

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: Local Exchange Service: Residential Service

SERVICE/PRODUCT DESCRIPTION:

Residential Flat Rate service provides unlimited local calling. The monthly rate is dependent on the exchange class.

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 = 36 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:

See Service Availability spreadsheet

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SERVICE NAME: Local Exchange Service: Residential Service

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 Monthly Cost	Recurring Monthly Cost	
Add	08/14/03	10/01/03	1	1FR	Residential Line- Exchange Class 1	line	\$55.00	\$10.53	
Add	08/14/03	10/01/03	2	1FR	Residential Line- Exchange Class 2	line	\$55.00	\$11.53	
Add	08/14/03	10/01/03	3	1FR	Residential Line- Exchange Class 3	line	\$55.00	\$12.53	
Add	08/14/03	10/01/03	4	1FR	Residential Line- Exchange Class 4	line	\$55.00	\$13.53	
Add	08/14/03	10/01/03	5	1FR	Residential Line- Exchange Class 5	line	\$55.00	\$14.53	
Add	08/14/03	10/01/03	6	9LM	Residential Federal Subscriber Line Charge	line	\$0.00	\$5.78	

* 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.