

VENDOR NAME: SBC SNET**FEIN: 06-054-26-46****SERVICE/PRODUCT NAME: Local Exchange Service: Centrex ISDN (1B+D)- DCOSS ISDN, CentralLink 2100/3100 Custom ISDN****SERVICE/PRODUCT DESCRIPTION:****Centrex ISDN (1B+D)**

Centrex is an office telecommunications switching 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. Station lines may be either analog or digital (using ISDN technology).

The SBC SNET central office switching equipment provides all of the Centrex functionality, such as routing and connecting internal station to station calls, directing incoming phone calls to the appropriate station, handling direct dialing of outbound calls, and providing a wide variety of PBX-like service features. Unlike a PBX, however, Centrex provides full, unimpeded access to the public network to every station line. And, as an integral part of SBC SNET's network, Centrex service takes advantage of extensive central processor capability and distributed processor technology that minimizes down time and constant technological upgrades.

SBC SNET's Centrex offerings include ISDN (1B+D) Service under Dedicated Central Office Switched Service (DCOSS), CentralLink 2100 and CentralLink 3100. As part of our Centrex Services, we also provide centralized voice mail under GEM Mail service. For additional feature information please refer to the Product Schedule for Local Exchange Service: Centrex Service.

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 (CentralLink 1100), Digital Trunks over T-1(Basic Multipath), Centrex lines (DCOSS, ISDN, CentralLink 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

Centrex ISDN

Less than 10 lines = 9 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

Centrex ISDN

Response time = Less than 1 hour

Repair Resolution time = 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. 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

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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
- Centex ISDN quoted under DCOSS is Custom ISDN used for voice applications only. 1B+D uses 1 station number per pipe.

Service Disconnection / Reference of Calls

1. There is no charge for reference of calls for the disconnect of the main listed number. This applies to local exchange, DID, CentralLink and DCOSS accounts.
2. Under DCOSS, a customized spare number intercept is set up in the Central Office at no charge as the default for DCOSS stations not in use.
3. Reference of Calls on individual DID numbers is chargeable under a Special Network request. Under this arrangement, the standard interval for reference of calls is currently three months.

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

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

SERVICE NAME: Local Exchange Service: Centrex ISDN (1B+D) - DCOSS ISDN, Centralink 2100/3100 Custom ISDN

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
Add	08/14/03	10/01/03	1	XU8	pipe)	line	\$125.00	\$10.75
Add	08/14/03	10/01/03	2	VVMGX	DCOSS Voice Mail Box: GEM Mail	box	\$10.00	\$5.50
Change	08/31/06	10/01/06	3	R25	DCOSS Telephone Numbers (active or reserved)-effective 8/1/05	TN	\$0.00	\$0.28
Change	08/31/06	10/01/06	4	DGD	DCOSS Telephone Numbers (active or reserved-bulked TNs)-effective 8/1/05	acct	\$0.00	\$0.28
Change	01/23/06	03/15/06	5	TRXDD	DID DCOSS Trunking (10 stations:1 trunk): Incoming CentaLink 1100 Class 5 (ND8 or ND9 required)-effective 8/1/05	trunk	\$60.00	\$25.00
Change	01/23/06	03/15/06	6	TRXOD	DOD DCOSS Trunking (10 stations:1 trunk) Outgoing Centralink 1100 Class 5-effective 8/1/05	trunk	\$60.00	\$25.00
Change	01/23/06	03/15/06	7	9ZR	DCOSS -Federal Subscriber Line Charge	trunk	\$0.00	\$5.73
Add	08/14/03	10/01/03	8	WZZSA	Centralink 2100/3100 Custom ISDN Svc Pkg 1 (1B+D packet) CSV on 1 B ch and signal on D	pipe	\$125.00	\$18.00
Add	08/14/03	10/01/03	9	WZZSB	Centralink 2100/3100 Custom ISDN Svc Pkg 2 (1B+D packet) CSV on 1 B ch and packet sw and signal on D	pipe	\$200.00	\$21.00
Add	08/14/03	10/01/03	10	WZZSJ	Centralink 2100/3100 Custom ISDN: Svc Pkg 9 - Sec Dir Tn term on diff device for EKTS	line	\$25.00	\$5.00
Add	08/14/03	10/01/03	11	WZZS1	Centralink 2100/3100 Custom ISDN: Svc Pkg 10 C.O. Loop extended to non equipped C.O. same exchange	pipe	\$300.00	\$100.00
Add	06/16/05	07/01/05	12	P1APX	TSP Priority Installation	line	\$113.59	\$0.00
Add	06/16/05	07/01/05	13	PR5PX	TSP Priority Restoration	line	\$101.82	\$0.00
Add	06/16/05	07/01/05	14	PR8PX	TSP Priority Restoration change level	line	\$6.47	\$0.00
Add	06/16/05	07/01/05	15	PR9PX	TSP Priority Restoration maintenance	line	\$0.00	\$8.82
Add	01/23/06	03/15/06	16	ND8	C.O. Equip-1st DID trunk per Location	loc	\$733.50	\$12.75
Add	01/23/06	03/15/06	17	ND9	C.O. Equip Additional DID trunk per Location	trunk	\$56.79	\$12.00
CLAR								
Add	6/21/06	07/17/06	18	SEPRE	Service establishment Plan 1	plan	\$350.00	\$0.00
Add	6/21/06	07/17/06	19	R7UFX	Protected number- Plan 1	tn	\$10.00	\$4.00
Add	6/21/06	07/17/06	20	EWP	Addl alternate routing Plan 2-9	plan	\$70.00	\$70.00
Add	6/21/06	07/17/06	21	NR9FA	Protected number per addl routing Plan 2-9	tn	\$1.50	\$0.00
Add	6/21/06	07/17/06	22	NR9EV	Routing plan change per tn (1-9)	tn	\$10.00	\$0.00
Add	6/21/06	07/17/06	23	R7MPG	Calendar Routing :Time of Day / Day of Week /Day of Year	app	\$70.00	\$70.00
Add	6/21/06	07/17/06	24	R7WPG	Percentage allocation routing	plan	\$70.00	\$70.00
E911 Surcharge								
Add	10/15/10	10/18/10	25		E911 Surcharge - 1 Line (Per Line Per BTN)	line	\$0.00	\$0.47
Add	10/15/10	10/18/10	26		E911 Surcharge - 2 Lines (Per Line Per BTN)	line	\$0.00	\$0.35
Add	10/15/10	10/18/10	27		E911 Surcharge - 3 Lines (Per Line Per BTN)	line	\$0.00	\$0.31
Add	10/15/10	10/18/10	28		E911 Surcharge - 4 - 5 Lines (Per Line Per BTN)	line	\$0.00	\$0.28
Add	10/15/10	10/18/10	29		E911 Surcharge - 6 - 10 Lines (Per Line Per BTN)	line	\$0.00	\$0.24
Add	10/15/10	10/18/10	30		E911 Surcharge - 11 - 25 Lines (Per Line Per BTN)	line	\$0.00	\$0.19

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Add	10/15/10	10/18/10	31		E911 Surcharge - 26 - 50 Lines (Per Line Per BTN)	line	\$0.00	\$0.16	
Add	10/15/10	10/18/10	32		E911 Surcharge - 51 - 99 Lines (Per Line Per BTN)	line	\$0.00	\$0.12	
Add	10/15/10	10/18/10	33		E911 Surcharge - 100+ Lines (Per Line Per BTN)	line	\$0.00	\$0.09	

* NRC applies to new SNET services only

NOTE: CentralLink 2100, 3100 Custom ISDN costs apply to the pipe and are in addition to the normal station rates

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