER: B-03-006						DOIT APPROVAL DATE: <b>3/15/2006</b>			
<b>VENDOR NAME: SBC SNET</b>						<b>VENDOR FEIN: 06-054-26-46</b>			
<b>SERVICE NAME: Broadcast Fax Service: Broadcast Fax Service - SBC SNET FaxWorks</b>									
<b>JANUARY, 2006 - THIS PRODUCT HAS BEEN DISCONTINUED</b>									
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	Initial Conversion: Non-Recurring Unit Cost	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	12/08/03	12/16/03	1		Peak Monthly Usage (7am - 9 pm EST)	min	\$0.270	\$0.270	\$0.00
Delete	01/23/06	03/15/06	1		Peak Monthly Usage (7am - 9 pm EST)	min	\$0.270	\$0.270	\$0.00
Add	12/08/03	12/16/03	2		Off-Peak Monthly Usage (9 pm - 7am EST)	min	\$0.216	\$0.216	\$0.00
Delete	01/23/06	03/15/06	2		Off-Peak Monthly Usage (9 pm - 7am EST)	min	\$0.216	\$0.216	\$0.00
<b>NOTE: Grey highlighted items are no longer available. They have been either deleted or changed.</b>									