

DOIT MASTER AGREEMENT NUMBER:

B-03-013

DOIT APPROVAL DATE:

10/1/2006

VENDOR NAME: MCI WORLDCOM Communications, Inc.

FEIN: 47-0751768

SERVICE/PRODUCT NAME: Local Exchange Service: Analog Lines (POTS Service)

SERVICE/PRODUCT DESCRIPTION:

MCI is one of the nations largest Competitive Local Exchange Carriers (CLECs). It owns and operates fiber optic networks and local switching systems to deliver Local Service in the greater Hartford and Stamford areas (see Service Availability tables for specific coverage areas). Local service includes:

- 911/E911
- Directory listing
- Directory assistance
- Operator and customer services (7x24x365)
- Telephone number assignment
- Service access codes (800/888 and 700 numbers)
- Telecommunications Relay Services
- Equal access (1+ dialing)
- Local number portability
- Phone books

Business Lines or "Plain Old Telephone Service" (POTS) Lines, which provide analog service between the Local End office and the subscriber's key system, modem or fax machine. Standard business lines include Touch Tone, Hunting, Call Forward Variable and Calling Party Number Delivery.

Telecommunications Service Priority (TSP) – TSP is a federally-established program under which the Office of Priority Telecommunications in the Executive Office of the President prioritizes the restoration and provisioning of telecommunications services – including services to states, private companies and institutions -- that support national security or emergency preparedness (NS/EP). TSP services are in two categories: Priority Provisioning (including Emergency Provisioning and Essential Provisioning) and Priority Restoration. Note a customer may subscribe to either Emergency Provisioning or Essential Provisioning for a circuit, but may not subscribe to both.

1. Emergency Provisioning is provided by MCI in response to an emergency, when the Customer's need for a service is critical and must be provisioned at the earliest possible time, without regard to the cost to the Customer. In Emergency Provisioning MCI will take immediate action to allocate the resources necessary to provision circuit(s) and any related special construction assigned an Emergency Provisioning priority level as soon as possible, including dispatching personnel outside normal MCI business hours.
2. Essential Provisioning is provided for new essential NS/EP service that must be installed by a specific date that cannot be met using normal MCI business procedures. In Essential Provisioning, MCI will adjust its resources to make its best effort to provision the circuit(s) and any related special construction assigned an Essential Provisioning priority level, by the requested service due date, based on the priority level assigned.
3. Priority Restoration designation establishes priorities for restoring NS/EP service in the event of an outage or failure of multiple services. MCI will dispatch personnel outside normal business hours if necessary to restore circuit(s) (and provide any related special construction) assigned a Priority Restoration level of 1, 2, or 3. MCI will dispatch personnel outside normal business hours to restore circuits (and provide any related special construction) assigned a Priority Restoration level of 4 or 5 only when the next business day is more than 24 hours away.

TSP services are available on any circuit type: PRI, T1, Analog, Internet Dedicated, Frame, ATM, Private

Line, etc.

State and Local agencies can get sponsorship for TSP from the National Communications System at <http://tsp.ncs.gov>.

SERVICE LEVELS: MCI does not offer SLAs for local service; TSP coverage will improve repair times. The following repair statistics for Local service apply.

Mean Time to Repair (MTTR)

- Priority 1: 4 hours
- Priority 2: 8 hours
- Priority 3: 12 hours
- Priority 4: 24 hours

SERVICE AVAILABILITY/LIMITATIONS:

See Services Availability table

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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	07/06/05	08/01/05	1		Analog Line (POTS Service) - all of CT including LNP and EUCL	ea	\$0.00	\$23.44
Add	04/14/05	04/22/05	6		Phone Directories for locations with MCI Local Service	ea	\$0.00	\$0.00
Add	04/14/05	04/22/05	7		Telecommunications Services Priority (TSP) Priority Restoration - Circuits with MCI provided local access channel	ea	\$350.75	\$18.40
Add	04/14/05	04/22/05	8		Telecommunications Services Priority (TSP) Priority Restoration - Per non-MCI provided local access channel	ea	\$937.28	\$28.93
Add	04/14/05	04/22/05	9		Telecommunications Services Priority (TSP) Emergency/Essential Provisioning - MCI provided local access channel	ea	\$529.00	\$0.00
Add	04/14/05	04/22/05	10		Telecommunications Services Priority (TSP) Emergency/Essential Provisioning - Per non-MCI provided local access channel	ea	\$957.97	\$0.00
Add	04/14/05	04/22/05	11		Telecommunications Services Priority (TSP) Change Charges* - MCI provided local access channel	ea	\$51.75	\$0.00
Add	04/14/05	04/22/05	12		Telecommunications Services Priority (TSP) Change Charges* - Per non-MCI provided local access channel	ea	\$299.92	\$0.00
Add	05/25/05	06/01/05	13		Directory Listings	ea	\$0.00	\$0.00

* Change charges apply when the TSP Priority Level for a circuit changes

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