

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: Video Bridging Service: Video Bridging Service – SBC SNET's

1-800-CONFERENCE® Video Service

SERVICE/PRODUCT DESCRIPTION:

SBC SNET's 1-800-CONFERENCE® Video Service offers room reservation services, multipoint bridging, and point-to-point call launching. SBC also provides management services for those customers who own their own video bridge equipment. Our service includes support and training for customer personnel involved with videoconferencing services.

1-800-CONFERENCE® video services are accessible to participants both domestic and international. Participants from throughout the world can access our video bridges or receive dial up assistance from our operators using the Public Switched (digital) network. SBC can work directly with a customer to provision a dedicated Primary Rate ISDN network directly into the 1-800-CONFERENCE® Operations Center. Video bridges are located in Schaumburg and Lombard, Illinois and Detroit, Michigan.

Standard 1-800-CONFERENCE® video reservation services are available 6:00 a.m. to 10:00 p.m. Central Time, Monday through Friday, excluding holidays, for both point-to-point and multi-point video calls. Extended hours are available to 7x24x365 coverage.

Reservations

Customers can make reservations for SBC's conference service by dialing 1-800-CONFERENCE® directly. Our proprietary billing and reservations system enables us to provide bridging reservations, room reservations and management, or locate public room facilities if necessary. Conference Specialists will perform quality checks and conduct room/site certification prior to the actual call to assure connectivity.

SBC also offers the option of scheduling videoconferences through the Internet. By using a dedicated login and password, users can access the 1-800-CONFERENCE® Online Reservation Desk, select the predefined locations that will be participating in the videoconference, and book the conference real-time. The Online Reservation Desk system will even notify participants of the upcoming videoconference. To ensure accuracy, the Online Reservation Desk will send the user a fax or e-mail to confirm the reservation.

Room Reservation Services

1-800-CONFERENCE®'s room reservation service will book all resources required to hold a videoconference, whether a point-to-point conference or a conference including several sites. This service reserves resources, resolves conflicts, collects billing information, and sends confirmations to all participants designated by the host. Room reservation service also provides public location services for video rooms. The service includes:

- Scheduling, coordination and verification of room availability for all sites available through phone, e-mail, or fax
- Scheduling video conference rooms for
 - Meet-me videoconferences (user dialed in)
 - Auto call launched videoconferences (service dialed)
 - Point-to-point videoconferences (for usage tracking as well as call launching)
- Location and reservation of public videoconferencing rooms
- Generation of records for reporting and billing use
- Maintaining a database of rooms, room contact information, and equipment types
- Maintaining a database of existing reservations

- Scheduling videoconference requests, verifying availability of rooms and bridging services
- Providing daily schedules to each videoconference room through faxes to respective room contact personnel
- Sending written all listed contacts and participants confirmation of videoconference reservations
- Advising meeting scheduler of conflicts, when resources are unavailable, and present alternatives
- Providing standing room reservation up to two years ahead
- Sending expiration messages to meeting schedulers with standing videoconferences two weeks prior to the final reservation
- Proactively contacting and rescheduling standing meetings scheduled for holidays
- Locating public video rooms, on request, if rooms are not available; communicating the location, cost, and capabilities of available public rooms

Multipoint Videoconferencing Services

SBC's 1-800-CONFERENCE® Videoconferencing Service provides multipoint videoconferences for anyone with standards-based videoconferencing equipment. The service includes scheduling conferences, reserving conference bridges, establishing videoconference made with dial-in or dial-out connections using 1-800-CONFERENCE®'s multipoint control unit (MCU) and network arrangements. Multipoint service features include:

- Voice-Activated Switching- A conference mode where conferees see the video image of the person speaking. The speaker sees the video image of the previous speaker. When a new speaker begins talking, the video switches to the new speaker.
- Continuous Presence Plus- A feature that enables a multipoint videoconference to compose a picture consisting of the video from multiple sites participating in the conference. As such, the feature allows one or more conferees to see up to 16 sites in the conference at one time.
- Panoramic View- A Continuous Presence Plus configuration in which a video image appears within each of the two lower quadrants and the upper half of the screen. The user can therefore see up to three participants. Also known as "three-image."
- Universal Conference Control (UCC) - A customer feature that enables an endpoint to manage an H.320 conference out-of-band. UCC can provide a number of powerful services similar to, and in lieu of, H.243 Chair Control. The controlling terminal for UCC Star is a regular touch-tone telephone, such as that used by an audio add-on party. The terminal does not receive audio, video, or data from the conference it is managing, and it does not transmit this media to the H.320 conference multiplex. UCC P&C (Point and Click) provides an alternative user interface to UCC Star: namely, a graphical-user interface (GUI) on a PC.
- Speed Match- Feature that enables endpoints with varying audio modes, video formats, and transfer rates to participate in the same MCU conference. The feature enables low-speed desktop video endpoints to interwork with high-speed group system video endpoints in a multipoint conference with full video and audio capabilities.
- Chair control mode- A conference mode where one site controls which endpoints are added and/or dropped during a conference.
- Audio Add-on- Feature that allows the MCU to support up to six non-H.320 audio-only endpoints per non-cascaded conference and up to 12 such endpoints per cascaded conference.
- T.120- The suite of standards defined by the ITU-T in support of data conferencing. The Lucent Technologies MCU includes support for the T.120 infrastructure recommendations, including T.123 (transport), T.122/T.125 (MCS), T.124 (GCC), T.126, and T.127.
- Presentation mode- A conference mode where the video portion of the endpoint's video is constantly broadcast to the other locations while the audio portion of the conference switches according to who is speaking. Any conferee can be a speaker. Voice-activated switching determines the video endpoint viewed by the other endpoints.

- Broadcast w/Auto Scan- A conference mode where the video, audio, and data portions of one video endpoint's are broadcast to the other conferees. The broadcaster views the other locations one after another for a fixed duration, while the other locations constantly view the broadcaster.
- Executive Conferencing- An option that enables a conference to compose a picture of two or three "other" sites (endpoints) for each conference participant. With this feature, no endpoint ever sees itself.

Remote MCU Management Service

SBC's 1-800-CONFERENCE® Remote MCU Management Service will allow customers to take advantage of the benefit of owning an MCU without having to provide the staffing and resources required to support a multipoint videoconferencing service bureau. 1-800-CONFERENCE® will provide staff and necessary resources to support a videoconferencing service using a customer's MCUs. Specifically, 1-800-CONFERENCE® will provide:

- 800 number for access to Operations Center
- Comprehensive Multipoint Videoconference Reservations
- Fax or e-mail confirmations
- Total management of multipoint videoconferences including:
- Scheduling MCU ports
- Videoconference set-up (dial-in or dial-out)
- Technical support as needed
- Certification of new sites (customer's or Public Rooms)
- Videoconference monitoring as requested
- Monthly quality and usage reports
- Monthly customer satisfaction reports
- Detailed monthly billing
- MCU trouble reporting and tracking

Call Launching

Point-to-Point Call Launching Service includes launching of point-to-point calls from the most appropriate end using a remote connection to a customer's network interface equipment (IMUX). We will make all attempts to launch the call from the customer's end. If this is not possible, policy will be set with the customer to:

- Talk the user through launching the call
- Launch the point-to-point call using the customer's or 1-800-CONFERENCE®'s Multipoint Control Unit (MCU).

Customer Care

Proactive customer care is a key feature of SBC's 1-800-CONFERENCE® videoconferencing services. A designated customer care advocate is responsible for proactively monitoring and managing the customer's videoconferencing service. These services include:

- Overseeing the collection of information on customer videoconferencing sites
- Ensuring customer information remains current
- Monitoring customer conferences for quality
- Reviewing conference information looking for possible problem spots

- Walking through procedures with new videoconference users so they feel more comfortable with videoconferencing
- Conducting feedback information collection after conferences
- Tracking issues and proactively managing them to resolution
- 1-800-CONFERENCE® provides customer video help desk and customer care services, 6:00 a.m. to 6:00 p.m., Central Time, Monday through Friday, excluding holidays. Extended hour coverage is available on request up to 7x24x365 coverage.

Videoconference Support Services

1-800-CONFERENCE® provides videoconference support services on a 7x24x365 basis for scheduled videoconferences. Videoconference support service includes, as required:

- Launching of all scheduled multipoint bridged video calls
- Providing inexperienced users with over the phone assistance such as, but not limited to, walking them through the call launch process, dialing point-to-point calls, and using the video control panel
- Launching point-to-point calls
- Monitoring connectivity for all customer videoconferences, unless otherwise instructed
- Providing on-line, real time support for videoconferences that cannot be established, or for calls in-progress that experience interruptions
- Collecting feedback information on videoconferences for quality reporting
- Providing audio conferencing as an alternative or rescheduling a videoconference by transferring the call to reservations if problems are detected and cannot be resolved immediately
- If problems are detected, issuing a trouble ticket number and providing on-going reporting to the customer on ticket status until the problem resolved
- Dispatching any service calls to maintenance providers and providing on-going reporting until resolution and repair

Room Aids and Service Introduction

Service introduction, coordination and support provides video room aids such as table tents, informational signs, and schedule holders. The service also includes developing materials to distribute to the customer's video user community advertising the video services.

Video Training

Video training, coordination and support includes working with key customer personnel to:

- Determine appropriate training requirements
- Identify target audiences
- Set training schedules for delivering user and vendor video training courses
- Work with appropriate parties to design (if needed), develop, and carry out custom video training initiative(s)

Internal Marketing Coordination and Support

SBC personnel will assist the customer with internal marketing and support of promotional efforts. Internal marketing support includes, but is not limited to:

- Conducting Open Houses at major video facilities
- Participating in "Lunch and Learns" for executive assistants at major video facilities
- Developing promotional mailers/announcement letters
- Providing customer specific automatic call distribution (ACD) announcement with prompts (i.e., press 1 for audio, 2 for video)

- Establishing ongoing communication with key contacts at each facility group
- Providing information on customer's Intranet site

Billing and Reporting

The bill format for 1-800-CONFERENCE® includes a bill summary page with total conferencing usage, as well as a detail that itemizes each conference call by conference confirmation number, the service type and access method used, multipoint and transmission charges. A breakdown of charges by geographic area, department, and cost center is also available.

SERVICE LEVELS:

Installation Intervals

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

Routine Repair Intervals

Response time = Less than 1 hour
Repair Resolution time = 24 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

PRODUCT SCHEDULE

1/21/03

MASTER AGREEMENT NUMBER: B-03-006							DOIT APPROVAL DATE: 10/1/2006		
VENDOR NAME: SBC SNET							VENDOR FEIN: 06-054-26-46		
SERVICE NAME: Video Bridging Service: Video Bridging Service 1-800-CONFERENCE®									
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		Monthly-Recurring Unit Cost	Usage-Recurring Unit Cost
Add	12/15/03	01/13/04	1		Multipoint Bridging at 384Kbps (6 ch) 1-20 hours bridging per min	6 ch bridging per min			\$0.68
Add	12/15/03	01/13/04	2		Multipoint Bridging at 384Kbps (6 ch) 1-20 hours transport per min	6 ch transport per min			\$1.20
Add	12/15/03	01/13/04	3		Multipoint Bridging at 384Kbps (6 ch) 21-40 hours bridging per min	6 ch bridging per min			\$0.63
Add	12/15/03	01/13/04	4		Multipoint Bridging at 384Kbps (6 ch) 21-40 hours transport per min	6 ch transport per min			\$1.20
Add	12/15/03	01/13/04	5		Multipoint Bridging at 384Kbps (6 ch) 41+ hours bridging per min	6 ch bridging per min			\$0.60
Add	12/15/03	01/13/04	6		Multipoint Bridging at 384Kbps (6 ch) 41+ hours transport per min	6 ch transport per min			\$1.20
Add	12/15/03	01/13/04	7		Audio Add-On Usage (meet me) toll free	min			\$0.39
Add	12/15/03	01/13/04	8		Audio Add-On Usage (meet me) toll paid	min			\$0.27
Add	12/15/03	01/13/04	9		Audio Add-On Usage (meet me) w 1-800 Conf Audio Contract	min			\$0.27
Add	12/15/03	01/13/04	10		Conference Taping Service 1st tape	tape			\$60.00
Add	12/15/03	01/13/04	11		Conference Taping Service add'l tape	tape			\$40.00
Add	12/16/03	01/13/04	12		Conference Room Reservation 1st 20 res per month per room	1-20 res per room per mo		\$300.00	\$300.00
Add	12/16/03	01/13/04	13		Conference Room Reservation >20 res per month per room	>20 res per room per mo		\$8.00	\$8.00
Add	12/16/03	01/13/04	14		Point to Point Call Launching per occ	per launch		\$40.00	\$40.00
Add	12/16/03	01/13/04	15		Point to Point Call Launching per site for 25 launches	25 launches per site		\$350.00	\$350.00
Add	12/16/03	01/13/04	16		Bridging Speed up to 384Kbps	bridging			\$0.00
Add	12/16/03	01/13/04	17		Continuous or Panoramic Presence	conf			\$0.00
Add	12/16/03	01/13/04	18		Universal, Chair or Lecture Control	conf			\$0.00
Add	12/16/03	01/13/04	19		Speed Matching	conf			\$0.00
Add	12/16/03	01/13/04	20		T.120 Application Use	conf			\$0.00
Add	12/16/03	01/13/04	21		Automatic Audio Back up Reserved	conf			\$0.00
Add	12/16/03	01/13/04	22		Customer Support Services	conf			\$0.00
Add	12/16/03	01/13/04	23		Video Service Usage Training	conf			\$0.00
Add	12/16/03	01/13/04	24		Video Room Aids	conf			\$0.00
Add	12/16/03	01/13/04	25		Customized Billing and Reporting	acct			\$0.00

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