

**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 from 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

MASTER AGREEMENT NUMBER: **B-03-006** DOIT APPROVAL DATE: **7/1/2014**

**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                 |  |
| OPTIONAL FEATURES              |                        |                       |      |                       |  |        |                         |                        |  |
| Add                            | 3/14/14                | 03/21/14              | 23   | 63E<br>ESF            | Custom calling feature: 30 number speed call - first or addl feat per line | Ea     | \$25.00                 | \$6.50                 |  |
| Add                            | 3/14/14                | 03/21/14              | 24   | ESL                   | Custom Calling feature 8 number speed call first feat per line             | Ea     | \$25.00                 | \$6.50                 |  |
| Add                            | 3/14/14                | 03/21/14              | 25   | ES5                   | Totalphone Service   | Ea     | \$25.00                 | \$15.00                |  |
| Add                            | 3/14/14                | 03/21/14              | 26   | EXF                   | Off Premises Extension   | Ea     | \$75.00                 | \$25.25                |  |
| Add                            | 3/14/14                | 03/21/14              | 27   | N6T                   | Call Tracing 1st feature per line-Bus                                      | Ea     | \$25.00                 | \$6.50                 |  |
| Add                            | 3/14/14                | 03/21/14              | 28   | RCA<br>RCFVE<br>RCFVS | InCome Line - first and addl feature per line                              | Ea     | \$75.00                 | \$10.00                |  |
| Add                            | 3/14/14                | 03/21/14              | 30   | RTY                   | Voluntary Toll Restriction   | Ea     | \$33.00                 | \$7.00                 |  |
| Add                            | 5/5/14                 | 07/01/14              | 30a  | FALBX                 | Foreign listing business (Not too exceed)                                  | Ea     | \$33.00                 | \$10.00                |  |

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| Add   | 5/5/14                 | 07/01/14              | 30b  | XLLBX      | Additional business listing (Not too exceed)               | Ea                             | \$33.00                 | \$10.00                |  |
| EXISTING ONLY - No New Installations  |                        |                       |      |            |  |                                |                         |                        |  |
| Add   | 3/14/14                | 03/21/14              | 31   | 1FB<br>AFK | Flat business line   | Ea                             | Existing Only           | \$49.00                |  |
| Add   | 3/14/14                | 03/21/14              | 32   | 1MB<br>1ML | Message business line                                      | Ea                             | Existing Only           | \$68.00                |  |
| Add   | 3/14/14                | 03/21/14              | 33   | BXT        | Line terminating in answering bureau                       | Ea                             | Existing Only           | \$25.25                |  |
| Add   | 3/14/14                | 03/21/14              | 34   | 1GDVX      | Premises channel different building same premises          | Ea                             | Existing Only           | \$10.00                |  |
| Add   | 3/14/14                | 03/21/14              | 35   | EXH        | (Obs)Off Premises Extension Line Only                      | Ea                             | Existing Only           | \$25.25                |  |
| Add   | 3/14/14                | 03/21/14              | 36   | FF6CX      | Foreign Exchange Per Call business 2 way combination trunk | Ea                             | Existing Only           | \$32.00                |  |
| Add   | 3/14/14                | 03/21/14              | 37   | FFL<br>FFW | Foreign Exchange Per Call business service                 | Ea                             | Existing Only           | \$32.00                |  |
| Add   | 3/14/14                | 03/21/14              | 38   | LMB        | Individual Per Call business line                          | Ea                             | Existing Only           | \$49.00                |  |
| Add   | 3/14/14                | 03/21/14              | 39   | TL4AW      | PBX Series Tie Line terminal dial                          | Ea                             | Existing Only           | \$19.60                |  |
| E911 Surcharge  |                        |                       |      |            |  |                                |                         |                        |  |
| Add   | 10/15/10               | 10/18/10              | 40   |            | E911 Surcharge - 1 Line<br>(Per Line Per BTN)              | line                           | \$0.00                  | \$0.47                 |  |
| Add   | 10/15/10               | 10/18/10              | 41   |            | E911 Surcharge - 2 Lines<br>(Per Line Per BTN)             | line                           | \$0.00                  | \$0.35                 |  |
| Add   | 10/15/10               | 10/18/10              | 42   |            | E911 Surcharge - 3 Lines<br>(Per Line Per BTN)             | line                           | \$0.00                  | \$0.31                 |  |
| Add   | 10/15/10               | 10/18/10              | 43   |            | E911 Surcharge - 4 - 5 Lines<br>(Per Line Per BTN)         | line                           | \$0.00                  | \$0.28                 |  |
| Add   | 10/15/10               | 10/18/10              | 44   |            | E911 Surcharge - 6 - 10 Lines<br>(Per Line Per BTN)        | line                           | \$0.00                  | \$0.24                 |  |
| Add   | 10/15/10               | 10/18/10              | 45   |            | E911 Surcharge - 11 - 25 Lines<br>(Per Line Per BTN)       | line                           | \$0.00                  | \$0.19                 |  |
| Add   | 10/15/10               | 10/18/10              | 46   |            | E911 Surcharge - 26 - 50 Lines<br>(Per Line Per BTN)       | line                           | \$0.00                  | \$0.16                 |  |
| Add   | 10/15/10               | 10/18/10              | 47   |            | E911 Surcharge - 51 - 99 Lines<br>(Per Line Per BTN)       | line                           | \$0.00                  | \$0.12                 |  |
| Add   | 10/15/10               | 10/18/10              | 48   |            | E911 Surcharge - 100+ Lines<br>(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.     |                        |                       |      |            |  |                                |                         |                        |  |