DOIT MASTER AGREEMENT NUMBER: **B-03-006**	DOIT APPROVAL DATE: **10/18/2010**

VENDOR NAME: SBC SNET	**FEIN: 06-054-26-46**

SERVICE/PRODUCT NAME: Local Exchange Service: Analog Lines (POTS Service)- CentraLink 1100

SERVICE/PRODUCT DESCRIPTION:

CentraLink 1100 is an office telecommunications system for businesses that uses a separate dedicated line between each telephone at your premises and the switching equipment at the SBC SNET central office. The SBC SNET central office switching equipment provides all of the centrex functionality, such as directing incoming phone calls directly to the appropriate station, handling direct dialing of outbound calls, and providing a variety of Private Branch Exchange (PBX) like service features. As an integral part of SBC SNET's network, CentraLink 1100 service takes advantage of extensive central processor capability and distributed processor technology that minimizes down time and constant technological upgrades.

Features include:

- **Direct Inward Dialing and Direct Outward Dialing** allows you to route calls directly or through an attendant.
- **Hunting** automatically sends an incoming call from a busy line to the next designated line.
- **Station Line Identification** provides a detailed record of calls made by each CentraLink station - including start time, duration, and toll call numbers.
- **Call Forwarding-Variable** automatically forwards calls wherever you like, inside or outside your business.
- **Call Forwarding-Busy Line** automatically reroutes calls to a designated station or your voice mail if your line is busy.
- **Call Forwarding-Don't Answer** automatically reroutes calls to another phone if you haven't responded within a preset number of rings.
- **Consultation** allows you to place a caller on hold and call another party to confer on the matter at hand or gather additional information--privately without your original party hearing, and without the need for additional lines or sophisticated hardware.
- **Three-Way Calling** turns a two-way call into a mini-conference. You can add a third person to your call at any time.
- **Call Waiting**-Incoming lets you take a second call if you are already on the line.

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.

Call Blocking
The Call Blocking Feature allows a customer to program a phone to reject calls form up to six preselected numbers. When someone on a customer's Call Blocking list tries to call them from a blocked number the subscriber's phone will not ring.

The call will go directly to a recorded announcement that says "*Your call cannot be completed. The number you are calling has activated Call Blocking, indicating that they do not wish to receive calls at this time.*"

A recording will tell the subscriber when the Call Blocking List is full. All telephone numbers will remain on the Call Blocking list until the subscriber removes them.

Call Blocking is activated by pressing *60 and deactivated by pressing *80.

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
CentraLink 1100
Less than 10 lines = 5 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
CentraLink 1100
Response time = Less than 1 hour
Repair Resolution time = 36 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. It is calculated during a measurement period as an average time (expressed in hours and minutes of the Repair Response intervals) for all problems related to a particular network service for the State's entire network.

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. It is calculated during a measurement period and is expressed as an average time (expressed in hours and minutes of the Repair Resolution intervals) for all problems of a particular network service for the State's entire network.

SERVICE AVAILABILITY/LIMITATIONS:

SERVICE AVAILABILITY
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

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VENDOR NAME:	**SBC SNET**	**VENDOR FEIN:**	**06-0542646**

SERVICE NAME: Local Exchange Service: Analog Lines (POTS Service) - CentraLink 1100

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	09/14/05	09/20/05	1	R4N	CentraLink 1100 line: Exchange Class 1	line	$60.00	$20.00
Add	08/14/03	10/01/03	2	R4N	CentraLink 1100 line: Exchange Class 2	line	$60.00	$21.00
Change	09/14/05	09/20/05	3	R4N	CentraLink 1100 line: Exchange Class 3	line	$60.00	$23.00
Change	09/14/05	09/20/05	4	R4N	CentraLink 1100 line: Exchange Class 4	line	$60.00	$25.00
Change	09/13/05	09/20/05	5	R4N	CentraLink 1100 line: Exchange Class 5	line	$60.00	$25.00
Add	08/14/03	10/01/03	6	9ZR	Federal Subscriber Line Charge	line	$0.00	$6.88
Add	08/14/03	10/01/03	7	CYA	Common equipment per system (BTN)	BTN	$0.00	$5.00
Add	08/14/03	10/01/03	8	R48	Bridged Station Line	line	$65.00	$25.25
Add	08/14/03	10/01/03	9	SG9XX	Feature Change Charge	order	$33.00	$0.00
Add	08/14/03	10/01/03	10	WZZZJ	Call forward all calls path 2-5 per path	path>1	$33.00	$3.50
Add	06/16/05	07/01/05	11	P1APX	TSP Priority Installation	line	$113.59	$0.00
Add	06/16/05	07/01/05	12	PR5PX	TSP Priority Restoration	line	$101.82	$0.00
Add	06/16/05	07/01/05	13	PR8PX	TSP Priority Restoration change level	line	$6.47	$0.00
Add	06/16/05	07/01/05	14	PR9PX	TSP Priority Restoration maintenance	line	$0.00	$8.82
					CLAR			
Add	6/21/06	07/17/06	15	SEPRE	Service establishment Plan 1	plan	$350.00	$0.00
Add	6/21/06	07/17/06	16	R7UFX	Protected number- Plan 1	tn	$10.00	$4.00
Add	6/21/06	07/17/06	17	EWP	Addl alternate routing Plan 2-9	plan	$70.00	$70.00
Add	6/21/06	07/17/06	18	NR9FA	Protected number per addl routing Plan 2-9	tn	$1.50	$0.00
Add	6/21/06	07/17/06	19	NR9EV	Routing plan change per tn (1-9)	tn	$10.00	$0.00
Add	6/21/06	07/17/06	20	R7MPG	Calendar Routing :Time of Day / Day of Week /Day of Year	app	$70.00	$70.00
Add	6/21/06	07/17/06	21	R7WPG	Percentage allocation routing	plan	$70.00	$70.00
					CALL BLOCKING			
Add	11/25/09	11/30/09	22	NX5	Call Blocking Feature	line	$0.00	$6.00
					E911 Surcharge			
Add	10/15/10	10/18/10	23		E911 Surcharge - 1 Line *(Per Line Per BTN)*	line	$0.00	$0.47
Add	10/15/10	10/18/10	24		E911 Surcharge - 2 Lines *(Per Line Per BTN)*	line	$0.00	$0.35
Add	10/15/10	10/18/10	25		E911 Surcharge - 3 Lines *(Per Line Per BTN)*	line	$0.00	$0.31
Add	10/15/10	10/18/10	26		E911 Surcharge - 4 - 5 Lines *(Per Line Per BTN)*	line	$0.00	$0.28
Add	10/15/10	10/18/10	27		E911 Surcharge - 6 - 10 Lines *(Per Line Per BTN)*	line	$0.00	$0.24
Add	10/15/10	10/18/10	28		E911 Surcharge - 11 - 25 Lines *(Per Line Per BTN)*	line	$0.00	$0.19
Add	10/15/10	10/18/10	29		E911 Surcharge - 26 - 50 Lines *(Per Line Per BTN)*	line	$0.00	$0.16
Add	10/15/10	10/18/10	30		E911 Surcharge - 51 - 99 Lines *(Per Line Per BTN)*	line	$0.00	$0.12
Add	10/15/10	10/18/10	31		E911 Surcharge - 100+ Lines *(Per Line Per BTN)*	line	$0.00	$0.09

* NRC applies to new SNET services only

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