

VENDOR NAME: SBC SNET**FEIN: 06-054-26-46****SERVICE/PRODUCT NAME: Local Exchange Service: Centrex ISDN (2B+D) – DCOSS ISDN, CentralLink 2100/3100 Custom ISDN****SERVICE/PRODUCT DESCRIPTION:****Centrex ISDN (2B+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 (2B+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.

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 AVAILABILITY/LIMITATIONS:

AVAILABILITY

See Service Availability spreadsheet

LIMITATIONS

1. Centex ISDN quoted under DCOSS is Custom ISDN used for voice applications only. 2B+D uses 2 stations 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: 06-0542646**

SERVICE NAME: Local Exchange Service: Centrex ISDN (2B+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	DCOSS ISDN Station Line 2B+D (2 sta per pipe)	2 lines	\$125.00	\$21.50
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	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-effective 8/1/05	trunk	\$60.00	\$25.00
Change	01/23/06	03/15/06	6	ND8	C.O. Equip-1st DID trunk per Location-effective 8/1/05	location	\$733.50	\$12.00
Change	01/23/06	03/15/06	7	ND9	C.O. Equip Additional DID trunk per Location-effective 8/1/05	trunk	\$56.79	\$12.00
Change	01/23/06	03/15/06	8	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	9	9ZR	DCOSS -Federal Subscriber Line Charge-effective 8/1/05	trunk	\$0.00	\$5.73
Add	08/14/03	10/01/03	10	WZZSC	CentraLink 2100/3100 Custom ISDN Svc Pkg 3 (2B+D) CSV on B-1, CSD on B-2, signal on D	pipe	\$200.00	\$27.00
Add	08/14/03	10/01/03	11	WZZSD	CentraLink 2100/3100 Custom ISDN Svc Pkg 4 (2B+D) CSV on both B ch, signal on D	pipe	\$200.00	\$27.00
Add	08/14/03	10/01/03	12	WZZSE	CentraLink 2100/3100 Custom ISDN Svc Pkg 5 (2B+D packet) CSV on B-1, CSD on B-2, packet sw and signal on D	pipe	\$225.00	\$32.00
Add	08/14/03	10/01/03	13	WZZSF	CentraLink 2100/3100 Custom ISDN Svc Pkg 6 (2B+D packet, EKTS) CSV on both B ch, packet sw and signal on D	pipe	\$225.00	\$32.00
Add	08/14/03	10/01/03	14	WZZSG	CentraLink 2100/3100 Custom ISDN Svc Pkg 7 (2B+D) CSD on both B ch, signal on D	pipe	\$250.00	\$40.00
Add	08/14/03	10/01/03	15	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	16	WZZS1	CentraLink 2100/3100 Custom ISDN Svc Pkg 10 - C.O. loop extender to non equipped C.O. same exchange	pipe	\$300.00	\$100.00
Add	06/16/05	07/01/05	17	P1APX	TSP Priority Installation	line	\$113.59	\$0.00
Add	06/16/05	07/01/05	18	PR5PX	TSP Priority Restoration	line	\$101.82	\$0.00
Add	06/16/05	07/01/05	19	PR8PX	TSP Priority Restoration change level	line	\$6.47	\$0.00
Add	06/16/05	07/01/05	20	PR9PX	TSP Priority Restoration maintenance	line	\$0.00	\$8.82
Add	10/15/10	10/18/10	21		E911 Surcharge - 1 Line (Per Line Per BTN)	line	\$0.00	\$0.47
Add	10/15/10	10/18/10	22		E911 Surcharge - 2 Lines (Per Line Per BTN)	line	\$0.00	\$0.35
Add	10/15/10	10/18/10	23		E911 Surcharge - 3 Lines (Per Line Per BTN)	line	\$0.00	\$0.31
Add	10/15/10	10/18/10	24		E911 Surcharge - 4 - 5 Lines (Per Line Per BTN)	line	\$0.00	\$0.28
Add	10/15/10	10/18/10	25		E911 Surcharge - 6 - 10 Lines (Per Line Per BTN)	line	\$0.00	\$0.24

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Add	10/15/10	10/18/10	26		E911 Surcharge - 11 - 25 Lines <i>(Per Line Per BTN)</i>	line	\$0.00	\$0.19
Add	10/15/10	10/18/10	27		E911 Surcharge - 26 - 50 Lines <i>(Per Line Per BTN)</i>	line	\$0.00	\$0.16
Add	10/15/10	10/18/10	28		E911 Surcharge - 51 - 99 Lines <i>(Per Line Per BTN)</i>	line	\$0.00	\$0.12
Add	10/15/10	10/18/10	29		E911 Surcharge - 100+ Lines <i>(Per Line Per BTN)</i>	line	\$0.00	\$0.09

* NRC applies to new SNET services only

Note: CentraLink 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 or no longer apply.