DOIT MASTER AGREEMENT NUMBER:	B-03-006	DOIT APPROVAL DATE:	10/1/2006

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

SERVICE/PRODUCT NAME: Inbound Toll Free Service: Basic Toll Free Service

SERVICE/PRODUCT DESCRIPTION:

SBC SNET Basic Toll Free (800) Service

SBC SNET provisions both intrastate and interstate toll free services where the toll free number is pointed to an existing network service such as local exchange service, DID service, or Centrex service (switched). SBC SNET also provides dedicated access toll free services over a T-1 terminating in the closest SNET America, Inc. (SAI) point of presence.

Usage associated with the 800 number contributes to the annual minutes of use as part of an SBC SNET Call plan. To determine call plan rates and commitment levels reference Product Schedules for Long Distance Service: IntraLATA Long Distance and InterLATA Long Distance.

Dedicated Access

The two way calling feature of SNET's All Distance dedicated access T-1 allows a T-1 to be configured for both inbound and outbound traffic simultaneously. Customers cannot prioritize circuits or set minimum/maximum levels using the two-way calling feature since allocation is on a first-come, first-served basis. Typically, services are provisioned with the inbound 800 service starting from the first circuit and working down. The outbound service would start from the last circuit and work up. This configuration helps to eliminate glare, which is simultaneous seizing of inbound and outbound traffic on the same circuit. If glare occurs, the outbound call backs down and seeks another circuit.

In addition, on-net route advance allows automatic overflow from one dedicated access trunk group to another. The dedicated access facility can also be provisioned as either incoming only (for toll free service) or outbound only.

Optional Features

Dialed Number Identification Service

Dialed Number Identification Service (DNIS) allows a customer's PBX equipment to identify the toll free number dialed and then route the call to the proper department/destination. This feature is only available on dedicated access.

Real Time ANI

Real Time ANI allows a customer to receive the calling party's telephone number at the same moment the actual incoming call is received.

Call Allocation

This routing feature allocates calls to the same 800 number to two or more locations on a percentage basis. The percentage is based on call attempts not on call completion.

Route Advance

Route Advance ensures that all calls are answered during peak calling periods, or if your T-1 is down, by overflowing to local business lines at the same customer location. This feature is only available on dedicated access.

Customers may automatically route toll free calls that are busy or out of service at a primary location to a secondary location. Both locations must have dedicated access.

Advanced Routing Features and Call Handling Features allow a customer to terminate an 800 number at multiple locations. Routing features are available which may be used separately or in combination.

Command Routing

This enhanced feature allows an 800 customer to have an alternate routing plan for an 800 number which can be activated within 5-15 minutes. A routing plan is a flow chart of one or more routing decisions, which will terminate 800 traffic to one or more U.S destinations. The customer must arrange pre-planned alternate routing plans with SNET.

The following features can be standalone or part of a Command Routing Plan:

Area Code/Exchange Selection

Area Code/Exchange Selection allows a customer to geographically restrict access to an 800 number based on the caller's area code and or exchange level.

Area Code Routing

Area Code Routing allows a customer to route calls according to the caller's originating area code. Calls to an 800 number will be directed to the proper terminating location based on the originating NPA.

Time of Day Routing

Time of Day Routing allows calls to the same 800 number to be routed to alternate locations based on time of day.

Day of Week Routing

Day of Week Routing allows calls to the same 800 number to be routed to alternate locations by day of week.

Day of Year Routing

Day of Year Routing allows calls to the same 800 number to be routed to alternate locations by day of year. Call coverage may now be extended by routing calls to centers, which will operate during holidays. It may also be used to route calls differently during peak seasons.

SNET's Toll Free Service also provides:

- Free management reports
- Canadian toll-free coverage
- 800 Directory Assistance
- UIFN, known as Universal toll-free 800 or Global toll-free 800 numbers, offers a single, toll free number for access from multiple countries.
- International Toll Free Service offers toll free calling from approximately 51 foreign countries.

Listings

SNET allows a free listing with every Toll Free number in their Connecticut Only Toll Free Directory Assistance Database. The access number for this service is 800-355-1212. If SNET also carries the interstate traffic, the State is also allowed a free listing in the National Toll Free Directory Assistance Database. The access number for National Directory Assistance is 800-555-1212. In addition, the State would also receive four free listings per Toll Free Number in the White Pages directory of their choice. Additional white page listings are also available at an additional cost.

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
Less than 10 lines = 5 business days
10 or more lines = Individual Case Basis

Routine Repair Intervals
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.

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.

SERVICE AVAILABILITY/LIMITATIONS:

SERVICE AVAILABILITY
See Service Availability spreadsheet

MINIMUM LEVELS
The call plan rate is based on the annual commitment level per the customer's designated combined billing telephone numbers. See Product Schedules for Long Distance Service: IntraLATA and InterLATA Long Distance.

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

SERVICE NAME: Inbound Toll Free Service: Basic Toll Free Service - 800 CustomLink Plus

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	12/05/03	01/13/04	1		800 CustomLink Plus (Switched)	tn	$50.00	$0.00	
Add	12/05/03	01/13/04	2		800 CustomLink Plus (Dedicated T-1 acc)	tgp	$225.00	$0.00	
Add	12/05/03	01/13/04	3		Add SNET LD 800 CustomLink Plus (Switched)	tn	$15.00	$0.00	
Add	12/05/03	01/13/04	4		Add SNET LD-800 CustomLink Plus (Dedicated)	tgp	$50.00	$0.00	
Add	12/05/03	01/13/04	5		IntraLATA 800 CustomLink Plus Call Redirect (Switched)	set up	$25.00	$0.00	
Add	12/05/03	01/13/04	6		IntraLATA 800 CustomLink Plus per redirected call	per call	$0.25	$0.00	
Add	12/05/03	01/13/04	7		IntraLATA 800 CustomLink Plus per minute usage	per min	$0.01	$0.00	
Add	12/05/03	01/13/04	8		IntraLATA 800 CustomLink Plus Call Handling	tn	$100.00	$0.00	
Add	12/05/03	01/13/04	9		IntraLATA 800 CustomLink Plus Change charge	tn	$50.00	$0.00	
Add	12/05/03	01/13/04	10		IntraLATA Disaster Recovery (1-3 plans)	set up	$100.00	$0.00	
Add	12/05/03	01/13/04	11		IntraLATA Disaster Recovery (1-3 plans)	occur-rence	$50.00	$0.00	
Add	12/05/03	01/13/04	12		IntraLATA Disaster Recovey (4-12 plans)	set up	$100.00	$0.00	
Add	12/05/03	01/13/04	13		IntraLATA Disaster Recovey (4-12 plans)	occur-rence	$50.00	$0.00	
Add	12/05/03	01/13/04	14		IntraLATA Disaster Recovery (13-99 plans)	set up	$100.00	$0.00	
Add	12/05/03	01/13/04	15		IntraLATA Disaster Recovery (13-99 plans)	occur-rence	$50.00	$0.00	
Add	12/05/03	01/13/04	16		IntraLATA DNIS (dialed number identification svc)	tn	$250.00	$0.00	
Add	12/05/03	01/13/04	17		IntraLATA ANI (automatic number identification)	set up	$100.00	$0.00	
Add	12/05/03	01/13/04	18		IntraLATA ANI number delivery	per call	$0.01	$0.00	
Add	12/05/03	01/13/04	19		InterLATA and/or Dedicated Access-DNIS (dialed number identification service)	set up	$250.00	$0.00	
Add	12/05/03	01/13/04	20		Real Time ANI	set up	$200.00	$0.00	
Add	12/05/03	01/13/04	21		InterLATA and/ or Dedicated Access-ANI number delivery	per call	$0.01	$0.00	
Add	12/05/03	01/13/04	22		International Toll Free Service	set up	$100.00	$0.00	
Add	12/05/03	01/13/04	23		UIFN Global 800 Service	set up	$160.00	$0.00	
Add	12/05/03	01/13/04	24		InterLATA and/or Dedicated Access Command Routing Activation	per acct	$0.00	$50.00	
Add	12/05/03	01/13/04	25		InterLATA and/or Dedicated Access Command Routing Area Code	per 800#	$100.00	$50.00	
Add	12/05/03	01/13/04	26		InterLATA and/or Dedicated Access Command Routing Time of Day	per	$100.00	$50.00	
Add	12/05/03	01/13/04	27		InterLATA or Dedicated Access Command Routing Day of Week	acct	$100.00	$50.00	

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Add	12/05/03	01/13/04	28		InterLATA or Dedicated Access Command Routing Day of Year	acct	$100.00	$50.00	
Add	12/05/03	01/13/04	29		InterLATA and/or Dedicated Call Allocation 1-3 routing plans	acct	$0.00	$0.00	
Add	12/05/03	01/13/04	30		InterLATA and/or Dedicated Access Call Allocation 4-99 routing plans	acct	$100.00	$50.00	
Add	12/05/03	01/13/04	31		InterLATA and/or Dedicated Access Area Code / Exchange Selection	area code	$100.00	$0.00	
Add	12/05/03	01/13/04	32		Dedicated Access On- Net Route Advance	plan	$50.00	$0.00	
Change	07/05/05	08/01/05	33		<1,000,000 annual minutes - switched IntraLATA	min	$0.046	$0.00	
Change	07/05/05	08/01/05	34		1-3,000,000 annual minutes - switched IntraLATA	min	$0.042	$0.00	
Change	07/05/05	08/01/05	35		3-5,000,000 annual minutes - switched IntraLATA	min	$0.040	$0.00	
Change	07/05/05	08/01/05	36		> 5,000,000 annual minutes - switched IntraLATA	min	$0.037	$0.00	
Change	07/05/05	08/01/05	37		<1,000,000 annual minutes - dedicated IntraLATA	min	$0.025	$0.00	
Change	07/05/05	08/01/05	38		1-3,000,000 annual minutes - dedicated IntraLATA	min	$0.023	$0.00	
Change	07/05/05	08/01/05	39		3-5,000,000 annual minutes - dedicated IntraLATA	min	$0.021	$0.00	
Change	07/05/05	08/01/05	40		> 5,000,000 annual minutes - dedicated IntraLATA	min	$0.019	$0.00	
Change	07/05/05	08/01/05	41		<1,000,000 annual minutes - switched InterLATA	min	$0.046	$0.00	
Change	07/05/05	08/01/05	42		1-3,000,000 annual minutes - switched InterLATA	min	$0.042	$0.00	
Change	07/05/05	08/01/05	43		3-5,000,000 annual minutes - switched InterLATA	min	$0.040	$0.00	
Change	08/31/06	10/01/06	44		> 5,000,000 annual minutes - switched InterLATA	min	$0.035	$0.00	
Change	07/05/05	08/01/05	45		<1,000,000 annual minutes - dedicated InterLATA	min	$0.025	$0.00	
Change	07/05/05	08/01/05	46		1-3,000,000 annual minutes - dedicated InterLATA	min	$0.023	$0.00	
Change	07/05/05	08/01/05	47		3-5,000,000 annual minutes - dedicated InterLATA	min	$0.021	$0.00	
Change	07/05/05	08/01/05	48		> 5,000,000 annual minutes - dedicated InterLATA	min	$0.019	$0.00	
Add	12/05/03	01/13/04	49		Dedicated access non-PRI T-1s for locations that are billed >$30,000 annual toll	ea	$0.00	$0.00	
Add	06/16/05	07/01/05	50	P1APX	TSP Priority Installation	line	$113.59	$0.00	
Add	06/16/05	07/01/05	51	PR5PX	TSP Priority Restoration	line	$101.82	$0.00	
Add	06/16/05	07/01/05	52	PR8PX	TSP Priority Restoration change level	line	$6.47	$0.00	
Add	06/16/05	07/01/05	53	PR9PX	TSP Priority Restoration maintenance	line	$0.00	$8.82	

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